

# Diono Retail Partners

## Guide

Thank you for partnering with Diono! We are thrilled to be working with you as we launch a wider range of infant, convertible and booster car seats.,

Welcome to the Diono Retail Partners Website! Designed to simplify the order process for our retail partners. This website will help to streamline the operational management of your orders, giving you autonomy on when and what products are purchased.

Using [dionoretailpartners.com](https://dionoretailpartners.com) or [dionoretailpartners.ca](https://dionoretailpartners.ca) offers the following benefits:

- Inventory levels updated every 15 minutes
- All freight charged at Diono negotiated FedEx rates, either parcel or pallet.
- Store/warehouse deliveries or drop ship parcel deliveries to your consumers.
- Easy access to instructional and educational product videos
- Exclusive access to promotions not available anywhere else.
- Simple Quick and Easy to use quick order pad, or a traditional website experience

We are committed to making your experience as smooth and efficient as possible. This tutorial will walk you through the process of placing an order on our business-to-business website, [dionoretailpartners.com](https://dionoretailpartners.com) or [dionoretailpartners.ca](https://dionoretailpartners.ca), as well as using all the features the website has to offer. We'll cover everything from creating an account to searching for products to the checkout process.

Full access to the Diono business to business website is available only by invitation. Customers with an account will be able to view product pricing, place orders, and track the status of their orders, and have unique promotions, only available here. Diono retailers that wish to place orders through the retailer website can do so by contacting their sales representatives or applying here. See [New Account Setup](#) for more information.

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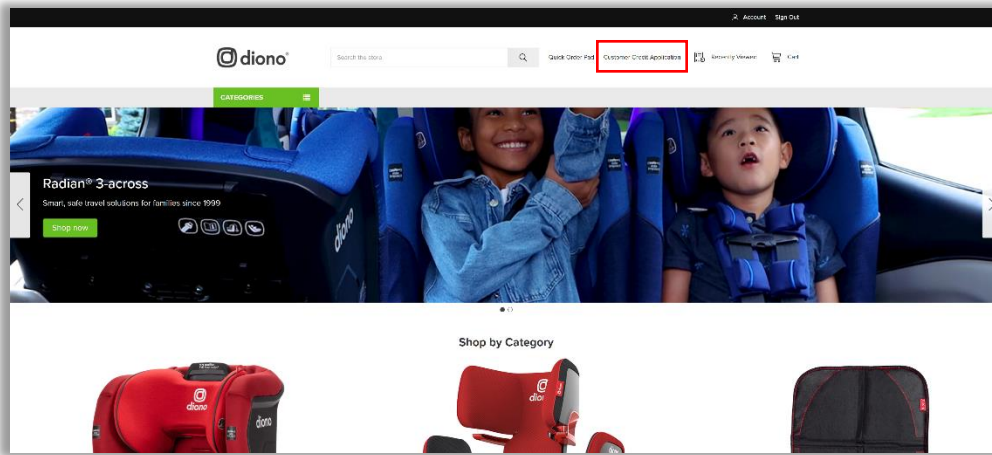
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# New Account Setup

## Application

If you have not applied as a Retailer or you would like to set up an additional account with Diono, you will need to first apply to be a Diono Retail Partner before accessing the portal.

The application can be found on our homepage in between the [Quick Order Pad](#) and [Recently Viewed](#) links in the top navigation.



Fill out all the required information.

A screenshot of the 'Diono Customer Credit Application' form. The form is titled 'Diono Customer Credit Application' and features the Diono logo. It contains a 'Message from Sender' section with instructions to complete, review, and sign the application. Below this is a 'Your Information' section with input fields for 'Name' and 'E-mail'. The 'Signature Disclosure' section includes a detailed legal notice about electronic records and signatures, followed by a checkbox for agreement and a 'Continue' button.

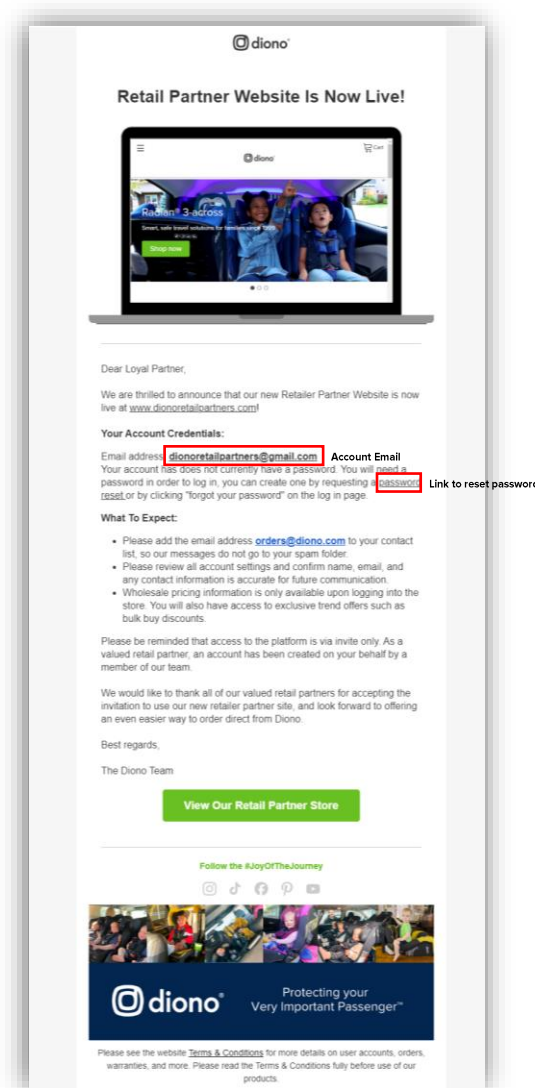
It will take about 48-72 hours after a completed application is submitted to hear from us regarding approval.

Companies applying for credit limits and terms will hear back from us regarding approval in about 4-5 business days.

If you have not heard from Diono after the estimated timeframe, please reach out to your sales associate or Customer Support by emailing [orders@diono.com](mailto:orders@diono.com) or calling [\(855\) 463-4666](tel:(855)463-4666).

## Welcome Email

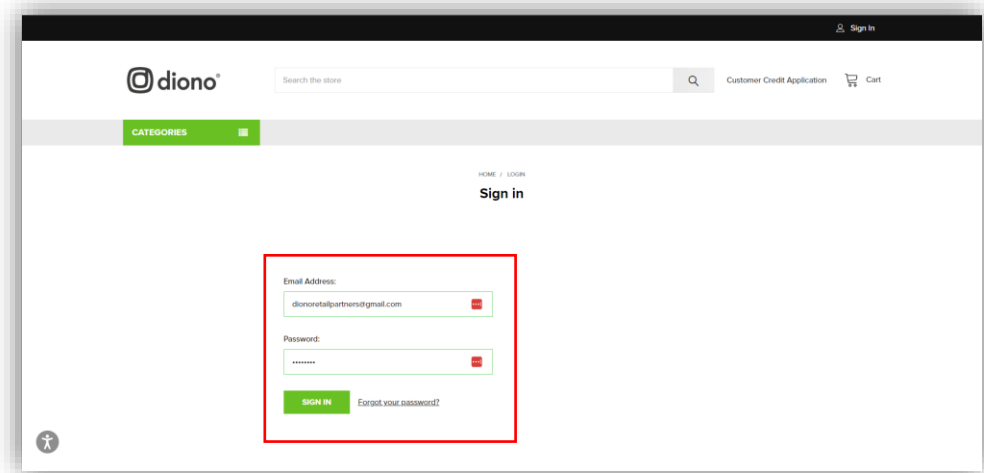
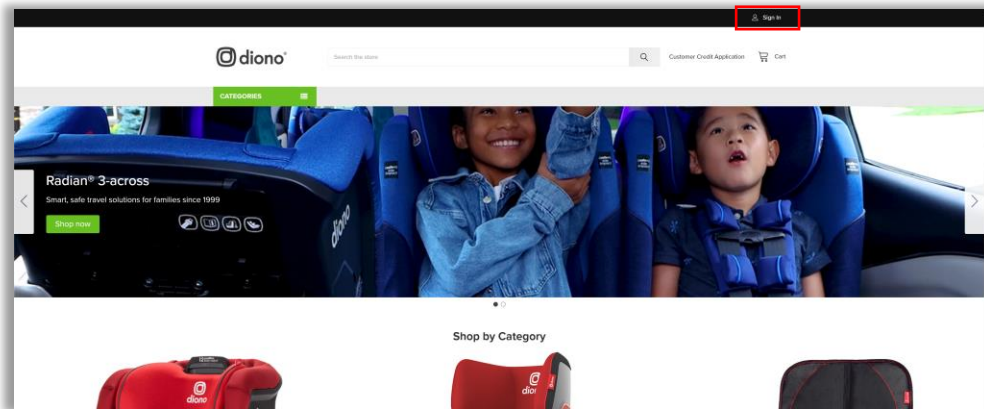
After your application has been reviewed and approved by our team, you will receive a welcome email containing the email attached to your account and a link to reset your password.



See [setting password](#) for more information about resetting your password.

# How to Log in to Your Account

To log in to your account, click the **Sign In** button located at the top right of the screen.



If you do not already have an account, see [Application](#) for more information.

If this is a new account or you've forgotten your password, see [resetting your password](#) for more information.

## Resetting Your Password

Please note the Change Password link will expire after a period of time. If the link expires, you will need to request another link. See [forgot your password](#) for more information.

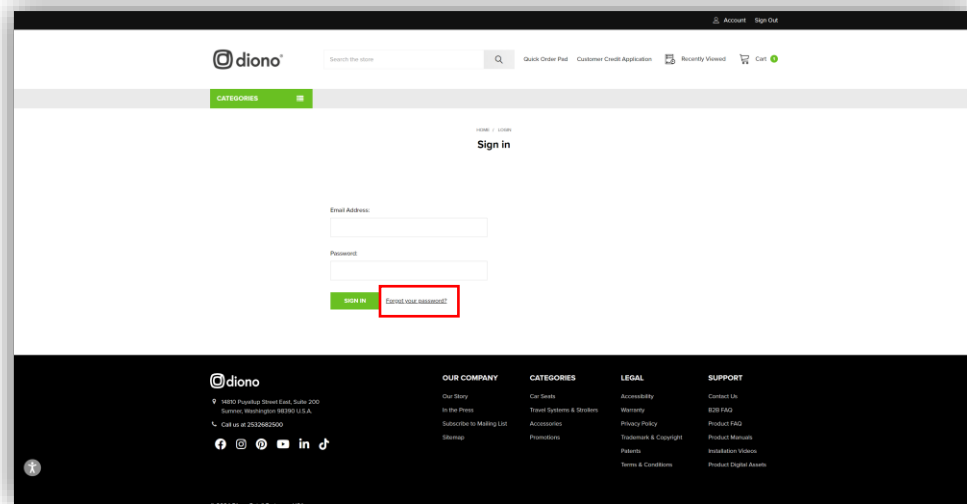
## Setting Up Your Password

If you have a new account with us, you will first need to set up a password for your account. To do this click the **password reset** link in your welcome email.

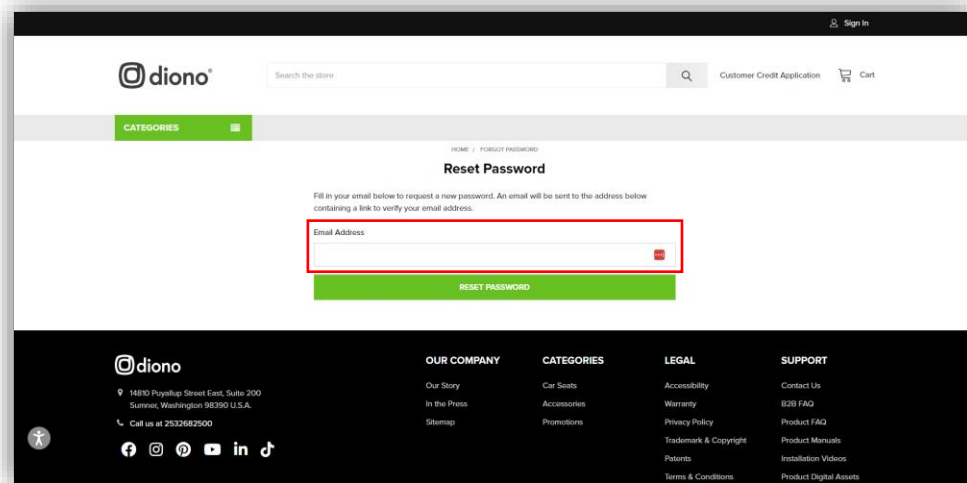
You may also set up your password following the steps for [forgetting your password](#).

## Forgot Your Password

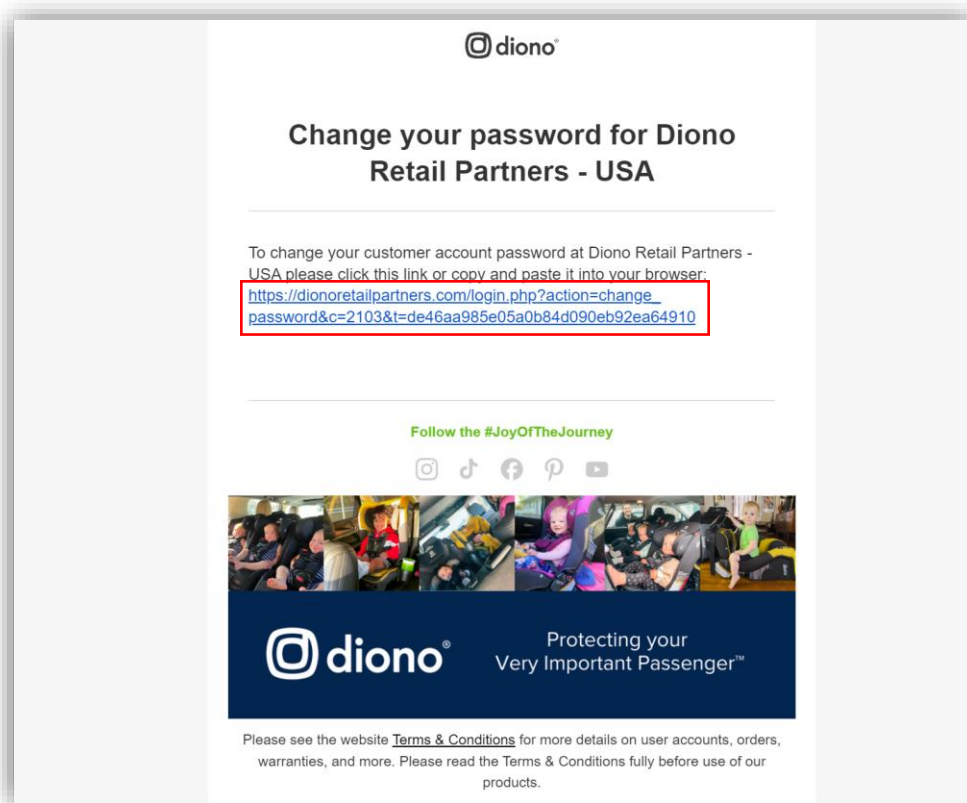
If you are not already logged in and forgot your password, please click **Forgot your password?** on the sign in page.



