

An Introduction to Online Services



Online Services is the online home of your Usborne business. Login to this website in order to place orders, record your future bookings, oversee your own and your team's sales and recruiting activities as well as run various reports on sales and stock history.



You can access Online Services by visiting: <https://orders.usbornebooksathome.co.uk/online/Login.php>

At login, you will be presented with at-a-glance information on your sales, recruiting, incentive performance and overall business statistics on a new dashboard. You can interrogate this information to drill into your Usborne business; giving you immediate access to key performance data.

This step-by-step User Guide introduces the various features and functions you can access within Online Services. For specific information on interpreting your Dashboard, how to place an order or to manage your downline, please read the relevant user guides or speak to your Mentor:

1. An Introduction to your Partner Dashboard
2. How to place an Order.
3. An Introduction to My Downline (Genealogy)

We'll now take you through each of the main menu entries (excluding "Place an Order" and "My Downline") and briefly explain what you can do on each page:

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1. My Account



My personal details

The form contains the following fields:

- First Name * (Text input: USBORNE)
- Surname * (Text input: Books At Home)
- Address Line 1 * (Text input: Unit 8 Gaze Park)
- Address Line 2 (Text input: Stanton Harcourt Road)
- Address Line 3 (Text input: Eynsham, Witney)
- Address Line 4 (Text input: Oxon)
- Postcode * (Text input: OX29 4TU)
- Country * (Dropdown menu: UK (excluding Northern Ireland, Channel Islands and Isle of Man))
- Home Phone * (Text input: 01865 883731)
- Mobile Phone (Text input:)

A 'Continue' button is located at the bottom right of the form.

Here you can amend your personal contact details including name, address and telephone number.

It is important for you to record your home address here and (if possible) not to update it too often or change it to accept deliveries as these are the details we will use to contact you throughout your time as an Usborne Partner.

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Amend GDPR preferences

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Set your marketing preferences

You may amend any of the preferences below by clicking the button next to the relevant item. Your current preference is shown on the left. When you have finished, click **Save** to keep the changes or **Cancel** to discard them.

Occasionally we will send you emails with information on latest titles, special offers and other marketing news. We will never share your details with other companies and promise to only send you marketing emails that are of value to your Usborne business. Are you happy to receive these emails from us (you may change your mind at any time)?

Yes please ☒ Not at the moment ☐

Save Cancel

Here you can opt in or opt out of our marketing emails.

Update email address

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Update email address

Your current email address is: mail@usbornebooksofhome.co.uk

If you wish to update this, please enter your new details:

New email address

Confirm password

Continue

Here you can see your current email address and update for a new one.

Please note: once you have changed your email address, an email will be sent to the new address you have entered, which should arrive soon afterwards. Follow the instructions in the email to complete the change of email address process. Until the new email address has been confirmed by you, all communications will be directed to your previous email address.

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Update password

Here you can change your current password for a new one.

Please note: passwords must be at least eight characters long and contain at least one uppercase character, one lowercase character, one number and one special character (\$ @ ! % * ? &)

2. Place an Order

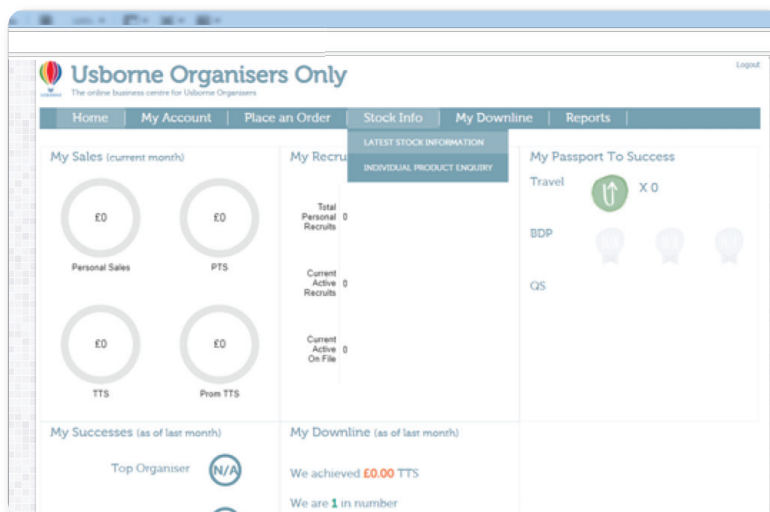
In this section, you can place and amend your party and school orders.

