# Welcome to the Resident USA B2B Portal

Website: https://residentusa.store.unleashedsoftware.com/login

**Login:** This will be your email address (there can be multiple users within a company)

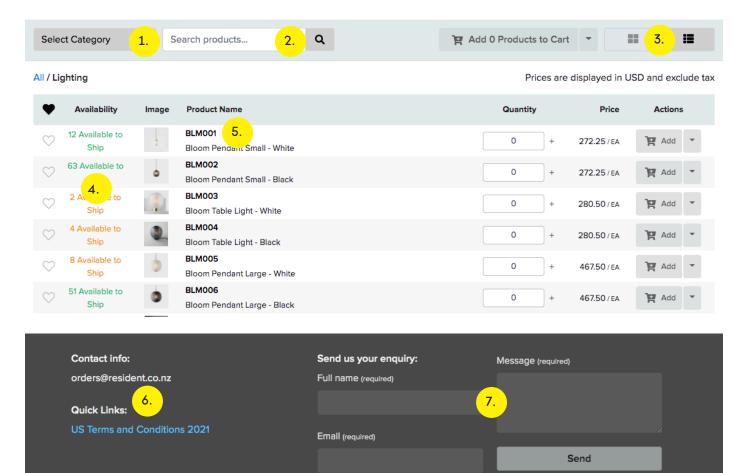
Password: You will create this on first login

Assistance: orders@resident.co.nz

- This portal is for Residents partners to enter their own orders and to check live stock availability
- Prices are display in USD and exclude tax
- Your Resident pre-approved discount will reflect in the prices shown
- Freight terms are as per your pre-arranged account set up
- If you require freight, the price for this will be reflected on your Order Confirmation
- Required date listed is when the order will be sent to Residents warehouse to be picked
- If you are purchasing upholstery, please note your fabric choice into the comments section of the order
- Key stock message: Made to Order (This message will also display for good that are out of stock)

# Key Functions - Ordering

- 1. Category Toggle between categories: Lighting, Upholstery, Furniture
- 2. Search Direct search of product / family name
- 3. View Choose by grid or list format (list default, grid for larger images and product information)
- 4. Product availability listed easy traffic light view
- 5. SKU Code click through to product page with additional product information
- 6. Quick links to trading T&C's
- 7. Email enquiries link



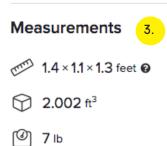
## Key Functions - Product Pages

- 1. Stock levels on SKU level
- 2. Warehouse stock breakdown, between, NJ, LA and NZ
- 3. Measurements, weights and dimensions per product



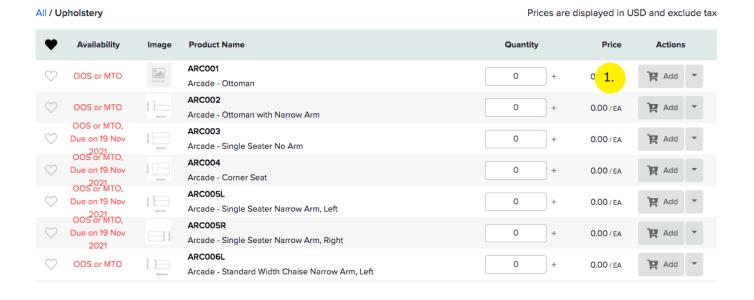
#### Warehouse Stock Breakdown

NZ_SALES OOS or MTO NY_SALES -1 (Allocated)	Warehouse Name 2	Available to Ship
NY_SALES -1 (Allocated)	NZ_SALES	OOS or MTO
	NY_SALES	-1 (Allocated)
LA_SALES 13 In Stock	LA_SALES	13 In Stock



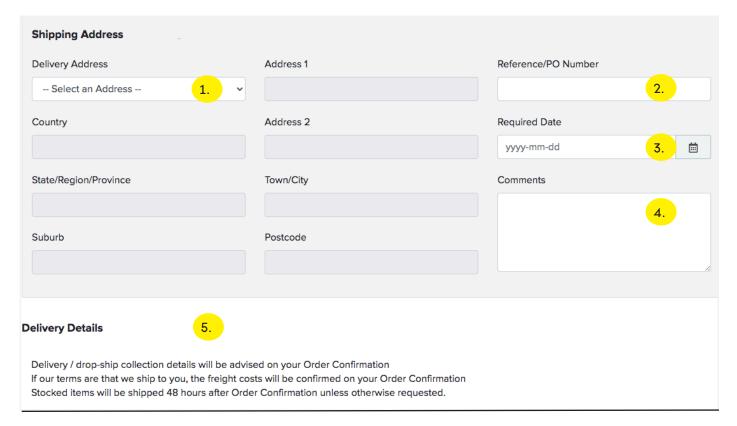
## Key Functions - Upholstery Specific

- 1. When ordering upholstery prices will not pull through as there are so many fabric and colour options
  - a. Fabrics to be listed in the comments section when confirm the order (see next page)
  - b. Upholstery prices will be confirmed on your Order Confirmation



# Key Functions - Ready to Order

- 1. Address, choose a preloaded address, or enter your own, ensuring all fields are filled
- 2. Reference number put your PO number here
- 3. Required date is when the order will be sent to Residents warehouse to be picked
- 4. Comments ensure you put any upholstery details here and delivery phone number
- 5. Delivery notes



#### Key ordering notes:

- Delivery / drop-ship collection details will be advised on your Order Confirmation
- If terms are that we ship to you, the freight costs will be confirmed on your Order Confirmation
- Stocked items will be shipped 48 hours after Order Confirmation unless otherwise requested
- If your order needs to be chanced, this will need to be done manually by Resident

## Emails you will receive:

- 1. Thankyou for your order
- 2. Order Confirmation after being viewed by Resident
- 3. Order Shipment / Tracking
- 4. Tax Invoice

Assistance: orders@resident.co.nz