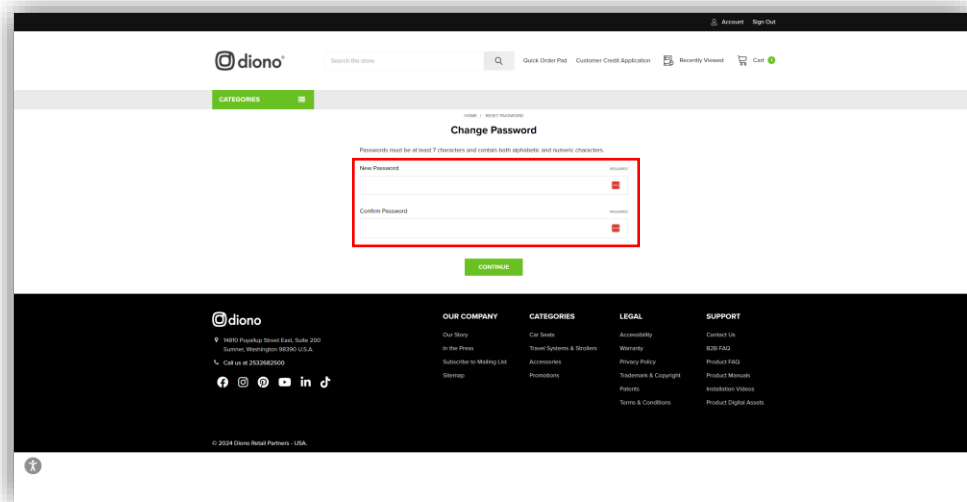
Enter the email address associated with your account to be sent a reset password link.



Click the link or copy and paste it into your browser.



Enter your new password and click **continue** to save.



## Update Your Password

If you are already logged in and would like to update your password, navigate to your account settings page.

Input your new password and confirm your current password then click **update details** to save.

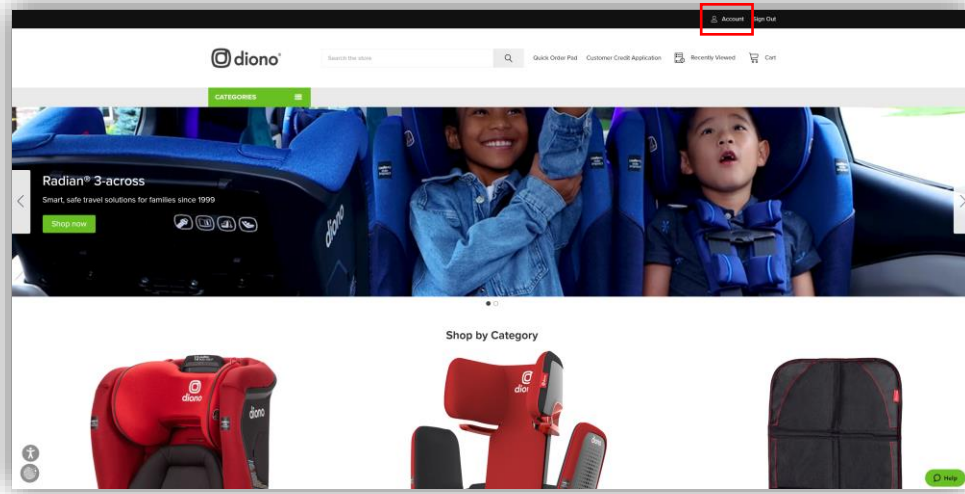
The screenshot shows the 'Account Settings' page on the Diono website. The page has a navigation bar at the top with the Diono logo, a search bar, and links for 'Quick Order Pad', 'Customer Credit Application', 'Recently Viewed', and 'Cart'. Below the navigation bar is a 'CATEGORIES' dropdown menu. The main content area is titled 'Account Settings' and includes a breadcrumb trail: 'HOME / YOUR ACCOUNT / ACCOUNT DETAILS'. Underneath, there are several tabs: 'Orders', 'Invoices', 'Recently Viewed', 'Account Settings' (which is active), 'Shopping Lists', 'Addresses', 'Buy Again', 'User Management', and 'Quotes'. The 'Account Settings' form contains the following fields: 'First Name' (Jane), 'Last Name' (Doe), 'Phone Number' (800466664), 'Email Address' (dionocust@partnerdignost.com), 'Password', 'Confirm Password', 'Current Password', and 'New password'. The 'New password' and 'Confirm Password' fields are highlighted with a red box and labeled 'New password'. The 'Current Password' field is highlighted with a red box and labeled 'Current password'. The 'Password' field is also highlighted with a red box. At the bottom of the form is a green 'UPDATE DETAILS' button. The footer of the page contains the Diono logo, address (1882 Puyallup Street East, Suite 200, Sumner, Washington 98148 U.S.A., Call us at 206.862.9300), and four columns of links: 'OUR COMPANY' (Our Story, In the Press, Subscribers to Meeting List), 'CATEGORIES' (Car Seats, Travel Systems & Strollers, Accessories), 'LEGAL' (Accessibility, Warranty, Privacy Policy), and 'SUPPORT' (Contact Us, FAQ, Product FAQ).

See [account details](#) for more information.

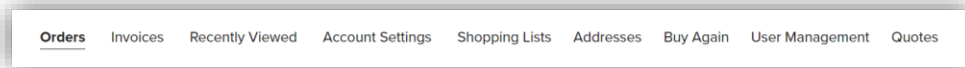
# Account Details

If “Account” is not displayed, please log in. See [how to log in](#) for more information.

Click “Account” in the upper right corner of the website to navigate to your account dashboard.

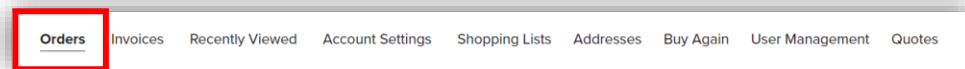


Use the tab bar to navigate through the various sections.



# Orders

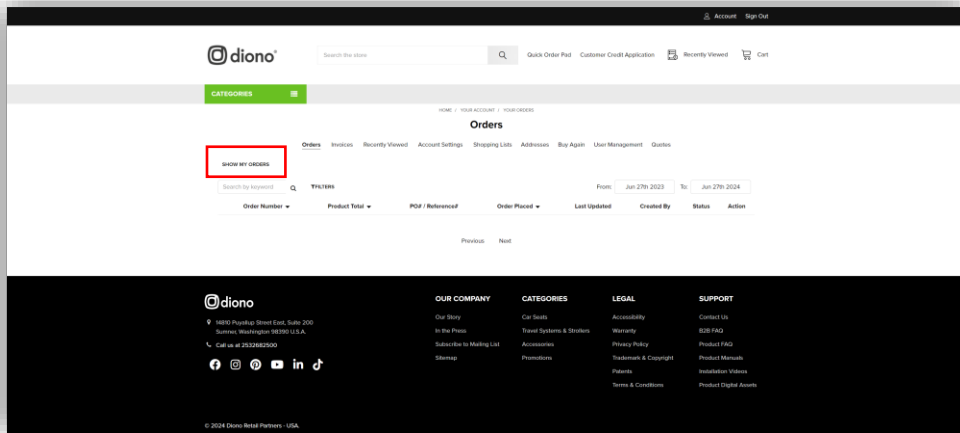
On the “Your Account” page, click **Orders** in the menu tab. This tab will display all the orders that have been placed by your company.



If you have any questions or concerns regarding your orders, please reach out to Customer Support by emailing [orders@diono.com](mailto:orders@diono.com) or calling [\(855\) 463-4666](tel:8554634666).

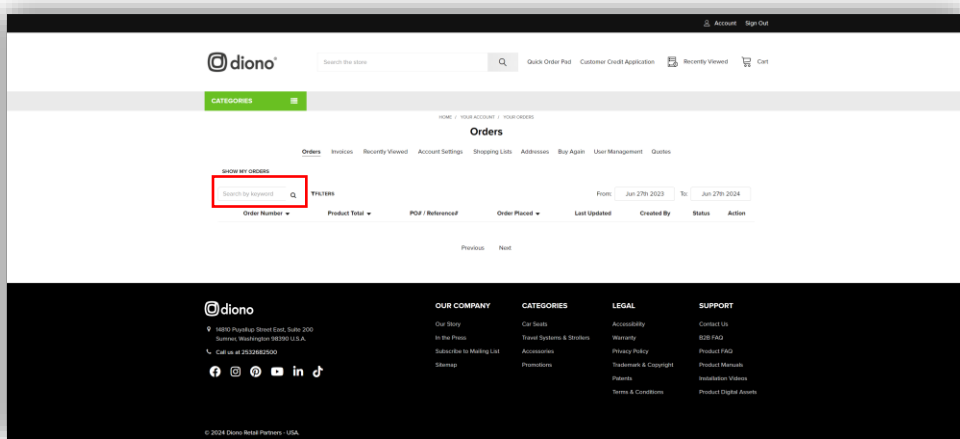
# Show Orders

Toggle between orders you’ve placed and all orders in your company.



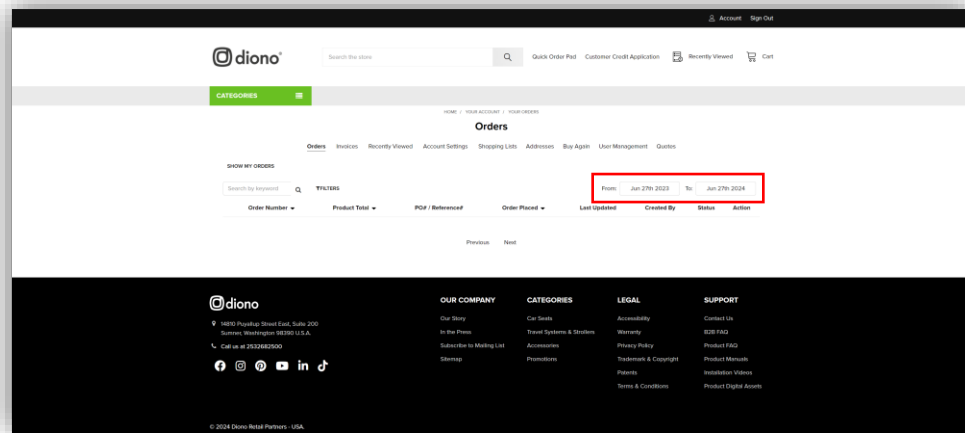
## Search by keyword

Enter any keyword to show related orders.



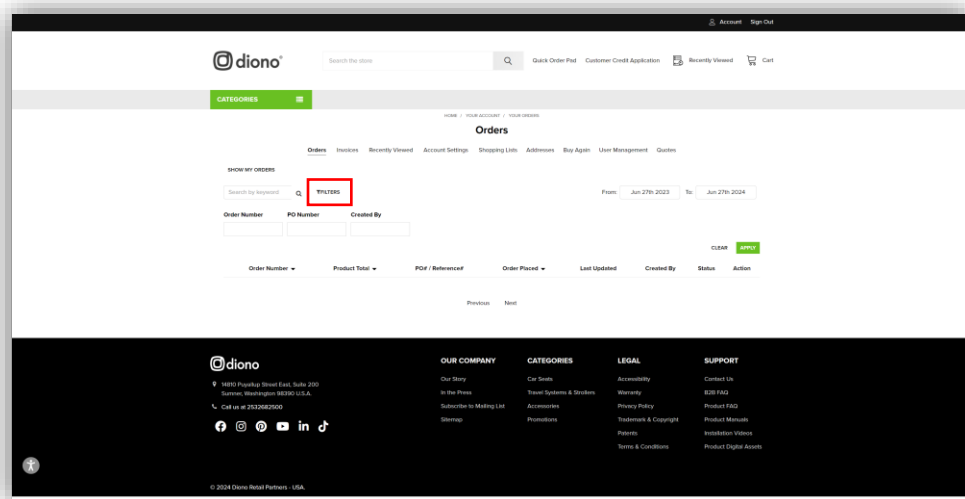
## Date Range

Use the 'From' date and 'To' date to show orders within a date range.



## Filters

You may filter orders by entering: Order Number, PO Number, or Created By then click apply to show results.



## Details

Once you have placed an order on our website, the details from your order will appear in the “Orders” tab. Details include:

### Order Number

The Order ID associated with the order.

### Product Total

The subtotal for the order.

## **PO# / Reference #**

If you have been approved for credit limits and terms and paid for your order using a Purchase Order (PO) your PO Number/Reference Number for the order will be displayed.

Want to get approved for credit limits and terms? Please reach out to Customer Support by emailing [orders@diono.com](mailto:orders@diono.com) or calling [\(855\) 463-4666](tel:855-463-4666).

## **Order Placed**

The date this order was placed.

## **Last Updated**

The date of the last time your order was updated by either a member of your team or by the diono team.

## **Created By**

The member of your team who placed this order.

## **Status**

Notifications about order fulfillment and confirmation will be emailed to the company address on file and accessible in this section's Status column.

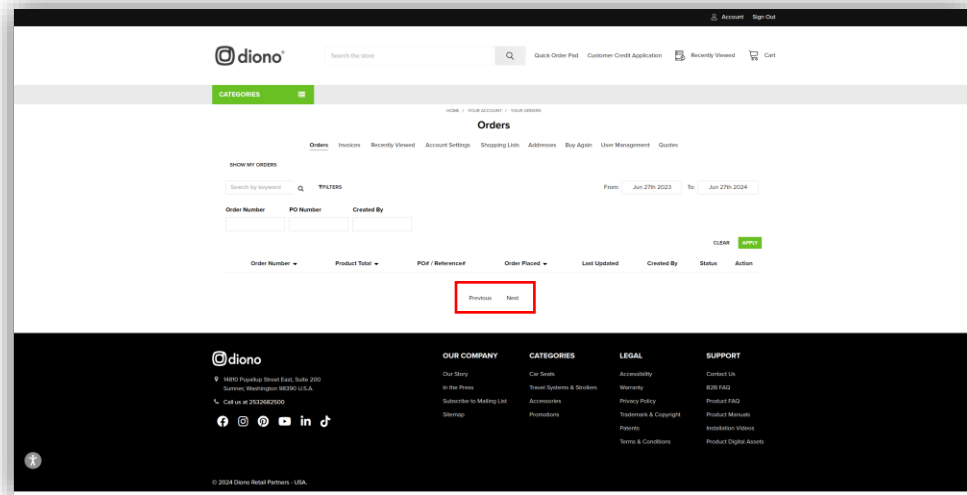
## **Action**

**Reorder:** This action allows you to add product(s) for the order to your cart.

**Add to Shopping List:** Add product(s) to a shopping list of your choice. In this section, you will have the chance to add to an existing shopping list or create a new one.