Please refer to the “How to place an order” User guide for step-by-step instructions to this process, or speak to your Mentor.

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3. Stock Info



The “Stock Info” menu provides specific information on the full range of Usborne books. This complements the Stock Update blog on the Usborne website, which is updated twice weekly (Tuesday and Friday).

Whilst the blog informs you of specific titles that have just come in or gone out of stock since the previous report, you can access live, real-time stock information under this menu. Within Online Services you can find out the following:

Latest stock information

The screenshot shows the 'Latest stock information' report. The table has columns for Product, Title, Series, Analysis, Published Date, RRP (£), Available to Order, Total Stock, Information, and Disallow Hold. The data is presented in a table with 10 columns and 20 rows of book titles and their corresponding stock information.

Product	Title	Series	Analysis	Published Date	RRP (£)	Available to Order	Total Stock	Information	Disallow Hold
94163	12 Buckle My Shoe Book	Early Years	Current Catalogue	03/05/2018	4.99	379	381	N	
92286	10 More Ten-Minute Stories	Read-aloud Stories	Current Catalogue	01/05/2017	12.99	263	263	N	
93863	10 Ten-Minute Fairy Tales	Read-aloud Stories	Current Catalogue	28/12/2017	12.99	79	80	Reprint Dec	N
93674	10 Ten-Minute Stories	Read-aloud Stories	Current Catalogue	01/01/2016	12.99	1134	1137	N	
93804	10 Ten-minute Bedtime Stories	Read-aloud Stories	Christmas Leaflet 18	04/10/2018	12.99	660	664	N	
93399	100 Animal Doodles	Crosswords & Puzzles	Current Catalogue	01/01/2016	5.99	0	0	N	
92255	100 Birds To Fold And Fly	Cut, Fold & Stick	Current Catalogue	01/11/2016	8.99	180	183	N	
94172	100 Bugs To Fold And Fly	Cut, Fold & Stick	New Not in Catalogue	03/05/2018	8.99	938	938	N	
56342	100 Christmas Things To Make & Do	Christmas	Christmas Leaflet 18	01/09/2013	9.99	971	983	Y	
55153	100 First English Words Sticker Book	100 First Words	Current Catalogue	01/04/2013	5.99	0	1	Reprint Dec	N
55727	100 First French Words Sticker Book	100 First Words	Current Catalogue	01/04/2013	4.99	0	1	N	
55728	100 First Spanish Words Sticker Book	100 First Words	Current Catalogue	01/04/2013	5.99	0	0	Reprint Dec	N
56759	100 Games To Play	Crosswords & Puzzles	Reprint Considered	01/02/2015	5.99	0	0	N	
51684	100 Games To Play on Holiday	Activity Cards	Current Catalogue	28/05/2010	6.99	249	249	N	
98879	100 Insects To Spot	Spotter Cards	Reprint Considered	30/05/2008	6.99	0	0	N	
54877	100 More Paper Planes To Fly	Cut, Fold & Stick	Current Catalogue	01/10/2012	9.99	221	222	N	
58859	100 Paper Dragons To Fold And Fly	Cut, Fold & Stick	Current Catalogue	01/10/2015	8.99	360	367	N	
55111	100 Paper Planes To Fold & Fly	Cut, Fold & Stick	Current Catalogue	01/07/2012	8.99	482	487	N	
58860	100 Paper Spaceships To Fold And Fly	Cut, Fold & Stick	Current Catalogue	01/11/2015	8.99	474	481	N	
94171	100 Paper Planes To Fold And Fly	Cut, Fold & Stick	Current Catalogue	08/02/2018	8.99	2018	2022	N	
90294	100 Science Experiments	Library Editions	Current Catalogue	01/11/2015	12.99	24	24	N	
55553	100 Science Experiments	100 Things To Know	Current Catalogue	01/12/2012	9.99	9	9	Reprint Nov	N
A0932	100 Things For Little Children Welsh Ed	Welsh Titles	Welsh Language Title	01/01/2016	6.99	64	64	N	
95158	100 Things To Do For & For Younger	Crosswords & Puzzles	Current Catalogue	01/05/2018	4.00	61	67	N	

