



Les Concierges Services pvt ltd

Digital Model

Corporate Overview

- ❖ Les Concierges was founded in 1998 to address the needs of time stressed individuals.
- ❖ The company works with marquee clients in India and globally
- ❖ The company's services are divided into onsite services and premium Club Concierge services
- ❖ Onsite services include corporate concierge services, rewards services, employee engagement solutions, front office services, travel services
- ❖ Globally, the company focuses on premium services for clientele of high-end products and services

Recognition & Certifications

- **One among the Top 5 of the Loyalty & Engagement Awards 2016** under the **‘Best Employee Engagement Strategy’** category. This is a prestigious international award given to companies who have innovated and implemented some of the best employee engagement initiatives. We have competed with around 250 organisations world over and have made it to the top 5.

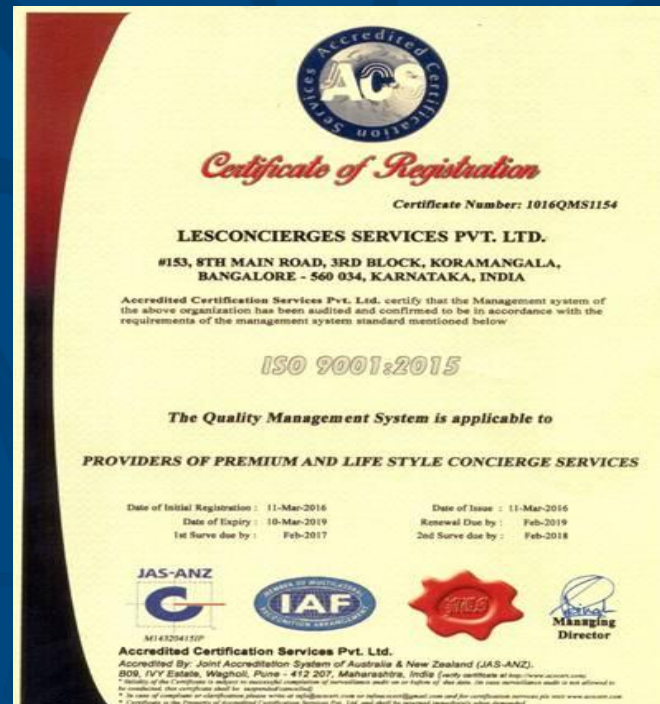


- We are also a certified diversified Women Entrepreneur-led enterprise with certification from WE Connect International.



Recognition & Certifications

- To endorse our quality management and the delivery of lifestyle concierge services, we have been certified as an ISO 9001:2015 company -



TOPICS COVERED

1. Services Category
2. Registration Process
3. Password Reset Process
4. Login Process
5. Purchase of Services
6. My Account

1. SERVICES CATEGORY

All Services are categorized into four main categories

1.1 Every Day Essentials

Banking

Bill Payment

Bill Recharge

Courier & Cargo

Home Care

Post Office

Utility

1.2 Ask Your Concierge

Informative

1. SERVICES CATEGORY

1.3 Essential Paper work

Government

Legal

RTO

1.4 Travel & Entertainment

Entertainment

Transport Hiring

Holidays

Passport

Ticketing

Visa

1. SERVICES CATEGORY

1.5 Services by nature of payment

Admin defined

User defined

Request for quote

1.6 Admin Defined – Prices predefined by lesconcierges

1.7 User Defined – Prices are defined by customers

1.8 Request for quote – Prices are not defined: calls for quotation

2. REGISTRATION PROCESS

Website : www.lesconcierges.in/lesconcierges

Please create an account by clicking on New User Sign Up button.
Create an account using your Official Mail ID
(XXXXXXXX@lesconcierges.co.in format) only , by clicking on New User
Sign Up button as shown in the below image

Login to your account

@lesconcierges.co.in

Password

I accept LESCONCIERGES Disclaimer

I accept the Terms and Conditions

Login

Forgot password?

OR

New User Sign Up

Click on New User Sign Up

2. REGISTRATION PROCESS

Website : www.lesconcierges.in/lesconcierges

Please key in data

Sign up

Key in all the details asked for here

First Name	Last Name
<input type="text"/>	<input type="text"/>
Email	Mobile No.
<input type="text"/>	<input type="text"/>
Password	Confirm Password
<input type="text"/>	<input type="text"/>
City	
<input type="text"/>	

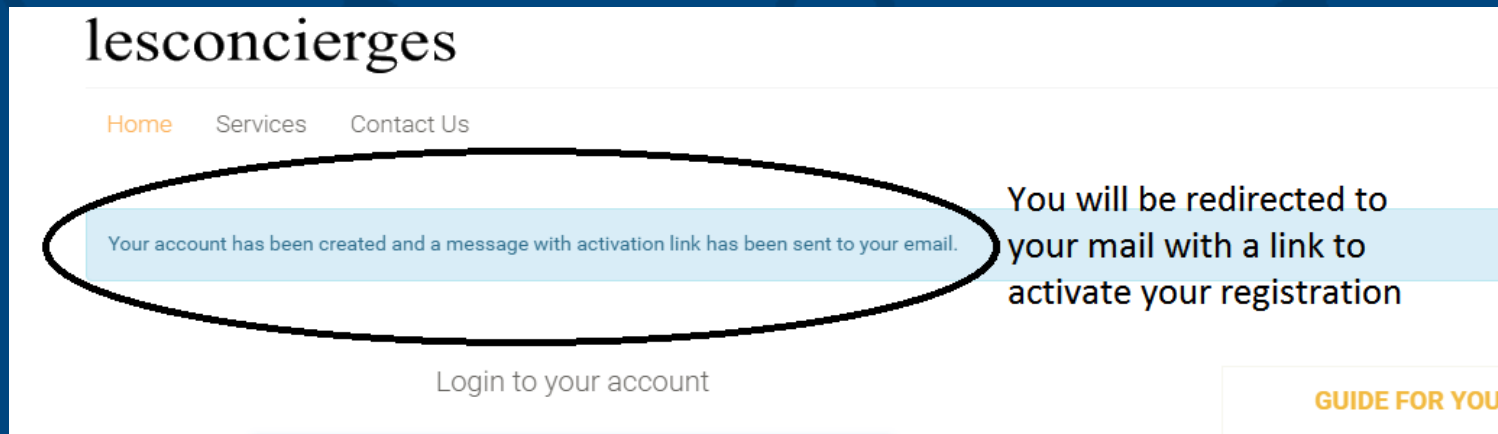
Click on Signup

[Already registered? Sign in!](#)


2. REGISTRATION PROCESS

Website : www.lesconcierges.in/lesconcierges

Please key in data



The screenshot shows the website header with the logo "lesconcierges" and navigation links for "Home", "Services", and "Contact Us". A light blue notification banner is highlighted with a black oval, containing the text: "Your account has been created and a message with activation link has been sent to your email." To the right of this banner, a text box says "You will be redirected to your mail with a link to activate your registration". Below the banner is a "Login to your account" button, and to the right is a "GUIDE FOR YOU" button.