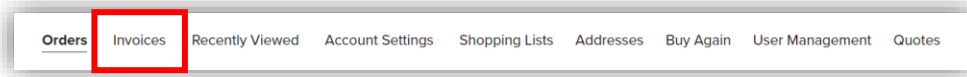
## **Pagination**

To see more orders please use the bottom navigation to go between pages.



## Invoices

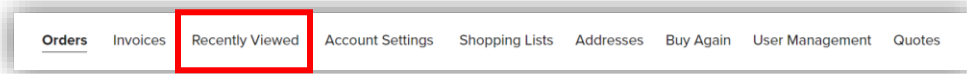
On the Your Account page, click **Invoices** in the menu tab.



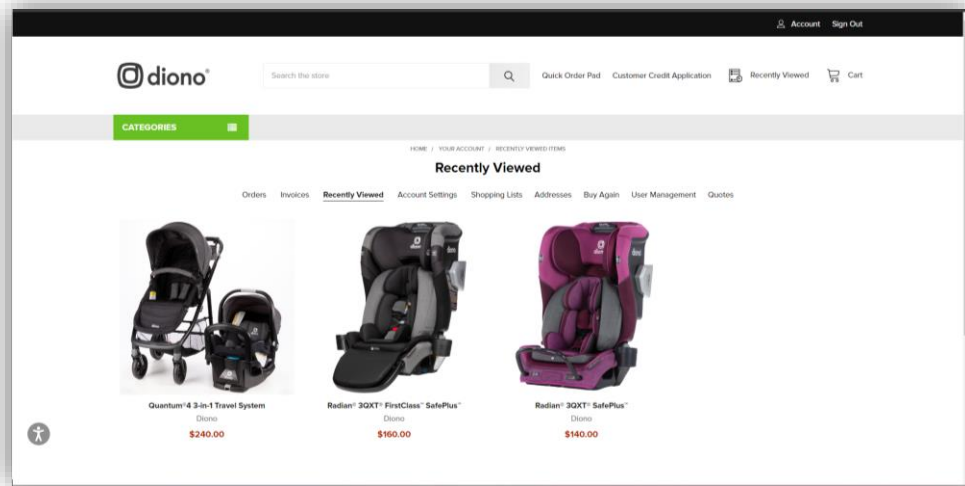
See [Invoices](#) for more information.

## Recently Viewed

On the Your Account page, click **Recently Viewed** in the menu tab.

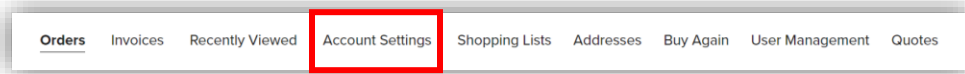


Displays all products viewed since the last visit to the site

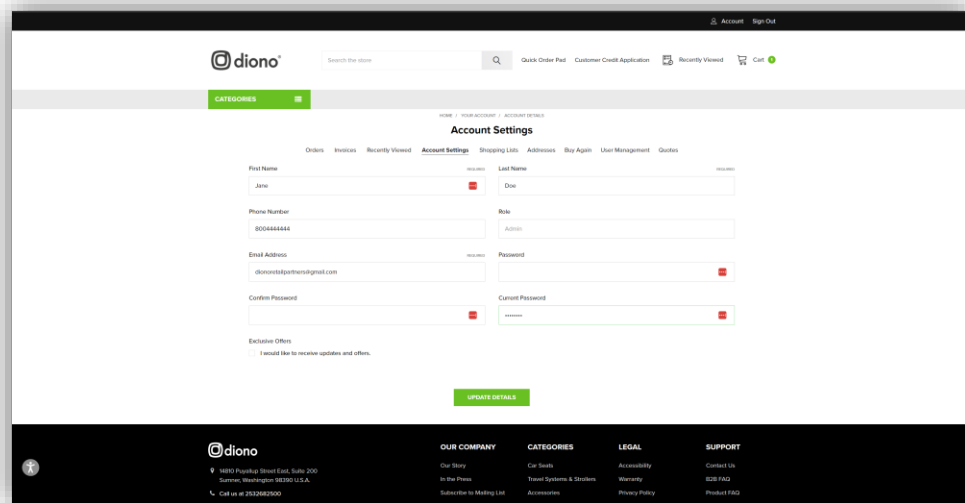


## Account Settings

On the Your Account page, click **Account Settings** in the menu tab.



The account settings tab gives you access to the account set-up information.

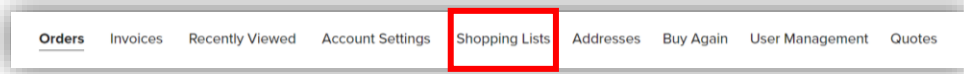


Update the contact information associated with your account such as the phone number, email address, and the name connected with the account. See [updating password](#) for more information on updating your password.

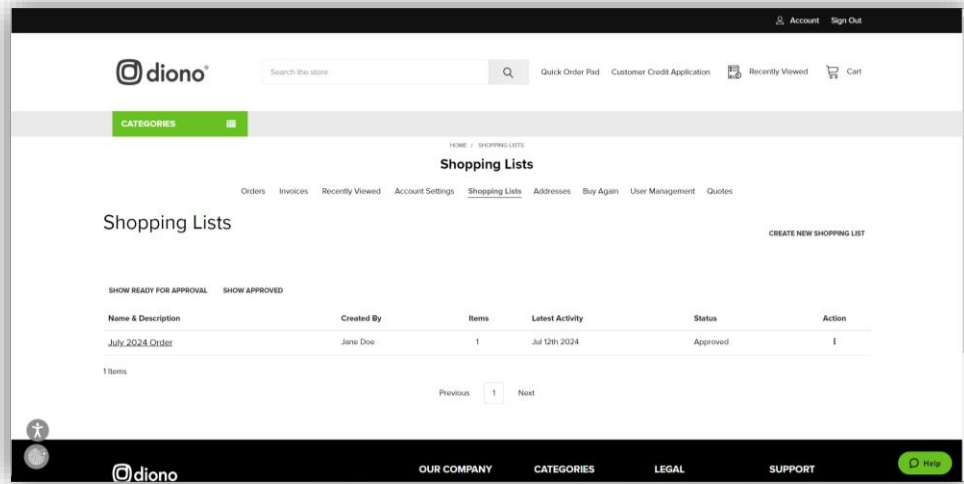
Be sure to click **Update Details** to save your new contact information.

# Shopping Lists

On the Your Account page, click **Shopping List** in the menu tab.

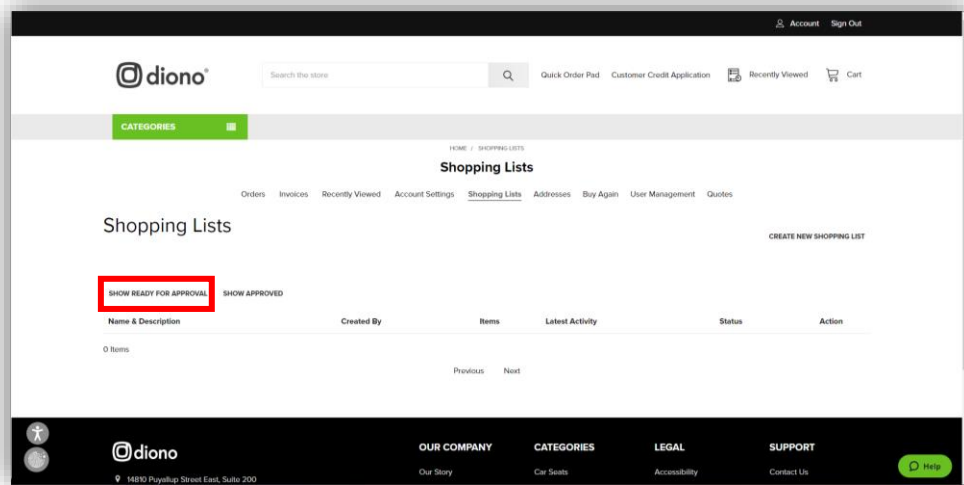


An overview of all shopping lists will be displayed.



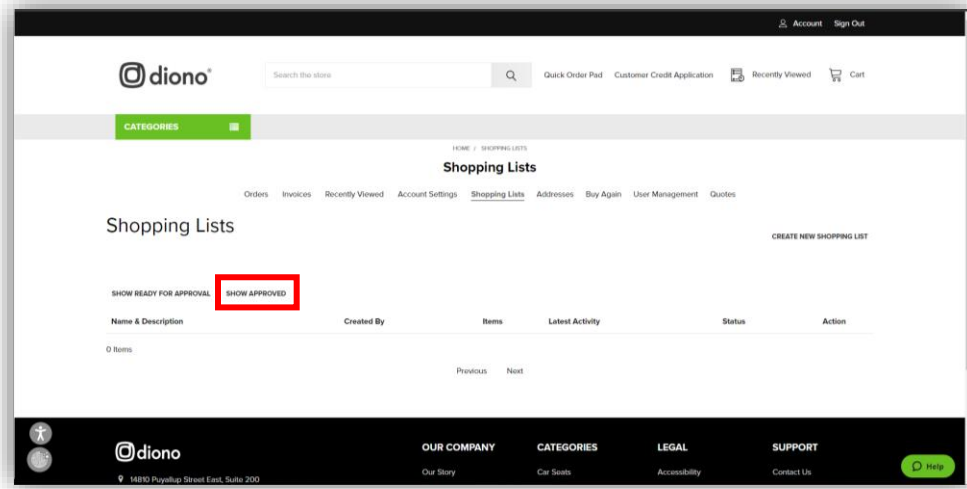
## Show Ready for Approval

Toggle between shopping lists that are ready for approval and all status.



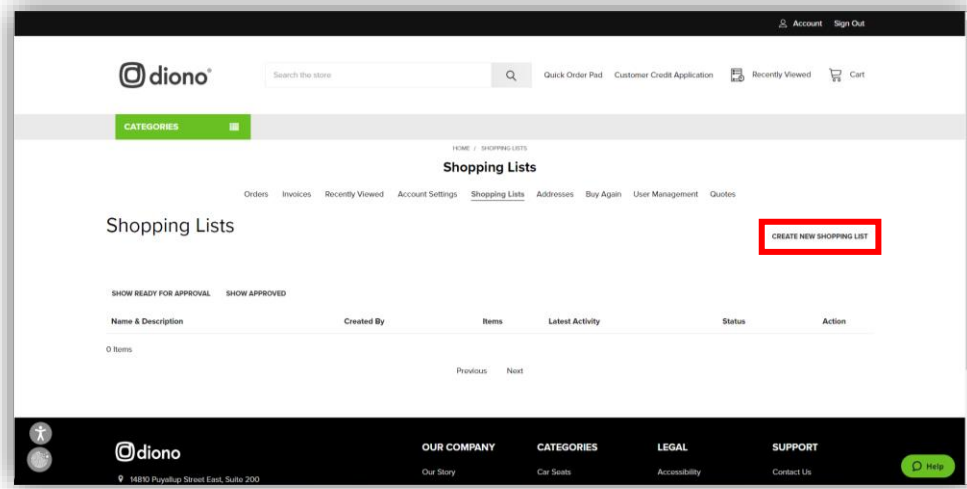
## Show Approved

Toggled between shopping lists that are approved and ready for approval.

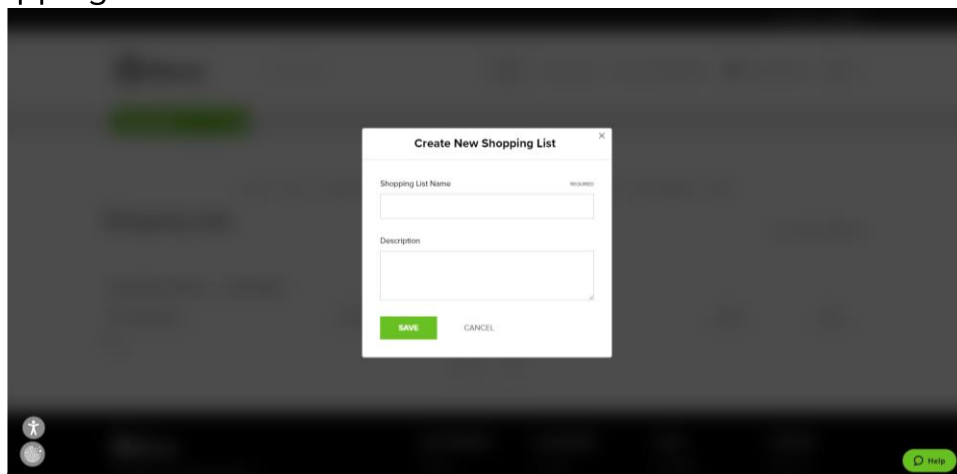


## Create New Shopping List

Click Create New Shopping List on the right-hand side of the page.

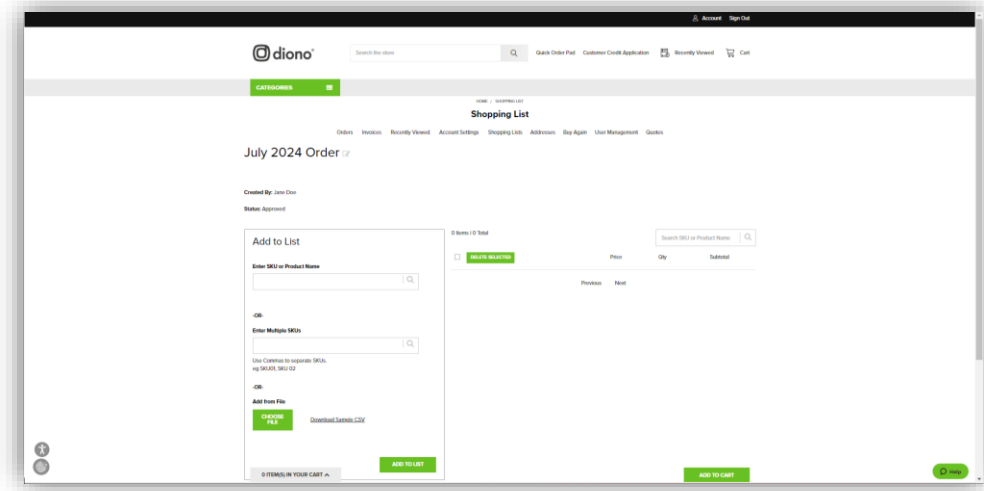


Name your shopping list.