This on-screen report provides live, real-time stock information on every title currently accessible to you via Usborne Community Partnerships. You can view the full list (presented alphabetically by book title) or reorder the report by product code, book series, full retail price and stock availability, whether a title can or can not be placed on hold (see below) among other features.

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You can also filter your search so as to only look up certain titles, series or more detailed filters such as if a book is due to reprint or is not yet published. You are also able to export your reports to Excel to print or share.

Watch the video tutorial on how to make the most of the latest stock information report – you can find the clip within tools and downloads.

Disallow Hold function

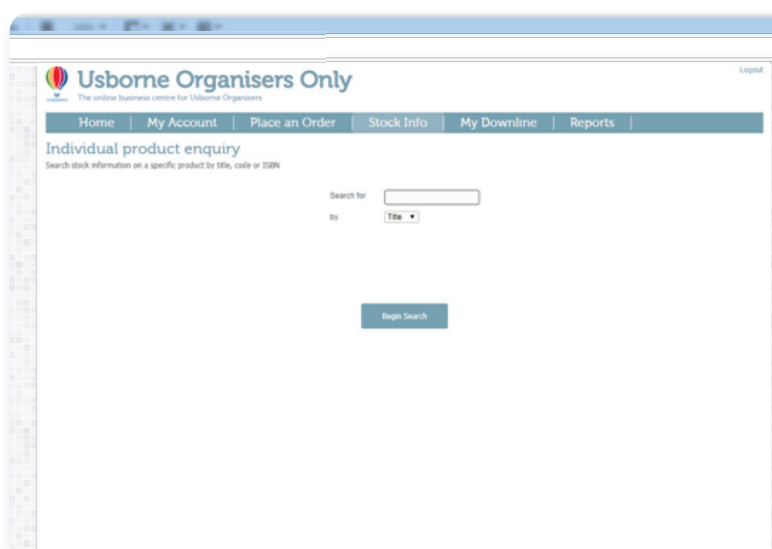
By default, every title available from Usborne Community Partnerships can be added to an order and placed on hold for a maximum of four days (perhaps whilst you are waiting for a customer to finalise payment to you or agree their free book choices). These are listed in the Disallow Hold field as ‘N’.

From time to time, the hold function may be restricted or “disallowed” on a title (e.g. a new title or special offer) so as to ensure that stock cannot be reserved without good reason. These will be listed in the Disallow Hold field (and therefore identifiable) as ‘Y’.

Titles with a ‘Y’ cannot be held at all and the orders they are added to need to be processed completely in one session to guarantee fulfilment. If you place an order with a “Y” title on hold, that title will be automatically removed, although the rest of the order will be unaffected and the normal hold rules will apply.

We will always notify in advance if the disallowed hold function has been applied to a title.

