Get Started Guide - New Independent Usborne Partner System

We are delighted to be launching our new **Independent Usborne Partner System**. Our new system is the result of Project Unicorn, which has involved teams from across Usborne as well as Independent Usborne Partners.

The new system replaces Online Services (https://orders.usbornebooksathome.co.uk/) and will offer a single place to order, create and share events, look up stock information, and manage your entire Usborne business.

This quick guide will help you understand the new system and get started. For a full set of training videos, head to the Project Unicorn section in Tools & Downloads. You'll also find up-to-date guidance on commissions and other items in the Partner Guide.

Accessing the System for the First Time

The new system can be accessed via Usborne.com in the same way that you access Tools & Downloads today. Head to My Account in the top right corner and sign in as an Independent Usborne Partner.

If you had an account on our old system, you need to reset your password. Click on "don't remember your password" to generate a password reset email. If you have issues receiving it, check your spam folder or add help@usborne.com to your safe senders list and re-try. If you still have issues, please contact partner.support@usborne.co.uk.

To sign in, enter the email address you registered with and your password.

Exploring Your Partner Admin Area

When you log in, you will notice an expanded menu of options, including:

- My Orders (to place/manage orders, held orders, re-orders, and check stock)
- My Dashboard (to see sales and recruitment progress, manage your downline and check commissions)
- Tools & Resources (to hear the latest Usborne news, and find marketing materials)
- My Account (to manage your information)

Placing an Order

To place an order and receive commissions, you must be signed into Usborne.com in as an Independent Usborne Partner. Browse the website and add products to your basket as if you were a regular customer shopping on the site. During checkout you will see options to add free/discounted books and stationery items to your order (please see the Partner Guide or talk to your mentor for more details).

As with our previous system, orders can be placed as a party or school order (with different commission levels). You'll also be able to attach a "virtual party" or "virtual book fair" to your party or school order. These are online customer orders where the customer shops using a link that you will generate when you set up your event.

You'll also still be able to share pages from your own Partner website with customers, and receive commission on those direct customer sales as per the Partner Guide.

For larger orders, it may be more convenient to search for books using title, ISBN or 5 digit product code and add them to cart without leaving the search function.
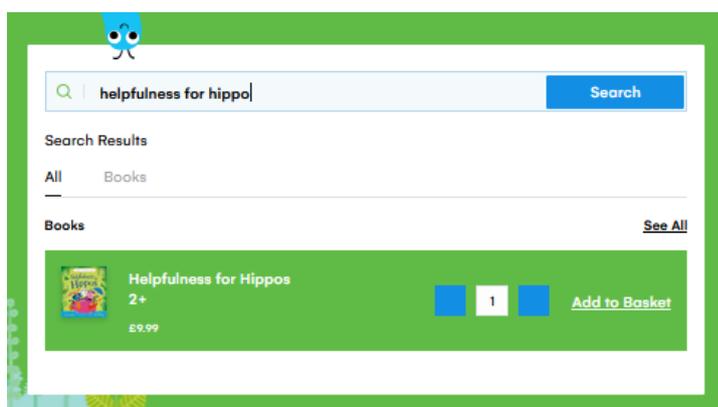
When you go to the basket, you'll be prompted to select whether the order is a school or party order.

When you check out, you'll pay the total you owe once commissions have been deducted. You'll also be able to select free books, host books and stationery if applicable. You may also be eligible for additional override commission payments at the end of the month, depending on your level of sales (see the Partner Guide for more information).

If you have not checked out, your order can be put on hold for up to four days, after which time it will be automatically released. Some items are restricted from being placed on hold. The Usborne Community Partnerships team may also manually release fast-moving items from hold if inventory needs to be freed up to accommodate other orders.

My Dashboard

The Dashboard is a key area to help you manage your business. The first area will show you your current performance and the areas you need to develop in order to be promoted to the next level. You'll also be able to see how you are tracking against current incentives and milestones.

If you go to the Downline section, you'll be able to track how your downline is performing this month. Within My Downline, you can filter to see Independent Usborne Partners who are not active this month (N), not active in this or previous month (N1), two months (N2) or three months (N3).

You'll also be able to "View As" a member of your downline. This means you can see what your team member sees within their dashboard, in order to provide them with additional support.

In the My Earnings section, you'll be able to view your commission statements.

Within the Events Planner section, you can plan events (both physical and virtual). As well as setting the event date and time, you'll be asked to decide on a shopping window (a period of time when customers can shop online and their orders will be attributed to the event). The orders for an event will not be processed until you place the master order (no later than 4 days after the shopping window ends). You can share your event via a link, via a QR code or by email (as long as email recipients have agreed to receive email from you).

Within My Audience, you'll be able to invite people to join your team via a link, via a QR code or by email. Please note that Usborne's email tool will not be able to send email to people who have unsubscribed or asked Usborne not to email them.

More to Enjoy

This has been a quick overview of some of the new functionality the system offers. There is lots more for you to discover and enjoy. When you have a bit more time, head to the Project Unicorn section in Tools & Downloads for a full set of training videos. As always, please refer to the Partner Guide for the most up-to-date guidance.

In case of any problems using the new system, please contact partner.support@usborne.co.uk.