## Adding and Viewing Items in Your Shopping List

Click the name of the shopping list or view in the action dropdown.



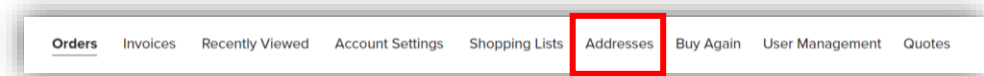
Enter SKU(s) or Product Name(s) in the left-hand box. You can also upload a CSV with the desired product(s) to quickly add.

The items in your shopping list will be displayed on the right-hand side. Use the search bar to look for specific items in your shopping list.

To add items from your shopping list to your cart, click the Add to Cart button at the bottom of the page

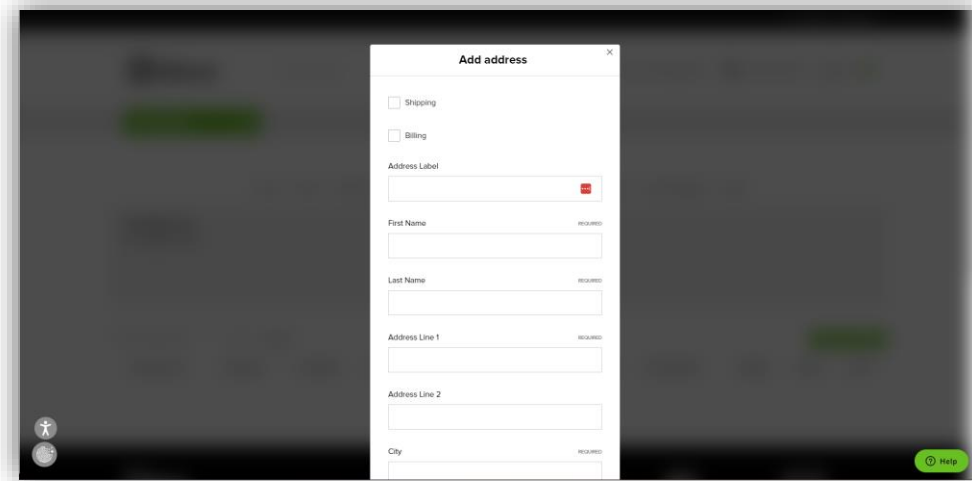
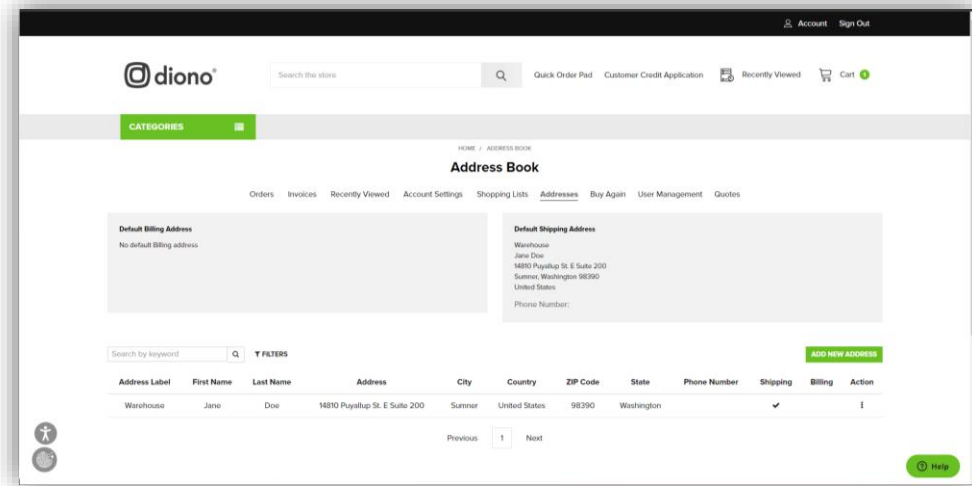
## Addresses

On the Your Account page, click **Addresses** in the menu tab.



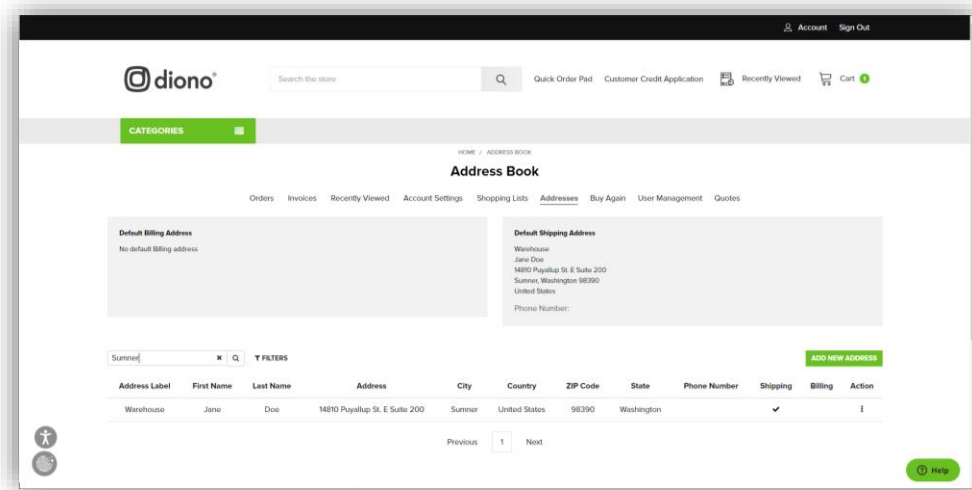
## Viewing addresses

You can see your addresses in the table at the bottom or in either the billing or shipping boxes at the top.



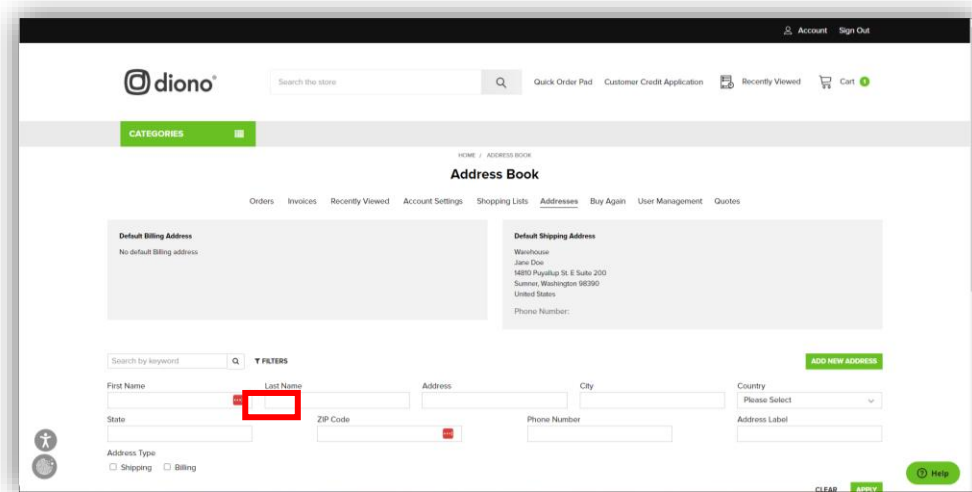
## Searching by keyword

Enter any keyword you would like to search for and hit enter or the magnifying glass to search.



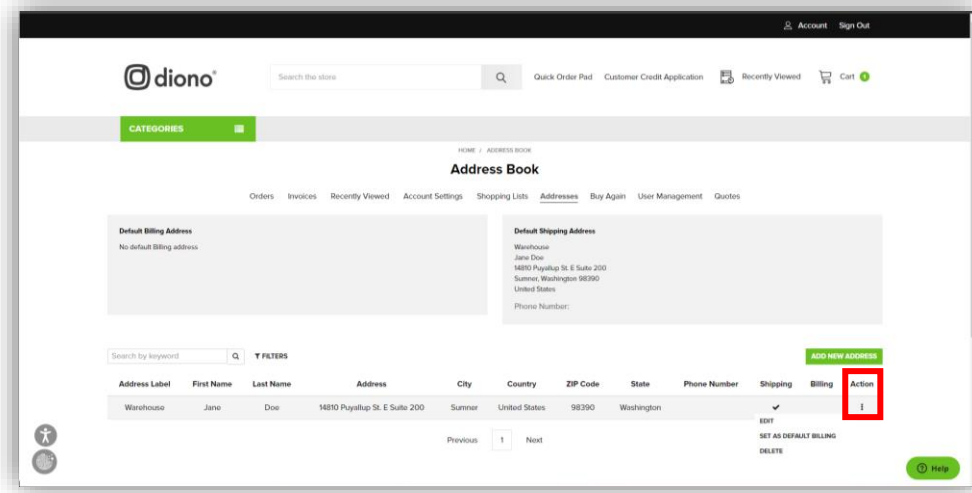
## Filters

Click the filter button on the left side of the page and enter the information you would like to filter by then click apply at on the right side of the page.



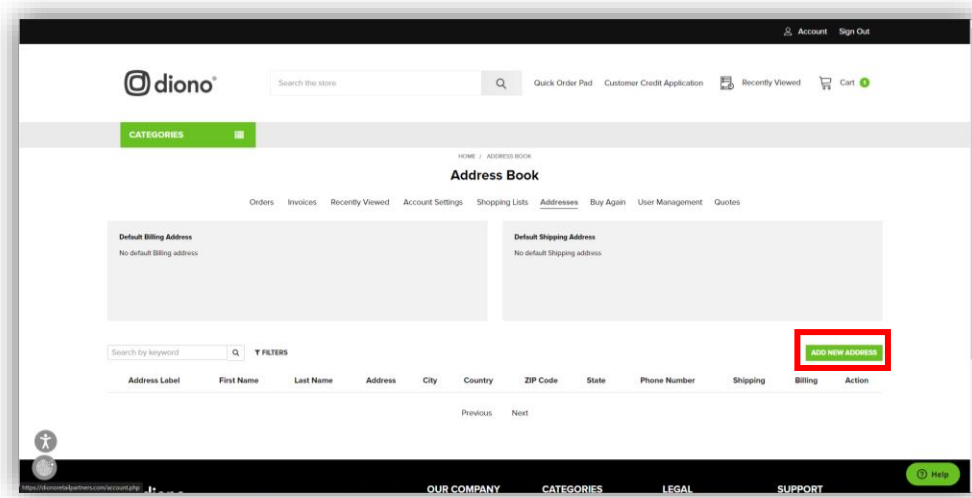
## Action

Click edit to update address information. To add as a default billing or shipping address select Set As Default [Billing/Shipping]. To remove address information click delete.



## Adding an address

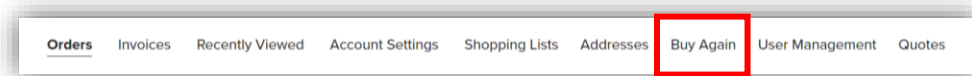
Click the Add New Address button on the top right of the table.



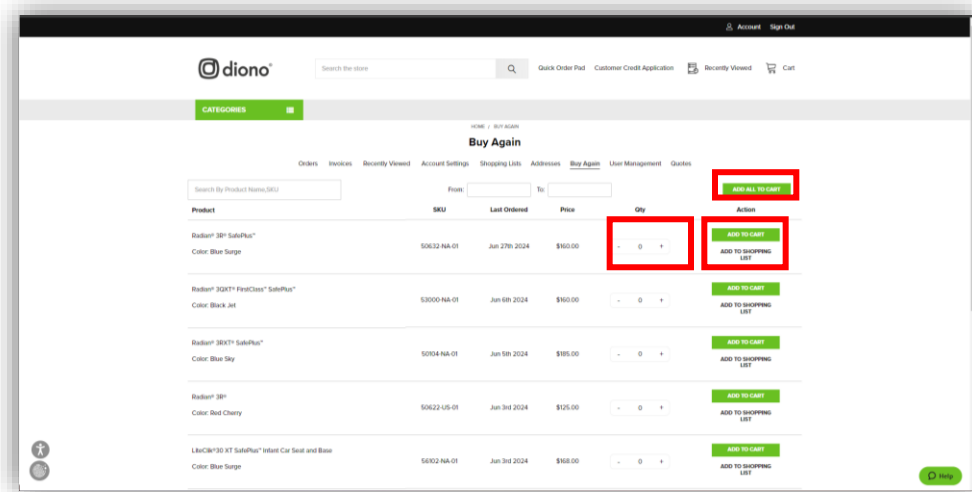
In the form, fill out your address. At the top you can select either Shipping, Billing, or neither.

## Buy Again

On the Your Account page, click **Buy Again** in the menu tab.

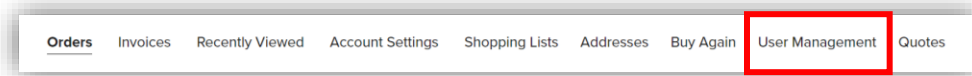


This displays a list of every product that has been purchased by your company. To add to cart click Add All to Cart at the top right-hand side of the page or enter a quantity for an individual product then click Add to Cart or Add to Shopping List.



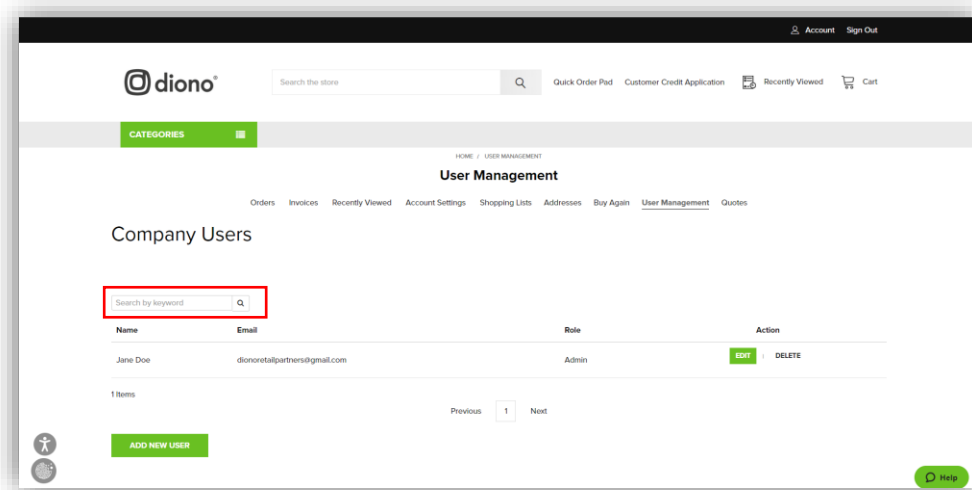
## User Management (Admin Users)

On the Your Account page, click **User Management** in the menu tab.