Individual product enquiry

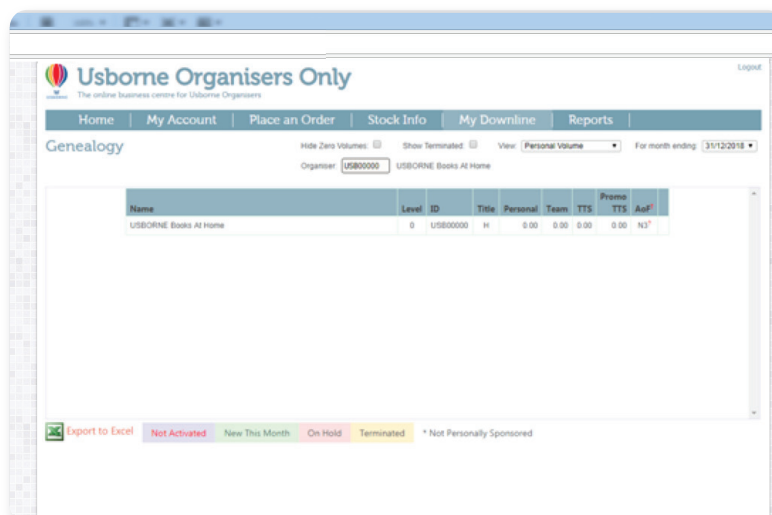


Here you can check the stock availability of specific products by title, code or ISBN. The code, title, ISBN, price and stock figures are given for each title found. This is useful as you add books to an order — you can access this “enquiry” in a new window or tab, without leaving your order, and check the availability of a specific titles in real time.

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4. My Downline (Genealogy)

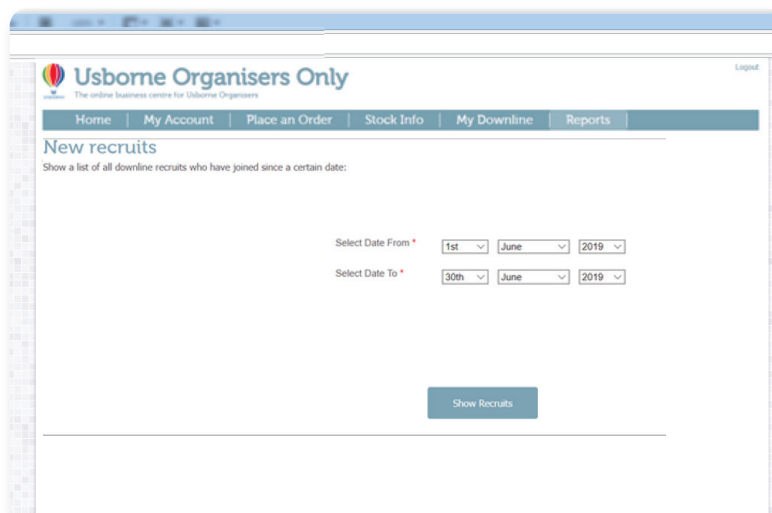


This section allows you to look at the performance of Partners in your Downline.

Please read the “An Introduction to My Downline” user guide for a detailed explanation or speak to your Mentor.

5. Reports

New recruits

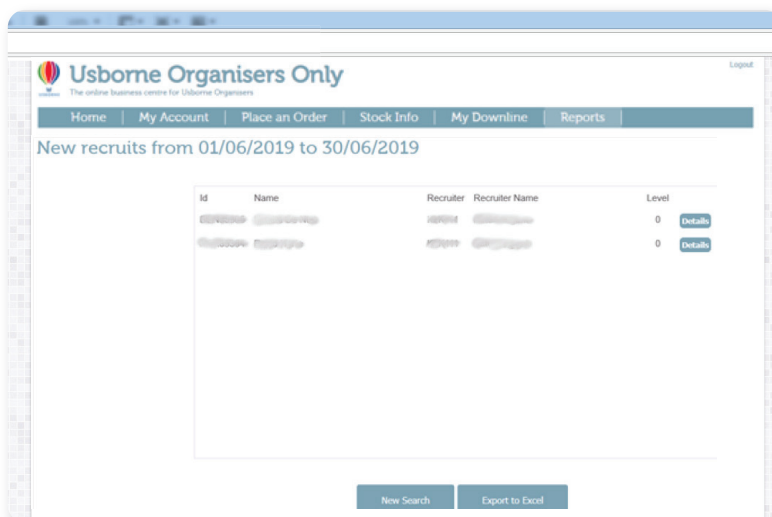


Here you can view a list of all recruits that have joined your downline (including your own recruits) since a certain date. This list is presented by level (i.e. how many levels below you they are in your downline) and gives you the new Partners name and ID as well as the name of their Recruiter (and their ID).