The screenshot shows an email confirmation message. It starts with "Hello," followed by "Your account on Les Concierges has been created." and "In order to complete your registration, please click the link below." The link provided is <http://lesconcierges.in/newsite/user/confirm/30/cilc1ocsG28JuCWFNgxiXUVJf8aNOkQW>. The message concludes with "If you cannot click the link, please try pasting the text into your browser." and "If you did not make this request you can ignore this e mail."

3 FORGOT PASSWORD

Click on forgot password to regenerate your password
Customer will be redirected to password generation page

Login to your account

@lesconcierges.co.in

Password

I accept [LESCONCIERGES Disclaimer](#)

I accept the [Terms and Conditions](#)

Login

Click on Forgot Password

Forgot password?

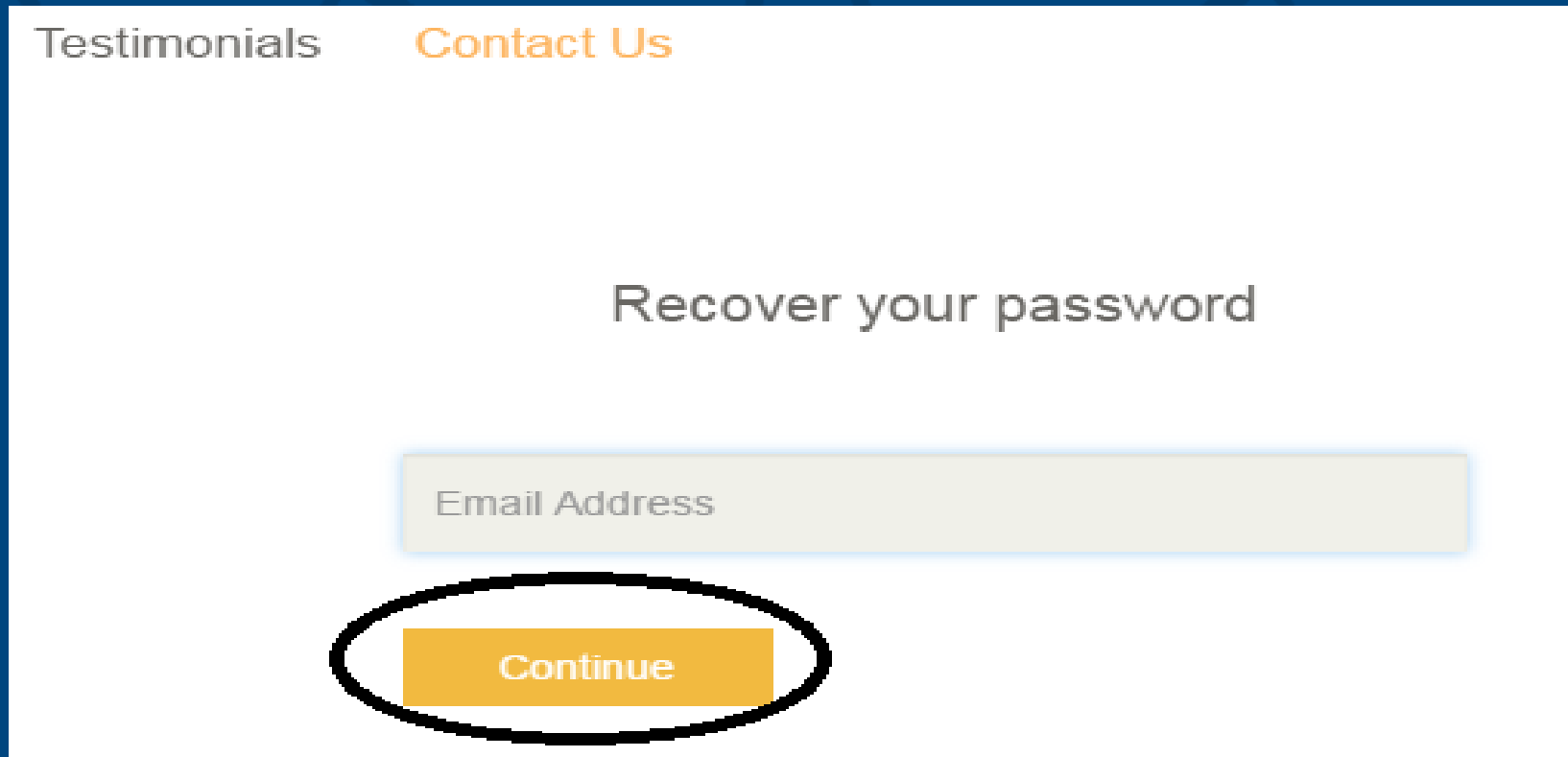
OR

New User Sign Up

3 FORGOT PASSWORD

You will be prompted to enter your registered email ID to reset the password

Click on Continue



The screenshot shows a web interface for password recovery. At the top left, there are two navigation links: "Testimonials" and "Contact Us", with "Contact Us" highlighted in orange. The main heading is "Recover your password". Below it is a text input field labeled "Email Address". At the bottom, there is a yellow "Continue" button, which is circled in black to indicate it should be clicked.