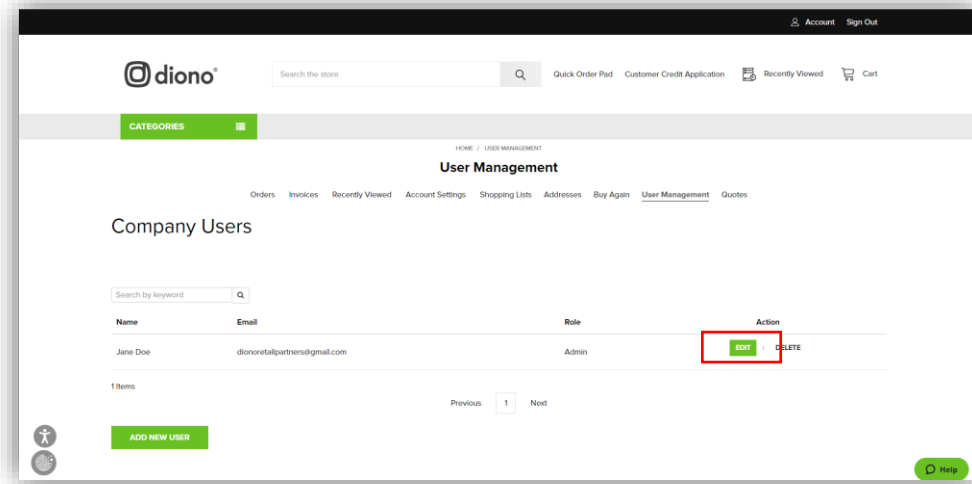
## Search by keyword

Enter any keyword to show related users.

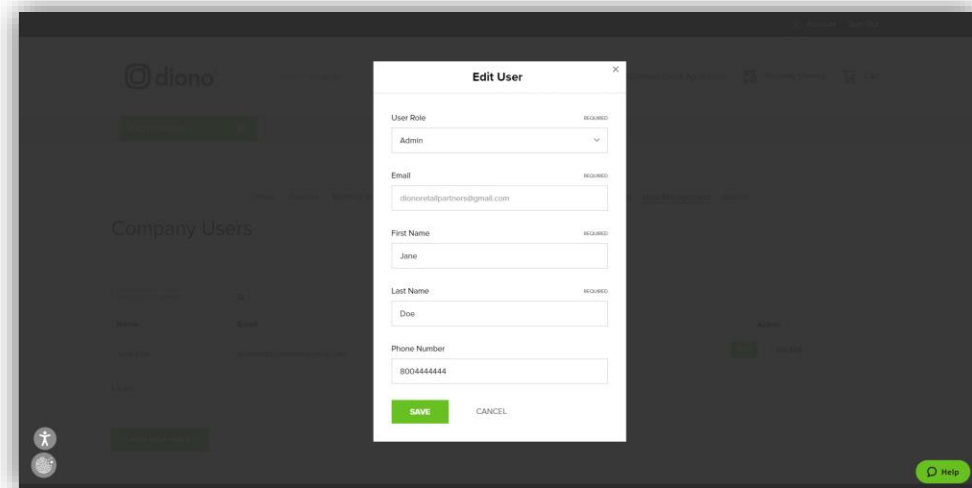


## Editing User

To edit a user's information, locate the desired user and click **Edit** on the right side of the row.



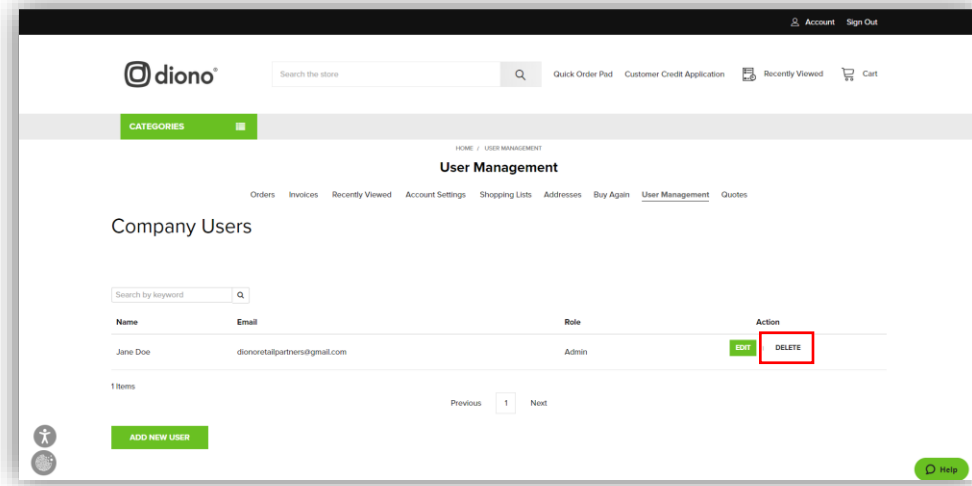
Edit user role, first name, last name, and phone number here. Editing a user's email address is only allowed through the user's account settings. See [account settings](#) for more information.



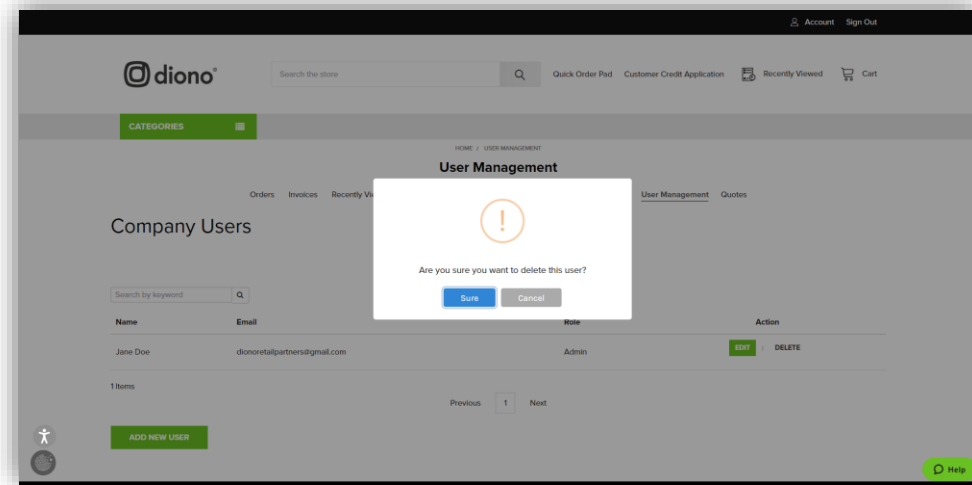
Click **Save** after you've finished editing user information to save it to your company.

## Deleting User

To delete a user, locate the desired user and click **Delete** on the right side of the row.

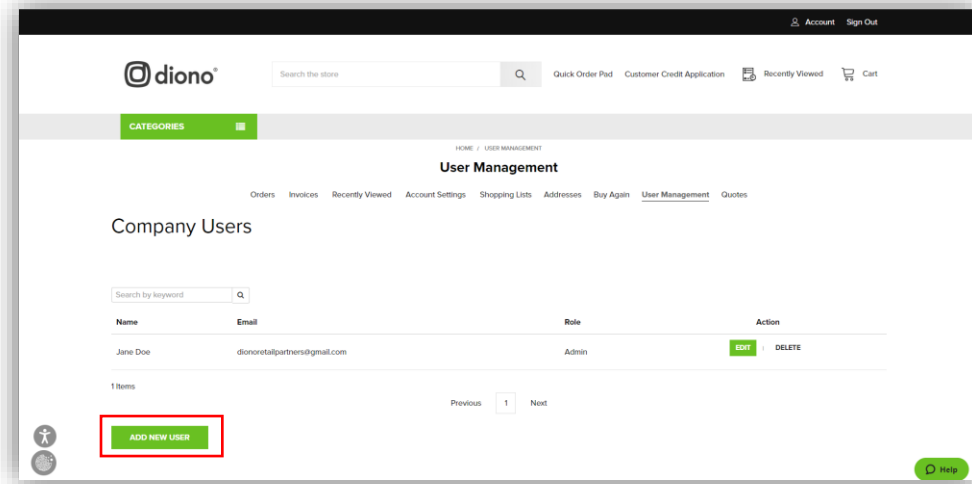


Click **Save** to delete the user from your company.

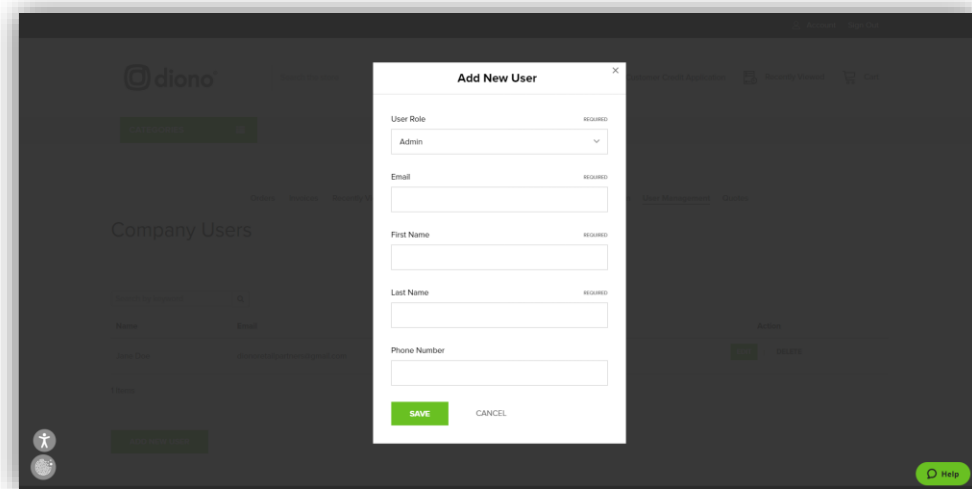


## Add New User

In the bottom left corner, click **Add New User**.



Enter the new user’s role on the portal, email address, first name, and last name. If you would like to add the user’s phone number, you may do so.



Click **Save** after you’ve finished filling out the new user form to add them to your company. After adding a user, it will trigger our system to send them an email invitation to join your company on our portal. The new user will need to set up their account, see [how to log in](#) for more information.

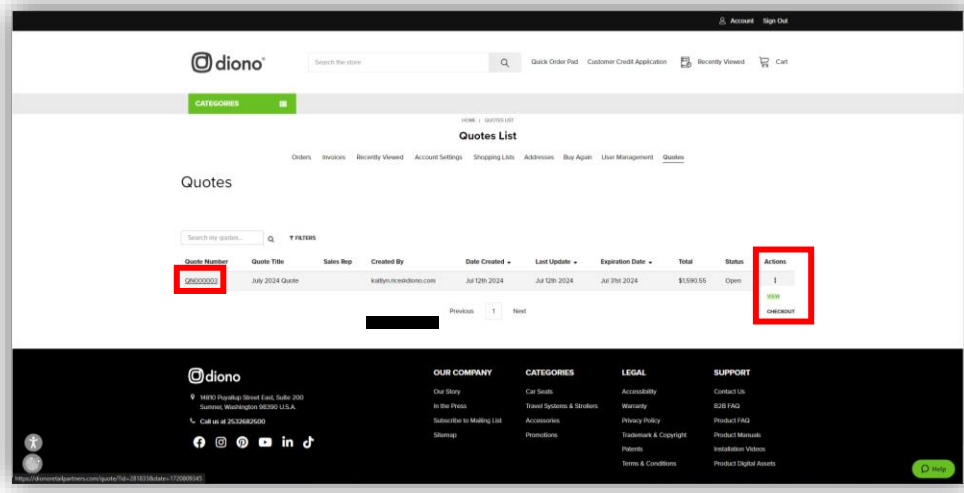
## Quotes

Please reach out to your sales representative or Customer Support by emailing [orders@diono.com](mailto:orders@diono.com) or calling [\(855\) 463-4666](tel:8554634666) to have a quote generated for your order.

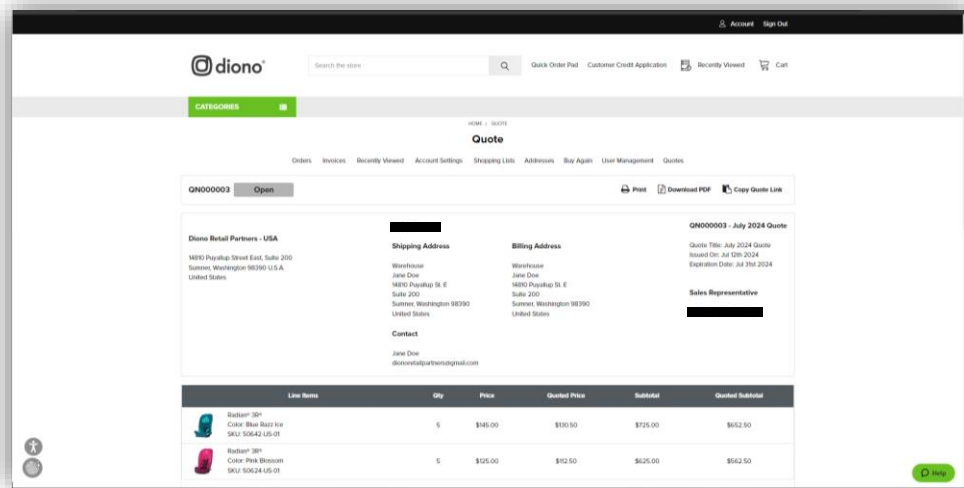
On the Your Account page, click **Orders** in the menu tab.