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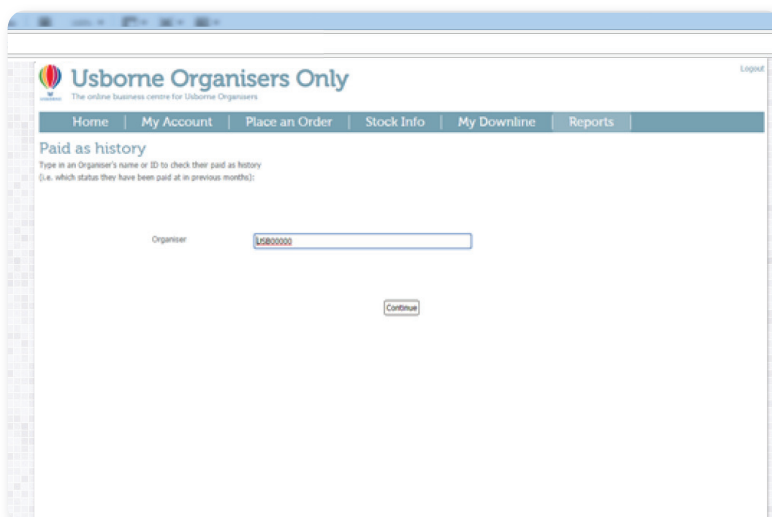


New recruits



Click on “details” next to any recruit to see the contact details for that person as well as useful information such as their Quickstart date and their Team Leader’s name. Click on “Export to Excel” to download your report.

‘Paid as’ history



Here you can type in a Partners name or ID to check their ‘Paid as history’. This will tell you which status they have been paid at in previous months, and will enable you to check the progress of members of your downline.

‘Paid as’ refers to your current Partner status e.g. Team Leader. For details of the specific criteria needed for each status, please refer to the Partner Handbook.

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Top product sales

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Top product sales

Type in an Organiser's name or ID to see which titles they have sold the most of in a given period. Complete the additional filters to view results based on type & sales value, volume or quantity sold. You will be able to export the results into Excel.

Organiser:

Date From: January 1st 2018
Date To: December 6th 2018

All Orders: ☒

Sort By: Sales Value

Exclude: ☐ Kit components ☐ Non-commissionable

[Continue](#)

You can use this facility to run a report to find out the top-selling titles for yourself or any member of your downline. The report can be set between any two dates of your choice. There is also the option to refine order types i.e. party, school, library by unclicking the 'All Orders' box. Top-selling titles can be defined by sales value, quantity sold or volume.

Similarly you can choose to include or exclude non-commissionable items and kit components. Results can then be exported into Excel.

Future bookings list

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Future bookings list

The list below shows all future bookings currently recorded by your downline. Export to Excel to sort by date, Organiser, host etc:

Org. no.	Org. name	Date of booking	Hostess name	Postcode
12345678	ABC Company	29/07/2018	John Smith	12345
87654321	DEF Company	13/03/2019	Jane Doe	67890
11223344	GHI Company	14/03/2019	John Doe	10110
55667788	JKL Company	21/12/2018	John Smith	12345
99001122	MNO Company	01/07/2019	John Doe	67890
33445566	PQR Company	08/12/2018	John Smith	12345
77889900	STU Company	12/07/2019	John Doe	67890
22334455	VWX Company	27/12/2018	John Smith	12345

[Export to Excel](#)

Here you will see a list of all the future bookings currently recorded by you and members of your downline, listed by Partner. The list also provides you with the event date, host name and postcode for that event. This is very useful to give you a snap shot of future business already lined up within your team. To make the most of this, encourage your team to record their bookings online.