Testimonials **Contact Us**

Recover your password

Email Address

Continue

3 FORGOT PASSWORD

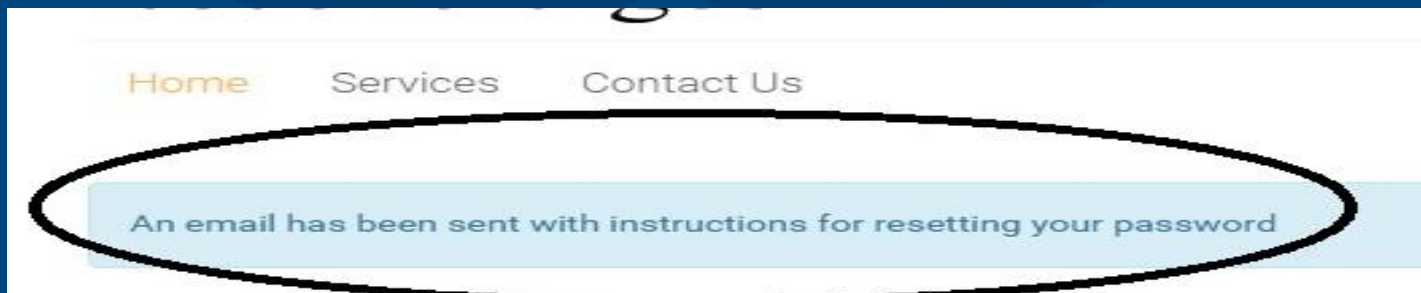
Key in your Registered email ID

Click on Continue

An Email will be sent to your registered email for resetting the password with a link

Click on the link to reset your password

Alternatively you can send a mail to support@lescocierges.in to reset your password



Hello,

We have received a request to reset the password for your account on Les Concierges. Please click the link below to complete your password reset.

<http://lesconcierges.in/newsite/user/recover/29/F6XYkY3GEmyJjj7yOvZHRnKLI9WgqsAr>

If you cannot click the link, please try pasting the text into your browser.

If you did not make this request you can ignore this email.

3 FORGOT PASSWORD

Key in your new password

You will get a confirmation message on successful change of password

In case of any difficulty please write to support@lesconcierges.in

The screenshot shows a web interface for resetting a password. At the top, the heading "Reset your password" is centered. Below it is a form with a "Password" label and a text input field. The input field contains the text "Key in your new password" and is highlighted with a light blue box. Below the input field is a yellow "Finish" button, which is circled in black. To the right of the button, the text "Click on Finish" is displayed. Below the form, there is a navigation menu with links for "Home", "Services", and "Contact Us". At the bottom, two green confirmation messages are shown, both stating "Your password has been changed successfully.", and they are circled in black.

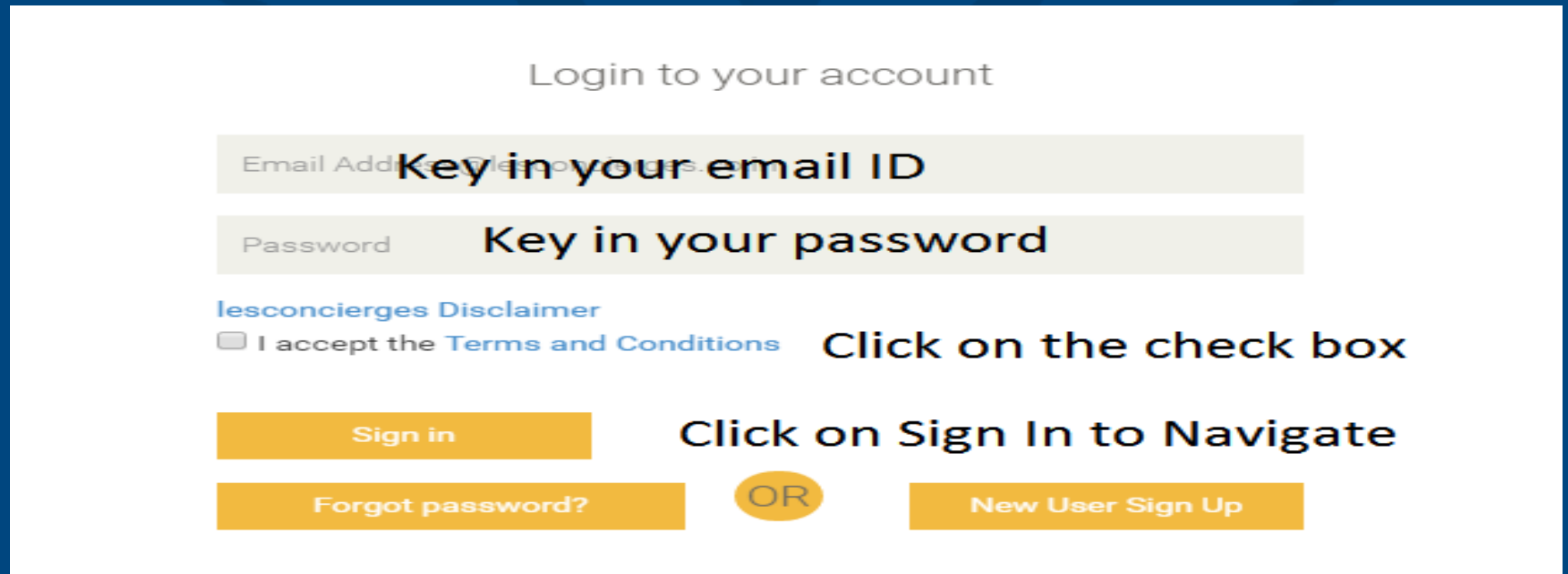
4. LOGIN PROCESS

Access the dedicated login page

Follow the instructions to login to your account

Domain name will be taken automatically

you will be prompted to key in only the first part of your email ID



The image shows a login form with the following elements and annotations:

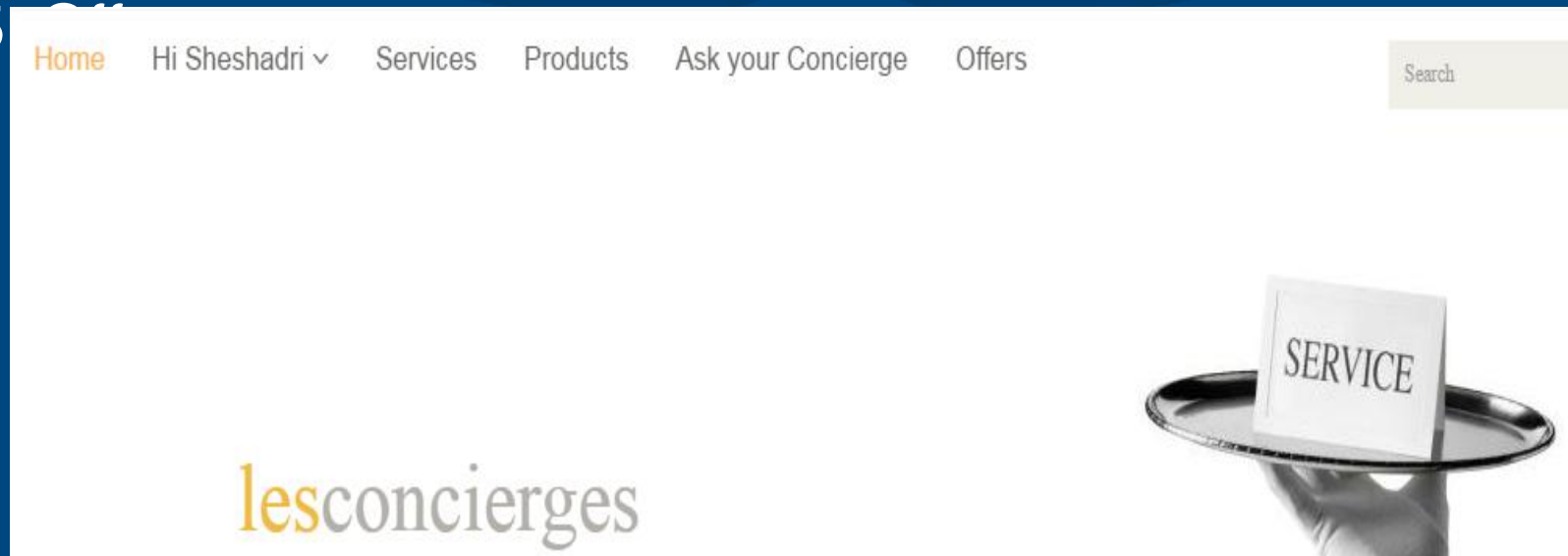
- Title:** Login to your account
- Email Address:** A text input field with the placeholder "Email Address (Please provide only the first part of your email ID)". An annotation "Key in your email ID" is placed over the input field.
- Password:** A text input field with the placeholder "Password". An annotation "Key in your password" is placed over the input field.
- Disclaimer:** "lesconcierges Disclaimer" with a link to "Terms and Conditions".
- Acceptance:** A checkbox followed by the text "I accept the Terms and Conditions". An annotation "Click on the check box" points to the checkbox.
- Sign in:** A yellow button labeled "Sign in". An annotation "Click on Sign In to Navigate" points to the button.
- Forgot password?:** A yellow button labeled "Forgot password?".
- OR:** A yellow circle containing the text "OR".
- New User Sign Up:** A yellow button labeled "New User Sign Up".

4. LOGIN PROCESS

Customer will be navigated to home page

You will be able to see the following tabs on the home screen

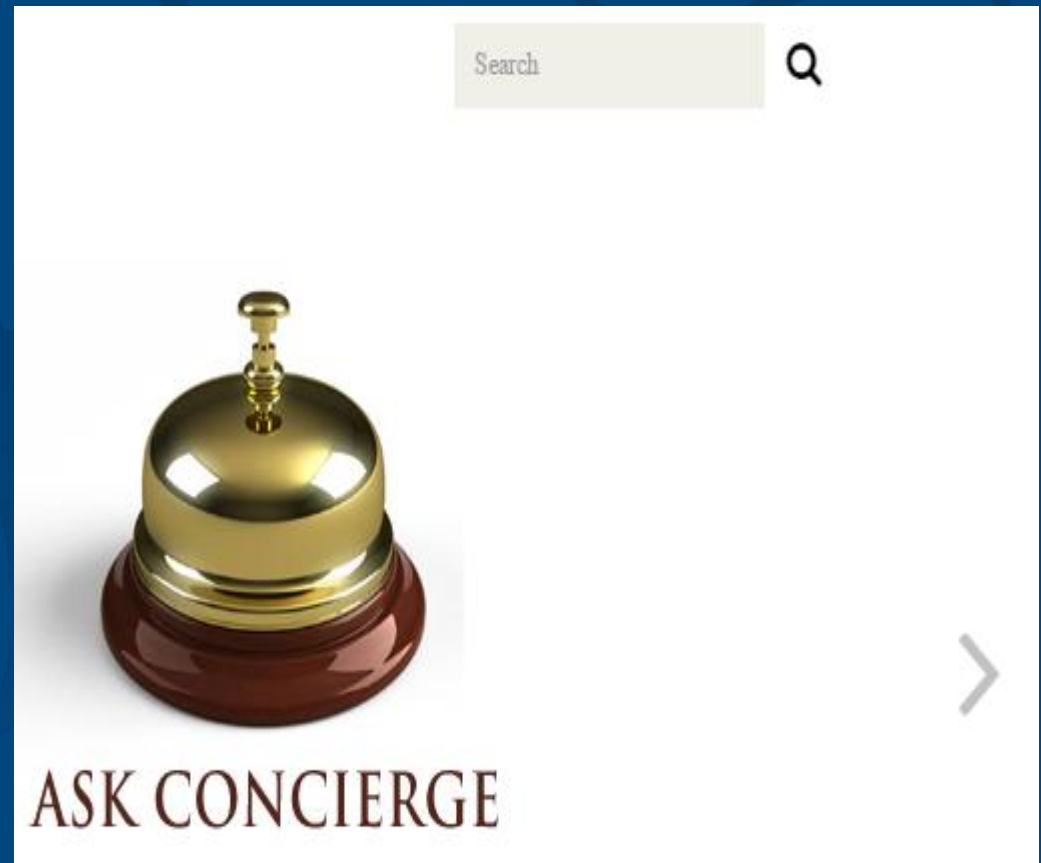
1. Home
2. Hi “CUSTOMER NAME”
3. Services
4. Ask Your Concierge
5. Offers



5 – ACCESS SERVICE

if you wish to search for the services type the name of the service on the right hand side as shown below

- Type in the search tab
- You will be able to see the services
- Click on service
- Choose the service
- Add to the cart
- Proceed to check out



5.1 – ACCESS SERVICE – REQUEST FOR QUOTE

Click on Services TAB

You will be able to see the category of services

Click on category of services

Services are classified as below

Admin Defined -	eg. Passport services Prices already defined
Request for Quote –	eg. RTO services Prices not defined
User Defined –	eg. Bill payment services Customer defined

5.1.1 – ACCESS SERVICE – REQUEST FOR QUOTE

You will be able to see sub category of services

Click on sub category of services

You will be able to see all the services listed under sub category

The screenshot displays a user interface for a service catalog. At the top, there is a navigation bar with the following items: "Home" (highlighted in orange), "Hi sheshadri" with a dropdown arrow, "Services", "Ask your Concierge", and "Offers". Below the navigation bar, the word "CATEGORY" is centered in orange. The main content area is divided into two columns. The left column contains a list of categories, each with a plus sign to its right: "ESSENTIAL PAPER WORK", "GOVERNMENT", "LEGAL", "RTO", "EVERYDAY ESSENTIALS", and "TRAVEL & ENTERTAINMENT". The right column features a large yellow square icon with a black bell symbol. Below the icon, the text reads "ADDRESS CHANGE IN RC BOOK (2 WHEELER) LOCAL". At the bottom of this section is a button with a shopping cart icon and the text "Add to cart".