## Viewing Quotes

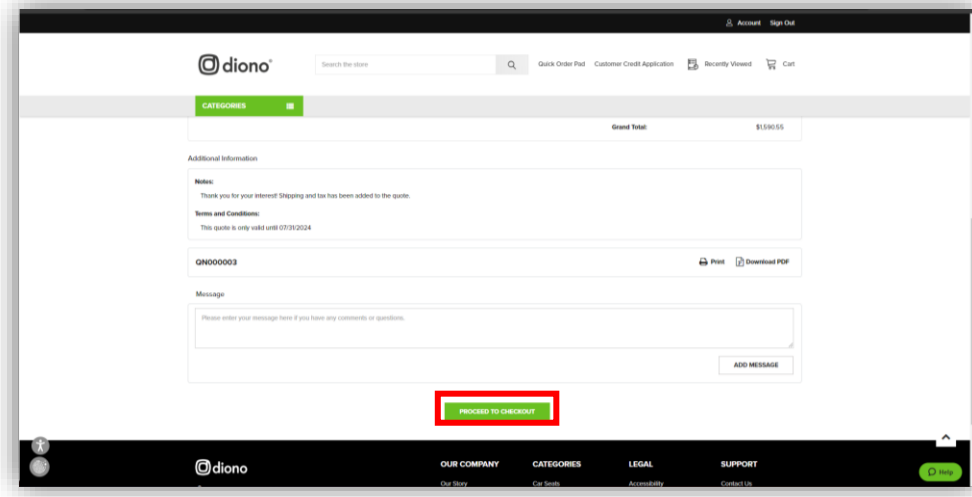
To view a specific quote, click either the Quote Number or View in the action's dropdown.



After clicking on a quote, you have the option to Print, Download PDF, or Copy Quote Link.



To add to cart, click the Proceed to Checkout button at the bottom.



# Categories

If you only see “Car Seats” and “Accessories”, you are not logged in. See [logging in](#) for more information.

- Car Seats
  - All Car Seats
  - Infant Car Seats
  - Convertible Car Seats
  - All-in-One Convertibles
  - Booster Seats
    - 2-in-1 High-Back Booster Seats
    - Connect3® Booster Seats
    - High-Back Booster Seats
    - Backless Booster Seats
  - Car Seat Accessories
- Travel Systems & Strollers
  - All Travel Systems & Strollers
  - Travel Systems
  - Strollers
  - Stroller Accessories
- Accessories
  - Infant Car Seat Accessories
  - Radian Accessories
  - Booster Car Seat Accessories
  - Stroller Accessories
- Promotions

# How to Add Products to Your Cart

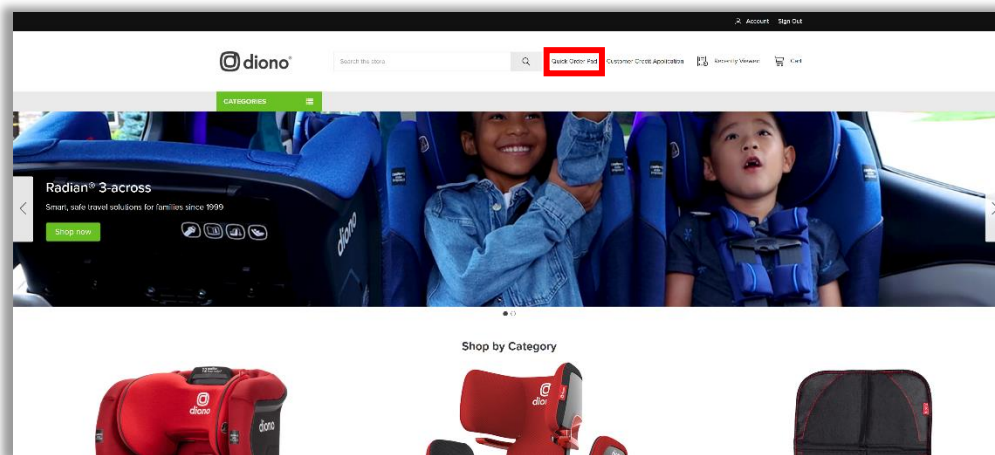
Retailer customers have access to new products, Diono wholesale pricing and bulk shipping.

Be sure that you are signed in to view full product line and wholesale prices. See [how to log in](#) if you are not already signed in.

## Quick Order Pad

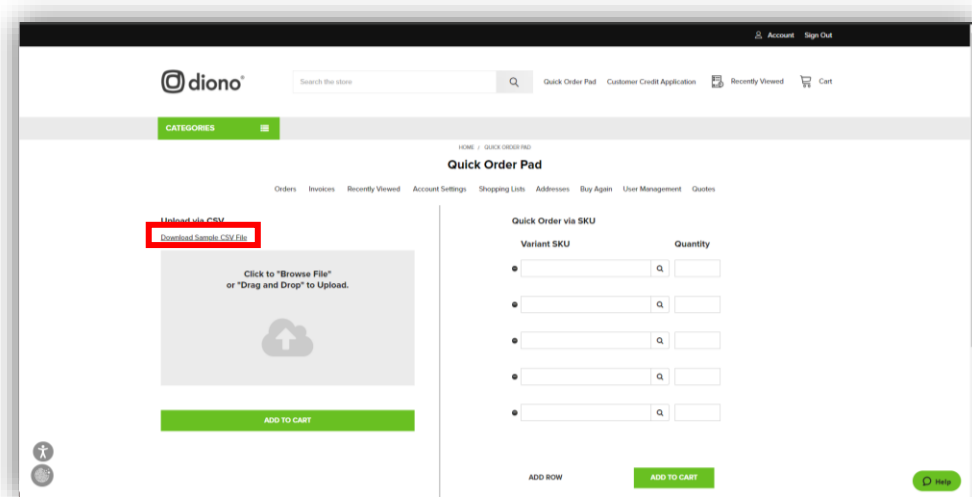
The quick order pad is a fast and easy system to add multiple products via their child SKUs at once. If you are searching for the 9 character child SKUs, please see [dionoretailpartners.com/product-catalog](https://dionoretailpartners.com/product-catalog) for a list of SKUs, Descriptions, and MSRP for each product.

To the right of the search bar at the top of the page click Quick Order Pad.

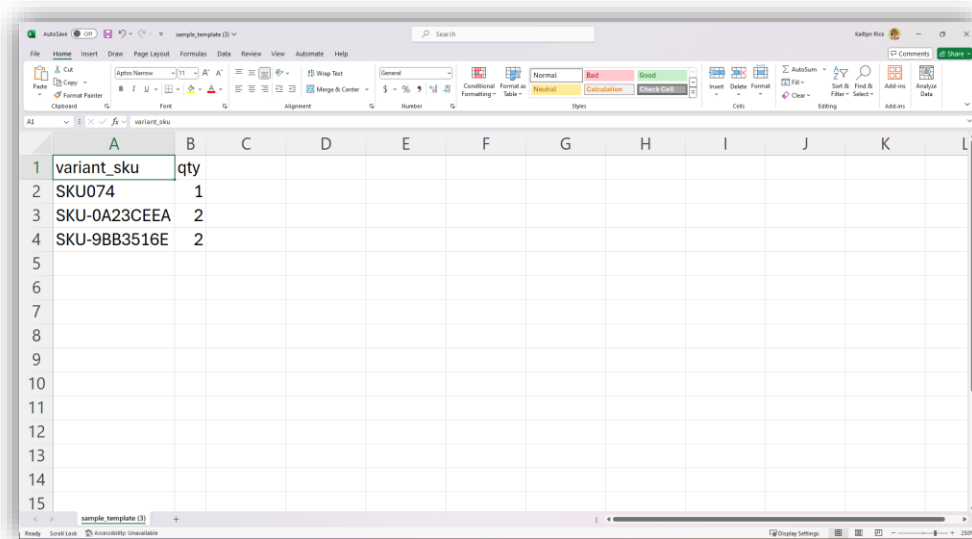


## Upload via CSV

If you have not already, click Download Sample CSV File to save a template for uploading.



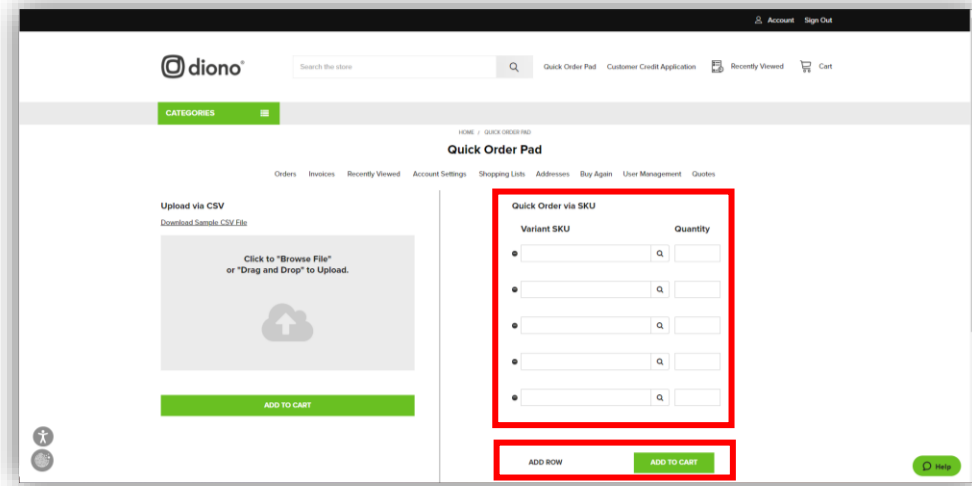
The template will look like this



Please add any variant/child SKUs along with the quantity of products. We recommend saving this sheet in a safe place to use for future uploads.

## Quick Order via SKU

Enter any variant/child SKUs along with the quantity of products directly into the order pad. If additional rows are needed, click Add Row. After adding all variant SKUs and quantities, click Add to Cart.



## Reorder

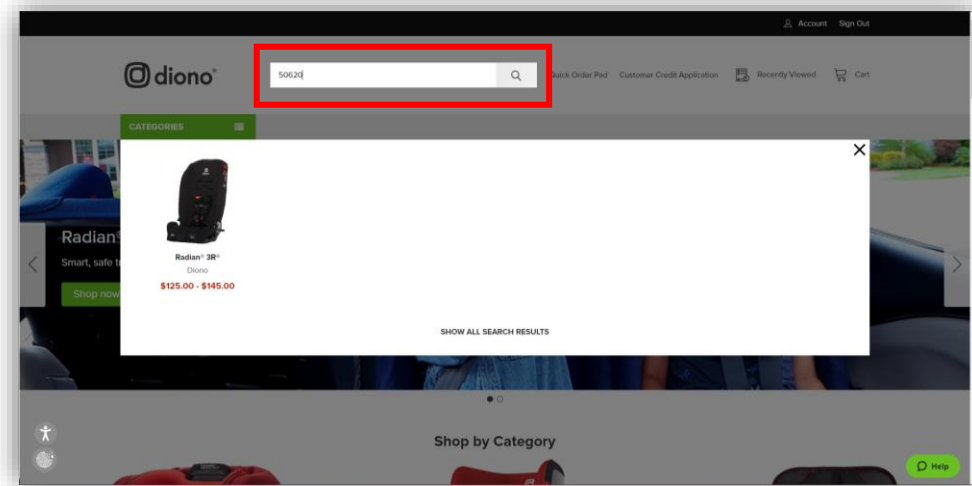
See [Reorder](#)

## Buy Again

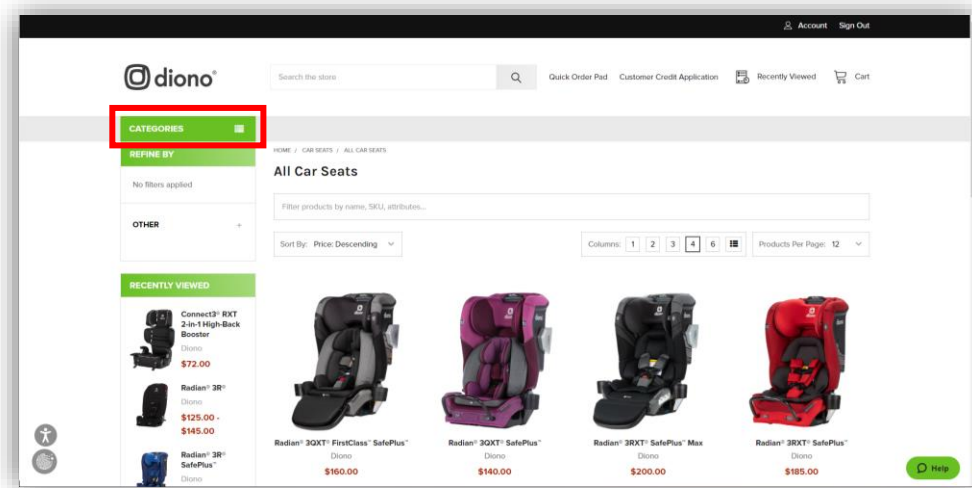
See [Buy Again](#)

## Product Page

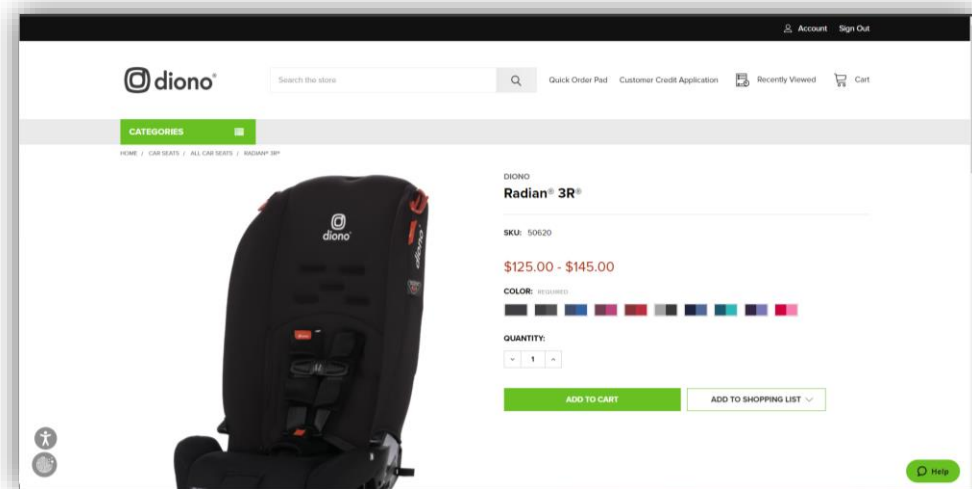
To view a product page either search for item SKU or product name in the search bar at the top



Or via categories. See categories for more information.