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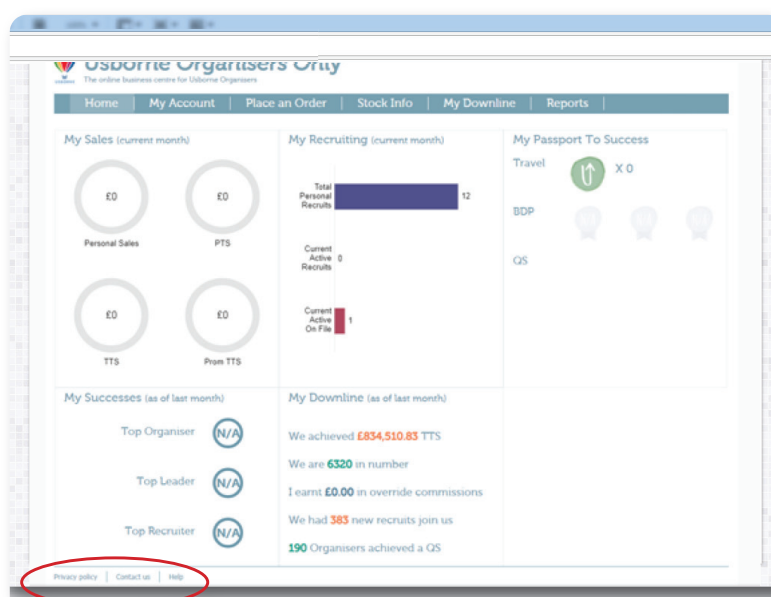
You can also click to 'Export to Excel' to sort by date, Partner, host etc.

Please note: this option differs from the bookings calendar in the 'Order' section, as it provides an at a-glance summary in list format, rather than a by 'date' list in calendar format.

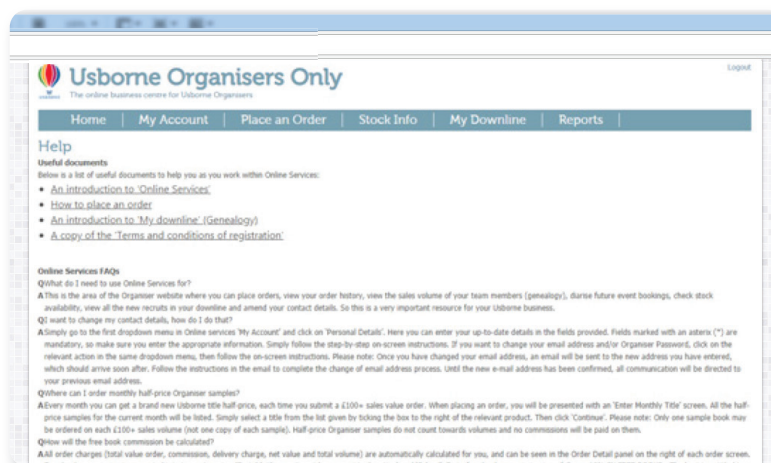
6. Privacy Policy, Contact us, Help

There is a tremendous amount of support material available to all Partners in the Tools and Downloads area of the Usborne Community Partnerships website (simply log in to access the library).

However this section provides specific support in using Online Services only.



Useful downloads



An Introduction to *Online Services*



You will find links to five documents here:

An introduction to Online Services

An introduction to your Partner Dashboard

How to place an order

An introduction to My Downline

A copy of the terms and conditions of registration

These documents can also be found in Tools and Downloads on the Usborne website.

We also recommend that you speak to your Mentor as they will be happy to assist with any question you may have regarding using the Online Services website.

(Updated October 2021)