Home Hi sheshadri Services Ask your Concierge Offers

CATEGORY

ESSENTIAL PAPER WORK +


GOVERNMENT +

LEGAL +


RTO +

EVERYDAY ESSENTIALS +

TRAVEL & ENTERTAINMENT +




ADDRESS CHANGE IN RC BOOK (2 WHEELER) LOCAL

 Add to cart


5.1.2 – ACCESS SERVICE – REQUEST FOR QUOTE



Click on sub category of services
Choose the services that you are looking for


GOVERNMENT




ADVANCE TAX PAYMENT



 Add to cart


 Add to wishlist  View details




BIRTH CERTIFICATE



 Add to cart

 Add to wishlist  View details



BUILDING NOC




 Add to cart

 Add to wishlist  View details

5.1.3 – ACCESS SERVICE – REQUEST FOR QUOTE

Choose the services that you are looking for
Click on ADD TO CART as shown in yellow

OUR SERVICES

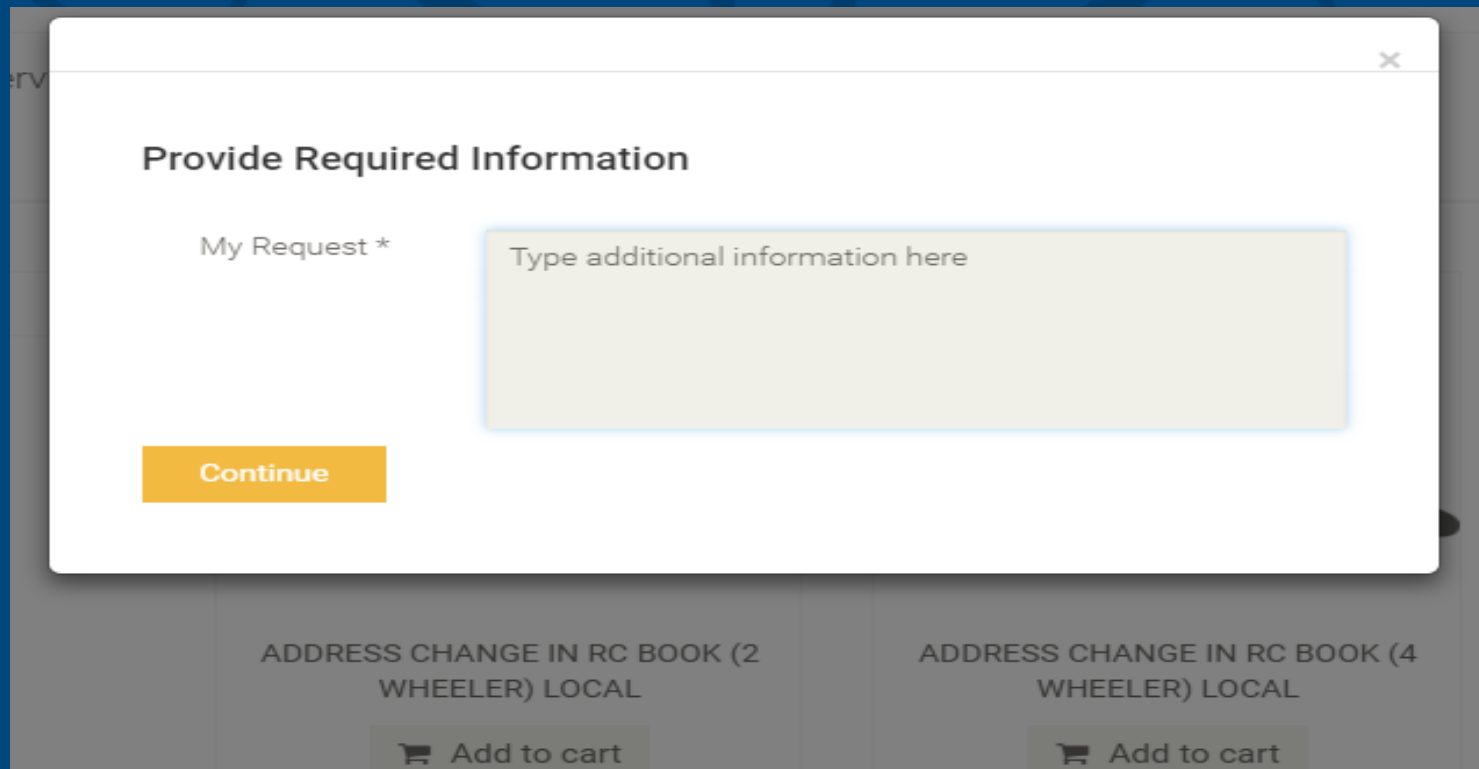
 <p>ADDRESS CHANGE IN RC BOOK (2 WHEELER) LOCAL</p> <p>Add to cart</p> <p>+ Add to wishlist ☰ View details</p>	 <p>ADDRESS CHANGE IN RC BOOK (4 WHEELER) LOCAL</p> <p>Add to cart</p> <p>+ Add to wishlist ☰ View details</p>	 <p>ADDRESS CHANGE IN VALID DL (STATE TO STATE)</p> <p>Add to cart</p> <p>+ Add to wishlist ☰ View details</p>
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5.1.4- ACCESS SERVICE - REQUEST FOR QUOTE

A window will open for additional information

Type in the grey box if you wish to provide any other information

After finishing Click on CONTINUE as shown below





The image shows a white dialog box with a close button (X) in the top right corner. The title of the dialog is "Provide Required Information". Below the title, there is a label "My Request *" followed by a large, light grey text input area with the placeholder text "Type additional information here". At the bottom left of the dialog, there is an orange button labeled "Continue". The background of the page is dark blue and shows a blurred view of a product listing with items like "ADDRESS CHANGE IN RC BOOK (2 WHEELER) LOCAL" and "ADDRESS CHANGE IN RC BOOK (4 WHEELER) LOCAL", each with an "Add to cart" button.