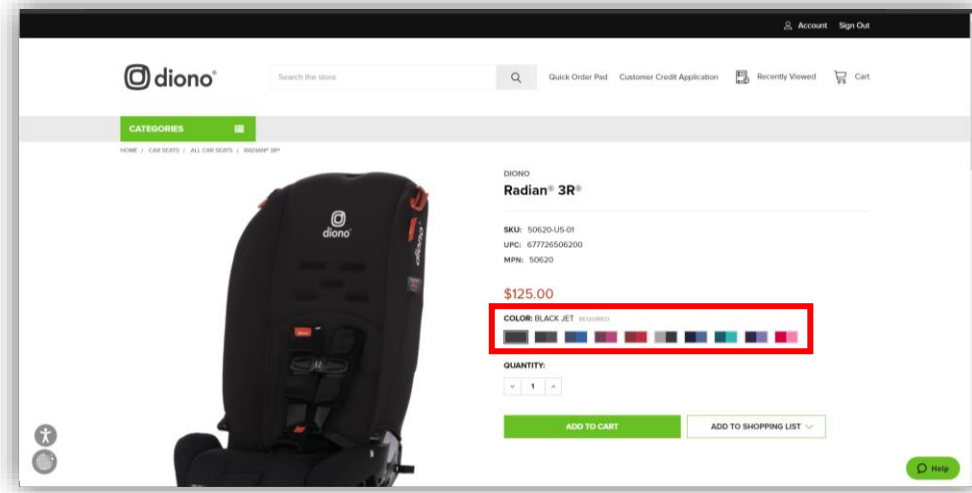


Select the product you're searching for to display the product page.

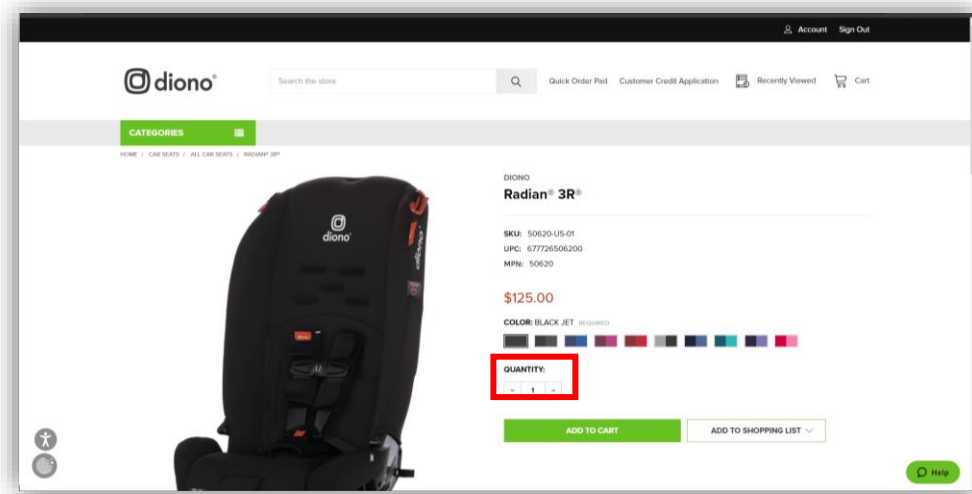


The product page will immediately display the parent item SKU and \*Wholesale price range underneath the product title.

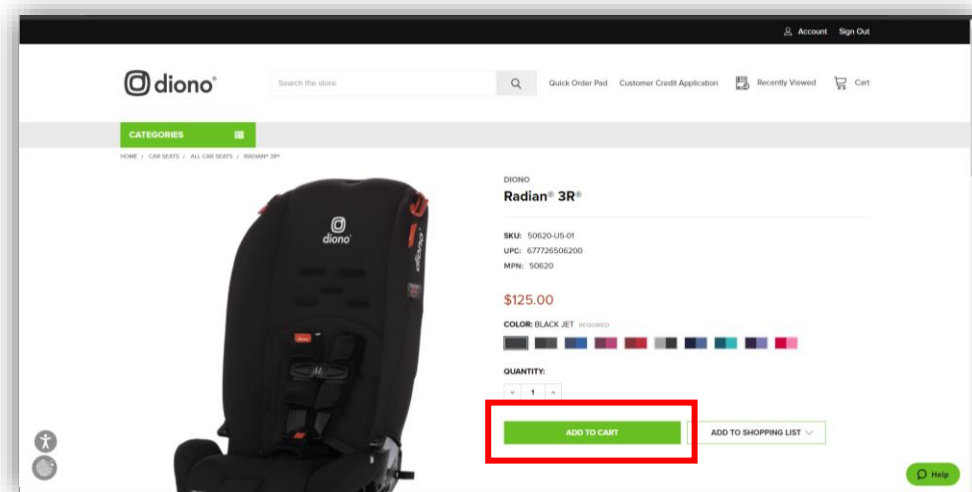
Select the desired product color from the swatches available to display the child item SKU, UPC, MPN, and \*\*Wholesale price.



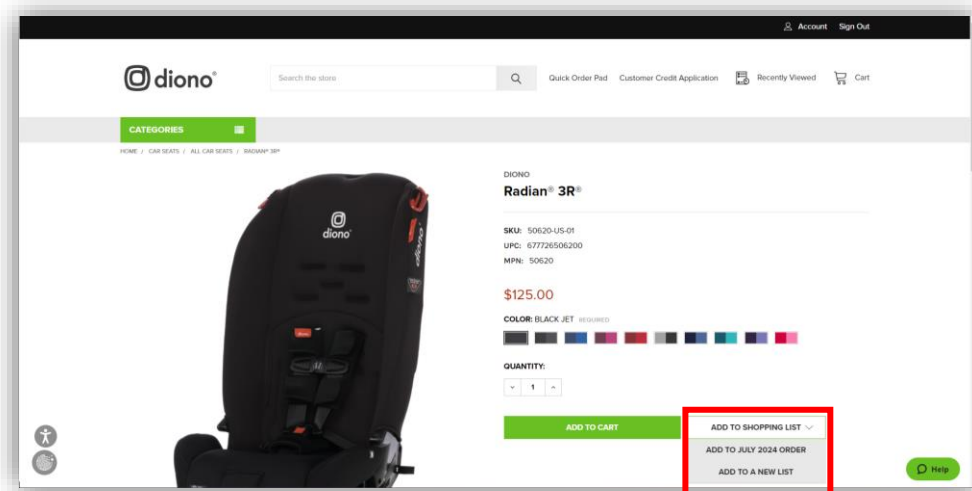
Then select the number of units you would like to purchase.



To confirm your selection, press the Add to Cart button



Or press the Add to Shopping List button and choose a shopping list.

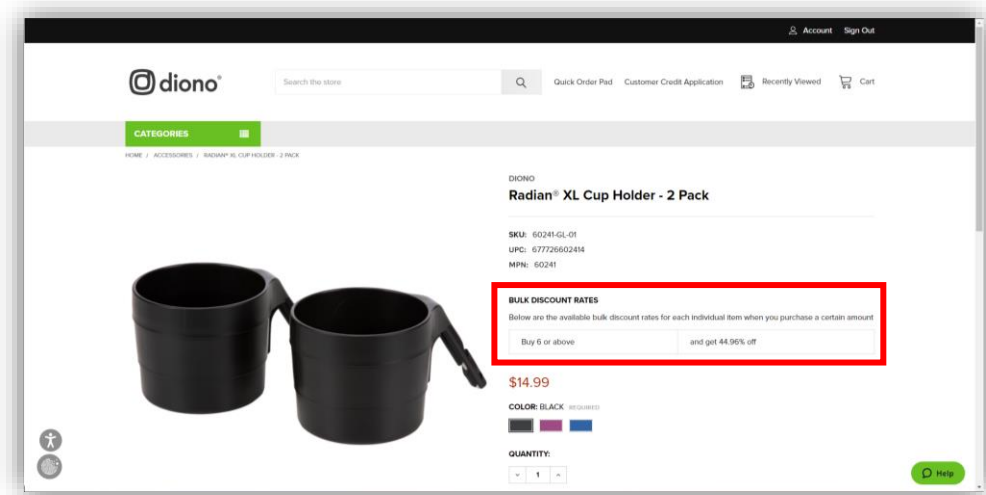


\*There is a selection of products that offer bulk order discounts. See [bulk buy](#) for more information.

\*\*If you believe there is an error in pricing, please see [pricing](#) or reach out to Customer Support by emailing [orders@diono.com](mailto:orders@diono.com) or calling [\(855\) 463-4666](tel:(855)463-4666).

## Bulk Buy

Bulk discounted rates are only available on select products. If a product you've selected is on bulk buy after selecting a color, bulk discount rates will display.

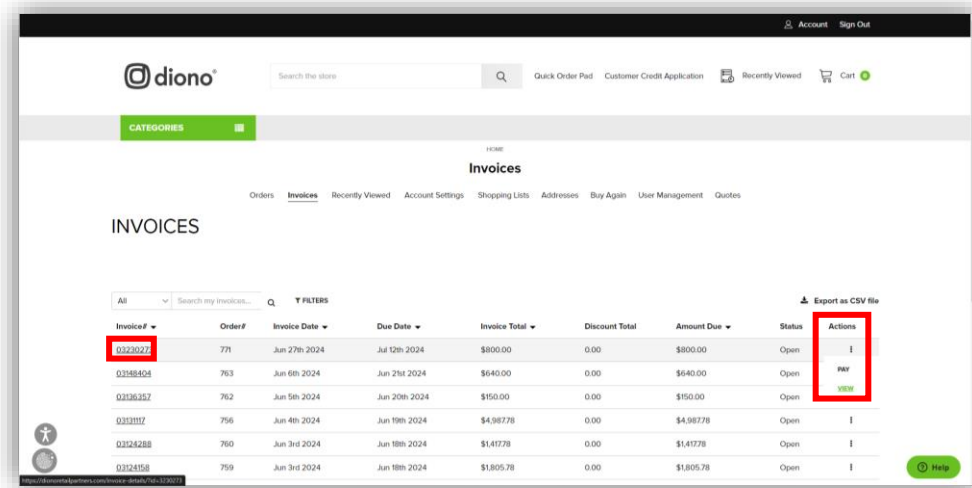


Be sure to add the correct quantity to receive discounted rates.

# Invoices

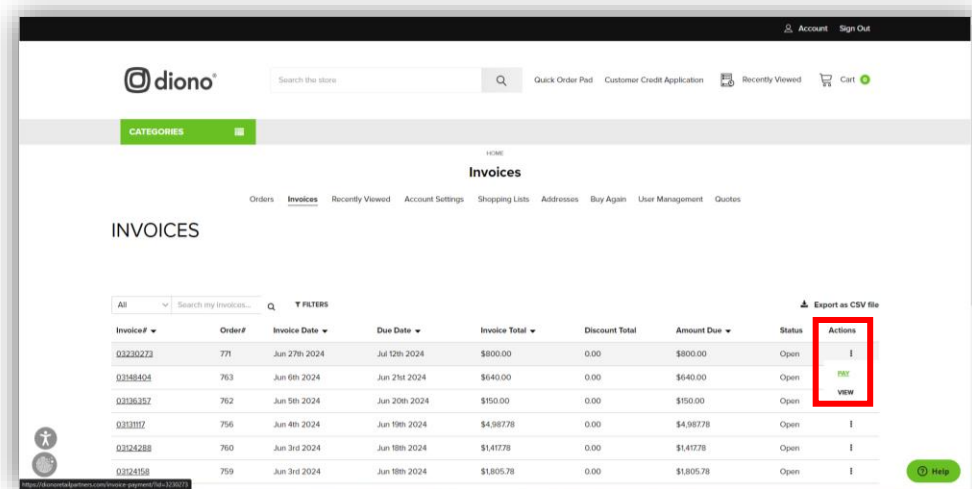
## How to View Invoice

Select either the invoice number or View in the actions dropdown to view an individual invoice.

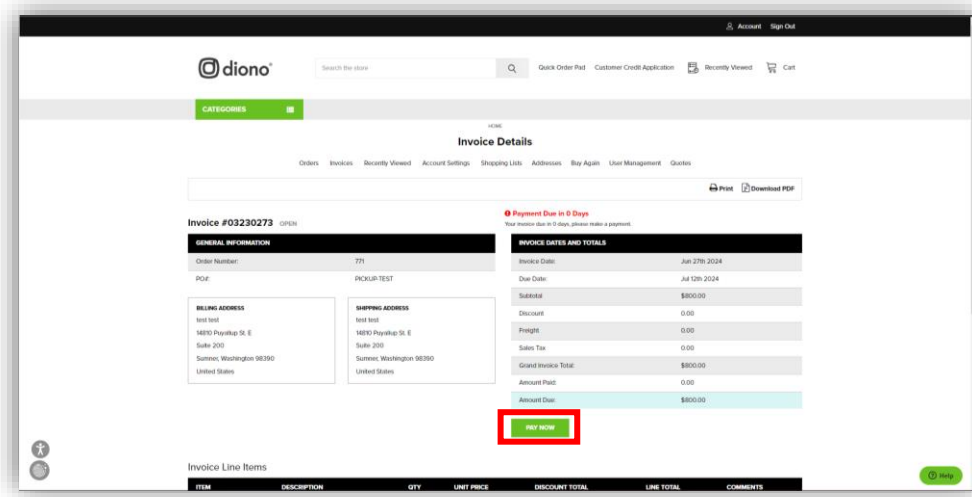


## How to Pay an Invoice (Admin Users)

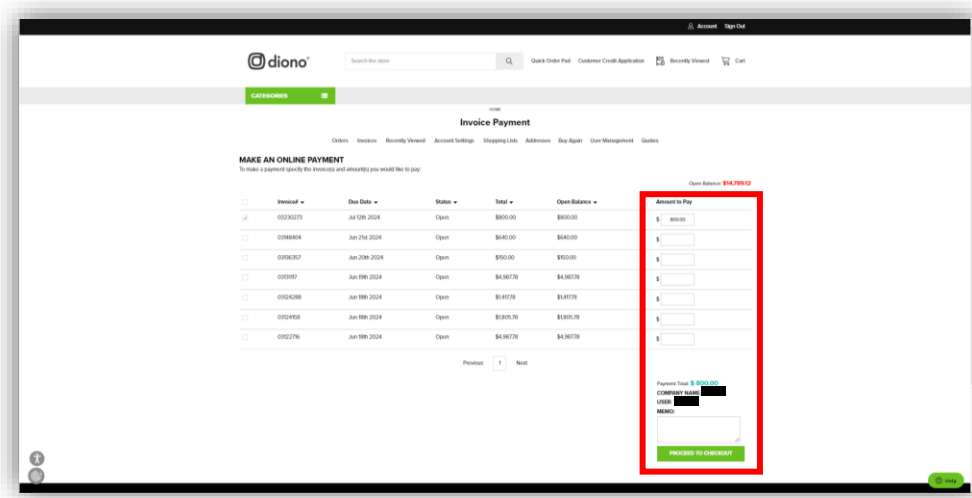
Within the actions dropdown select Pay



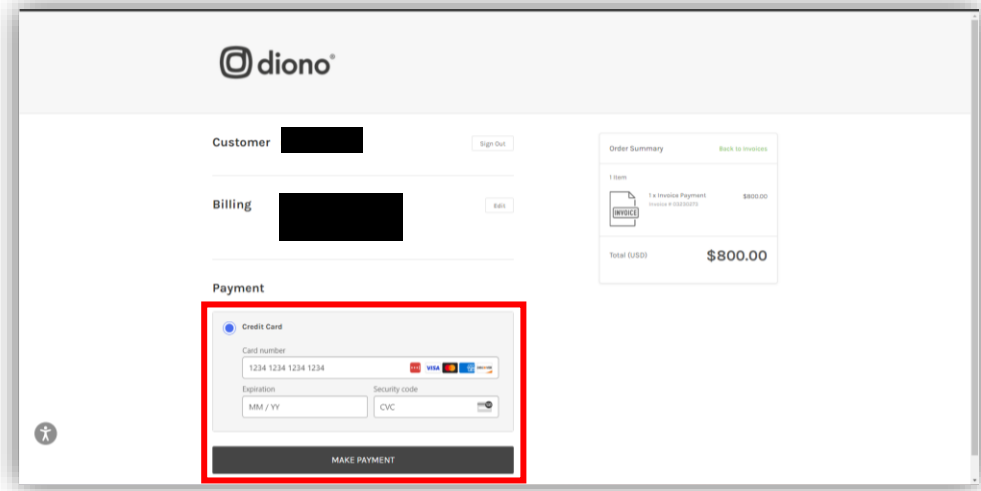
Alternatively, if you are viewing an invoice the Pay Now button will appear.