5.1.5 – ACCESS SERVICE – REQUEST FOR QUOTE

Now you can see the service is added to the cart
Click on CHECK OUT as shown below to proceed for payment

Home > Shopping Cart

Item	Price	Quantity	Total
 ADDRESS CHANGE IN RC BOOK (4 WHEELER) LOCAL	On request	+ 1 -	

[Check Out](#)

5.1.6 – ACCESS SERVICE REQUEST FOR QUOTE

Confirm the shipping address

Click on Generate request and get a quote to proceed further

Shipping Address

Title

Name

Email

Address 1

Address 2

State

ZIP

Phone

Mobile

Fax

Order Remarks

Remarks

Notes about your order, Special Notes for Delivery

My Request

[Generate Request & Get a Quote](#)

5.2 – ACCESS SERVICE – ADMIN DEFINED

Select service from the category
Add to cart

Home Hi Sheshadri ▾ Services Products Ask your Concierge Offers

CATEGORY

- ASK YOUR CONCIERGE +
- CORPORATE SERVICES +
- ESSENTIAL PAPER WORK +
- EVERYDAY ESSENTIALS +
- TRAVEL & ENTERTAINMENT +

PASSPORT NORMAL PROCESS



₹ 4000

DAMAGED / LOST PASSPORT
NORMAL PROCESS MAJOR-36



₹ 4500

DAMAGED / LOST PASSPORT
NORMAL PROCESS MAJOR-60

5.2.1 – ACCESS SERVICE – ADMIN DEFINED

Select service from the category
Add to cart

The screenshot displays a web application interface. At the top, there is a navigation bar with the following items: "Home" (in orange), "Hi Sheshadri" (with a dropdown arrow), "Services", "Products", "Ask your Concierge", and a partially visible "C". Below the navigation bar, the main content area is divided into two sections. On the left, under the heading "CATEGORY" (in orange), there is a list of service categories, each with a plus sign to its right: "ASK YOUR CONCIERGE", "CORPORATE SERVICES", "ESSENTIAL PAPER WORK", "EVERYDAY ESSENTIALS", and "TRAVEL & ENTERTAINMENT". On the right, there is a large orange rectangular card. The card contains the price "₹ 4000" in white, followed by the text "DAMAGED / LOST PASSPORT NORMAL PROCESS MAJOR-36 PAGES" in white. At the bottom of the card, there is a white button with a shopping cart icon and the text "Add to cart".


Home Hi Sheshadri ▾ Services Products Ask your Concierge C

CATEGORY

- ASK YOUR CONCIERGE +
- CORPORATE SERVICES +
- ESSENTIAL PAPER WORK +
- EVERYDAY ESSENTIALS +
- TRAVEL & ENTERTAINMENT +

₹ 4000

DAMAGED / LOST PASSPORT
NORMAL PROCESS MAJOR-36
PAGES

 Add to cart

5.2.2 – ACCESS SERVICE – ADMIN DEFINED

If you wish to see the list of documents please click on

CATEGORY

- ASK YOUR CONCIERGE +
- CORPORATE SERVICES +
- ESSENTIAL PAPER WORK +
- EVERYDAY ESSENTIALS +
- TRAVEL & ENTERTAINMENT +



₹ 4000

DAMAGED / LOST PASSPORT
NORMAL PROCESS MAJOR-36
PAGES

 Add to cart

 Add to wishlist  View details

5.2.3 – ACCESS SERVICE – ADMIN DEFINED

A New window will open for viewing details of the service
FAQ – self explanatory questions and answers
Forms to download – you can download the forms here
Other links if any

CATEGORY

- ASK YOUR CONCIERGE +
- CORPORATE SERVICES +
- ESSENTIAL PAPER WORK +
- EVERYDAY ESSENTIALS +
- TRAVEL & ENTERTAINMENT +



DAMAGED / LOST PASSPORT NORMAL
PROCESS MAJOR-36 PAGES

Price: ₹ 4000

Quantity: [Add to cart](#)

DETAILS | [FAQ](#) | [FORMS TO DOWNLOAD](#) | [OTHER LINKS](#)