Once you are within the payment page, input the amount to pay on the invoice(s) and click the Proceed to Checkout button.



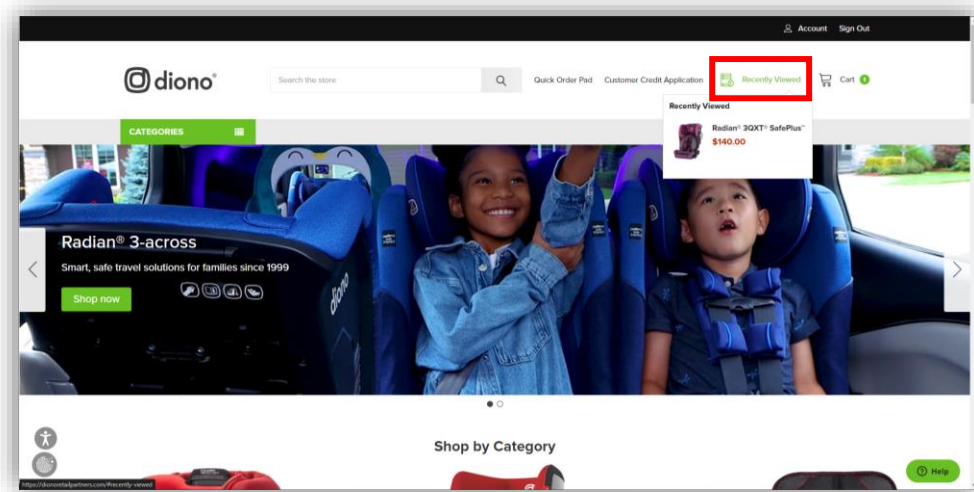
Enter your credit card information and click the Make Payment button to complete your payment.



\*If the payment option is unavailable, you are not set as the admin user. Please contact the admin of your company or email Customer Support at [orders@diono.com](mailto:orders@diono.com) and CC your company's admin to have your user role updated

# Recently Viewed

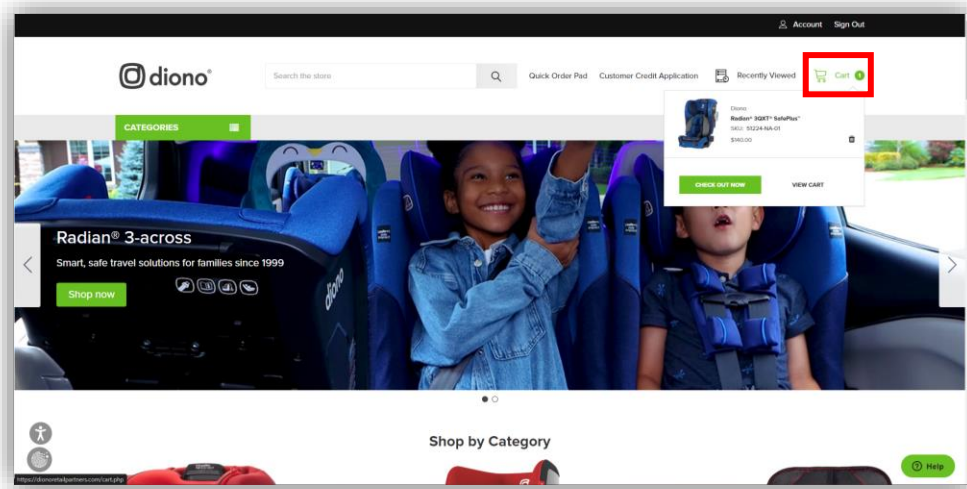
Click Recently Viewed in the upper right corner of the page to see items you've looked at.



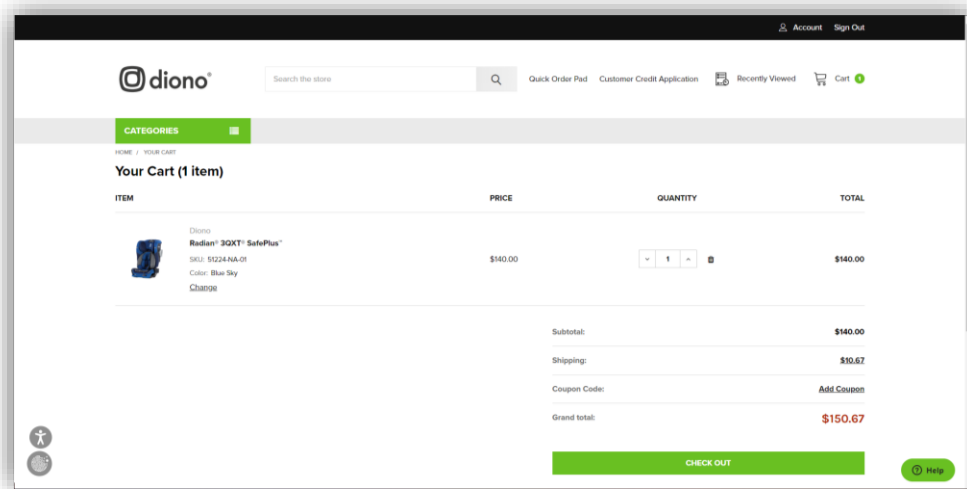
See [Recently Viewed](#) for more information.

# Cart

Click Cart in the upper right corner of the page.

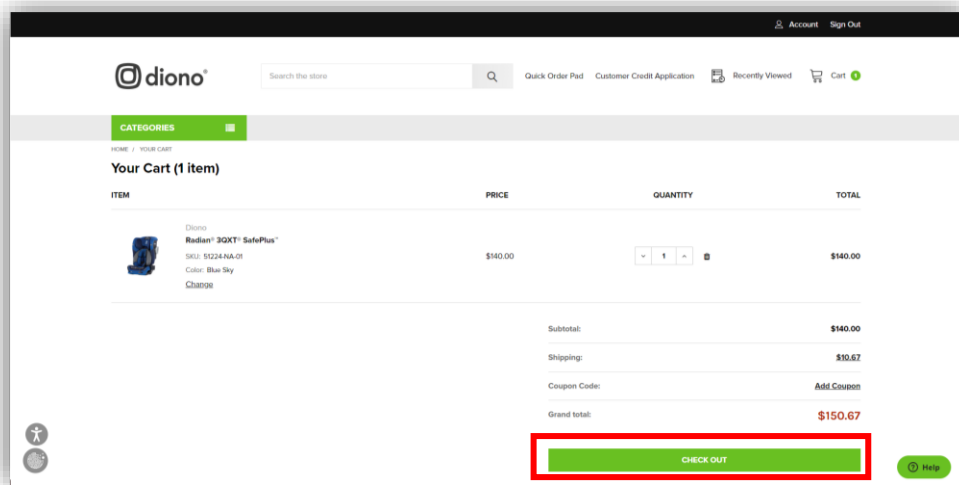
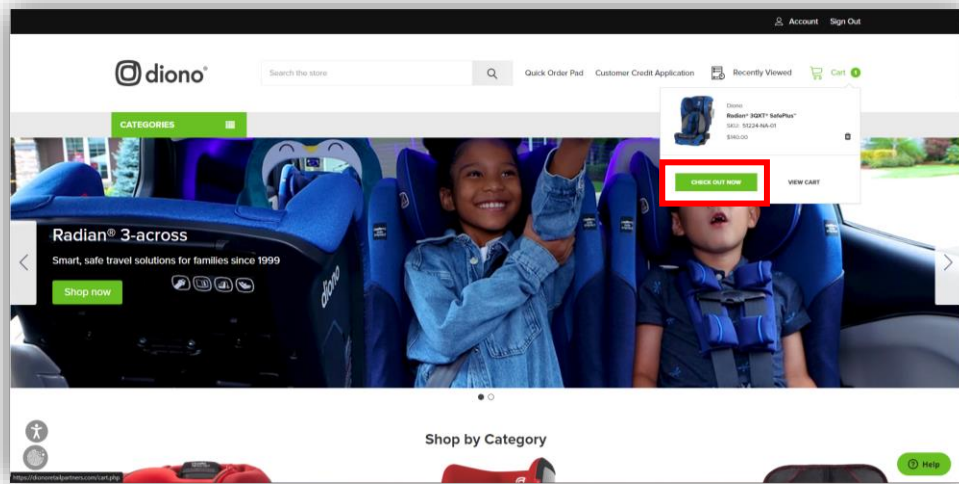


Select View Cart to view what is in your cart.



## How to Checkout

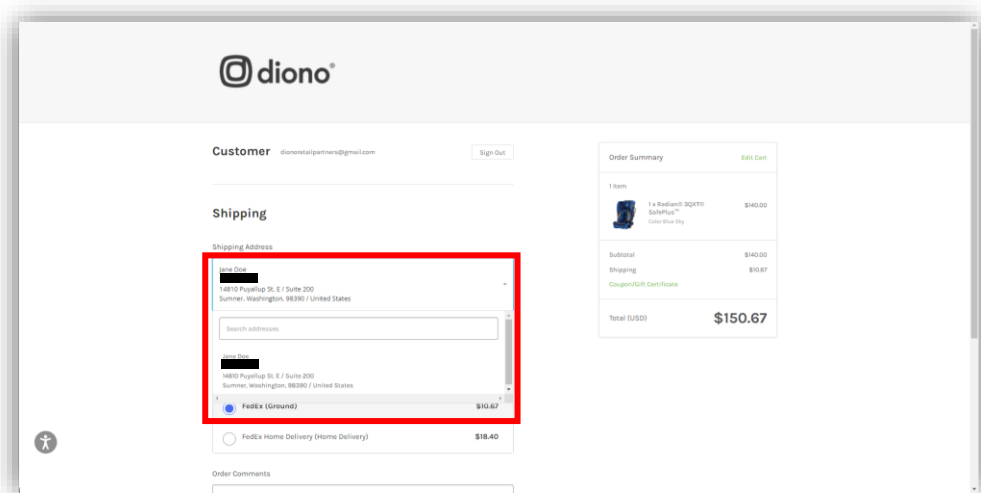
Select Check Out from either cart viewing



In the checkout window, fill out the required information for Shipping, Billing, and Payment.

## Shipping

If you already have addresses saved to your company, you may select which address from the dropdown menu. To save addresses to your company see [Addresses](#) for more information on saving new addresses.



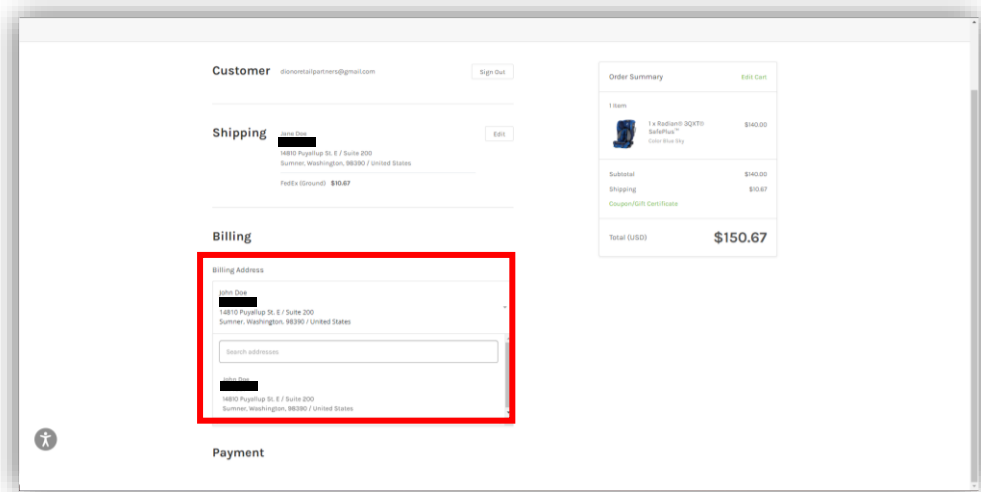
Otherwise please fill out this form.

Select your preferred Shipping Method, add any order comments you'd like to, then click continue.

If any information is filled out incorrectly will be highlighted in red. You will not be able to move on with the checkout process until this is completed.

## Billing

If you already have addresses saved to your company, you may select which address from the dropdown menu. To save addresses to your company see [Addresses](#) for more information on saving new addresses.



Otherwise please fill out this form.

Click continue.

If any information is filled out incorrectly will be highlighted in red. You will not be able to move on with the checkout process until this is completed.

## **Payment**

### **Using a Credit Card**

Enter your card number, expiration date, and CVC then click Place Order.

### **Using PayPal**

Select PayPal then click PayPal checkout to sign in to PayPal or pay with Debit or Credit Card through their platform.

### **Using GooglePay**

Sign in to Google Pay to use saved payment methods then click Place Order.

### **Using a Purchase Order**

If you have been approved for credit limits and terms the Purchase Order (PO) payment method will be available. You can enter their Purchase Order Number/Reference Number in the text field on the payment method.

Want to get approved for credit limits and terms? Please reach out to Customer Support by emailing [orders@diono.com](mailto:orders@diono.com) or calling [\(855\) 463-4666](tel:855-463-4666).

## Pricing

Pricing will show as full MSRP when first entering the site. After you sign in prices will automatically update to Wholesale.

See [logging In](#) for information about how to log in.

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