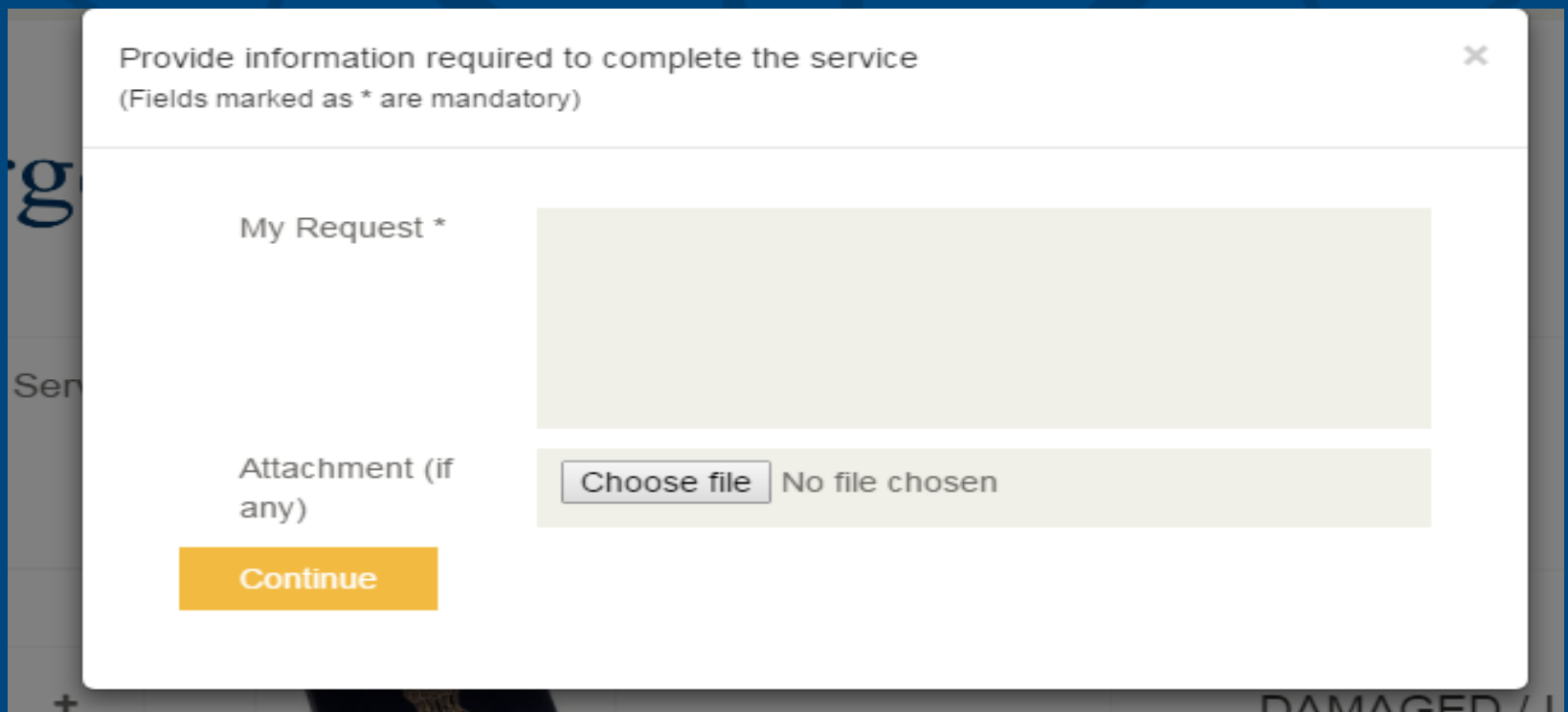
5.2.4 – ACCESS SERVICE – ADMIN DEFINED

Then Click on ADD to Cart button

A new window will open for additional details

If you have any documents to upload please click on upload documents button

Enter the additional details and click on continue




The screenshot shows a modal window titled "Provide information required to complete the service" with a close button (X) in the top right corner. Below the title is a subtitle: "(Fields marked as * are mandatory)". The form contains two main sections: "My Request *" and "Attachment (if any)". The "My Request *" section has a large, empty text input area. The "Attachment (if any)" section features a "Choose file" button and the text "No file chosen". At the bottom left of the form is a prominent orange "Continue" button. The background of the page is partially visible, showing the word "Send" and a "DAMAGED / I" label.

5.2.5 – ACCESS SERVICE – ADMIN DEFINED

A new window will open for cart

Home Shopping Cart

Item	Price	Quantity	Total
 DAMAGED / LOST PASSPORT NORMAL PROCESS MAJOR-36 PAGES	₹ 4000	+ 1 -	₹ 4000

Cart Sub Total ₹ 4000

Total ₹ 4000

[Check Out](#)

5.2.6 – ACCESS SERVICE – ADMIN DEFINED

Confirm the shipping address

Choose the mode of payment

Click on Generate PAY NOW to make the payment

<h3>Shipping Address</h3> <p>Title</p> <input type="text"/>	<h3>Order Remarks</h3> <p>Remarks</p> <input type="text" value="Notes about your order, Special Notes for Delivery"/>
<p>Name</p> <input type="text" value="sheshadri srinivas"/>	
<p>Email</p> <input type="text" value="sheshadri.s@lesconcierges.co.in"/>	
<p>Address 1</p> <input type="text"/>	<h3>Payment Options</h3> <p><input checked="" type="radio"/> Credit Card / Debit Card / Online Transfer (PayTM)</p> <p><input type="radio"/> Direct Bank Transfer</p> <p><input type="radio"/> Cheque Payment</p>
<p>Address 2</p> <input type="text"/>	<input type="button" value="Pay Now"/>

5.2.7 – ACCESS SERVICE – ADMIN DEFINED

You will be redirected to payment gateway

Pay the amount

You can see your order number

You will receive the quote from our backend team to make the payment

Select a payment method

Debit Card >

Credit Card

Net Banking

Your payment details are secured via 128 Bit encryption by Verisign

ENTER DEBIT CARD NUMBER

EXPIRY DATE

MM ▼ YY ▼

CVV

Pay now [Cancel](#)

5.2.8 – ACCESS SERVICE – ADMIN DEFINED




You will be able to see the Order Number

[Home](#) [Hi sheshadri](#) ▾ [Services](#) [Ask your Concierge](#) [Offers](#)

Your Request ID for E STAMP PAPER Rs.10 is - LCT170111119. Expected delivery date is - 20-01-2017 18:54. Use this for future reference.

5.3 – ACCESS SERVICE – USER DEFINED

Bill Payment

CATEGORY	BILL PAYMENT		
ASK YOUR CONCIERGE +			
CORPORATE SERVICES +			
ESSENTIAL PAPER WORK +			
EVERYDAY ESSENTIALS +			
TRAVEL & ENTERTAINMENT +			
	AMC FEES PAYMENT	CLUB FEES PAYMENT	COLLEGE FEES PAYMENT


5.3.1 – ACCESS SERVICE – USER DEFINED

Click on Add to Cart

BILL PAYMENT



AMC FEES PAYMENT

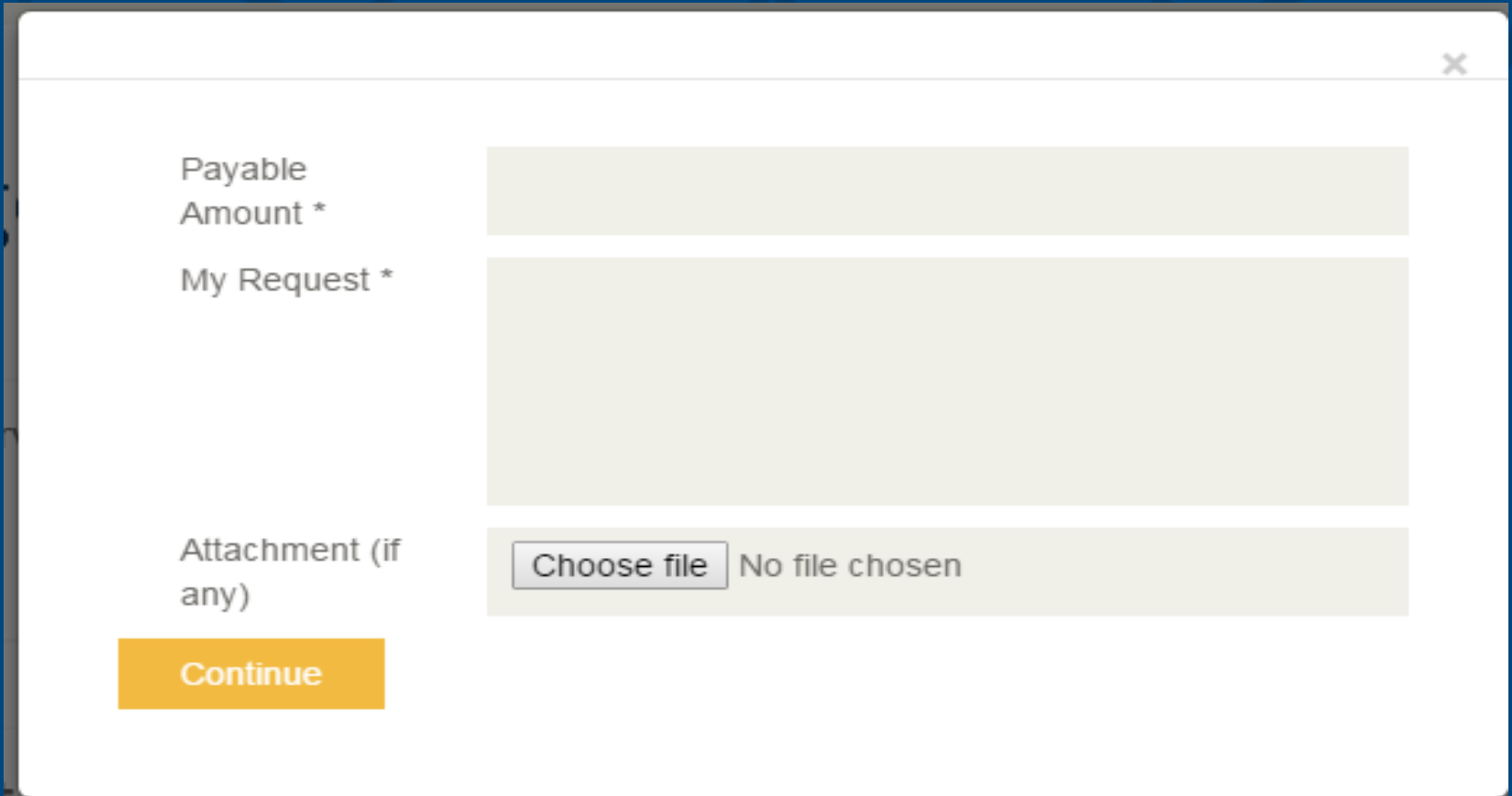
 Add to cart

CLUB FEES PAYMENT

 Add to cart

5.3.2 – ACCESS SERVICE – USER DEFINED

New window will open asking for additional details
Upload your bill if you have
Then click on continue



Payable Amount *

My Request *





Attachment (if any)

Choose file No file chosen

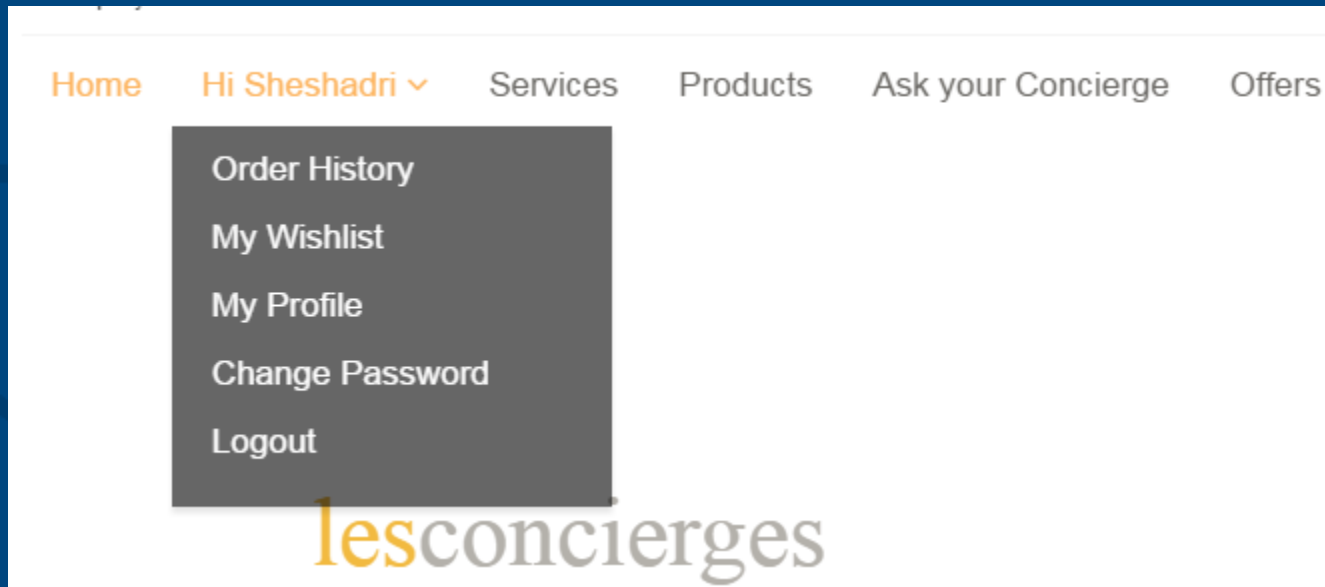
Continue

5.3.3 – ACCESS SERVICE – USER DEFINED

- View the cart for order confirmation
- Click on check out from the cart
- It will be redirected to payment gateway
- Make the payment through payment gateway
- And note down the order number

Item	Price	Quantity	Total
 DAMAGED / LOST PASSPORT NORMAL PROCESS MAJOR-36 PAGES	₹ 4000	+ 1 -	₹ 4000 
 AMC FEES PAYMENT	₹ 1	+ 1 -	₹ 1 

6 – MY ACCOUNT



1. Hi “ CUSTOMER NAME” - You can see your name

Order History – You can view the order history here

My wish list – You can view the services in wish list

My Profile – You can update your profile here

Change Password – You can change your Password

Logout – Click here to log out from your account



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