

BISSELL Partner Instructions



Contact Us

For assistance with the Partner set up process, please contact us:

BISSELL

800-457-1509

Schematics@bissell.com

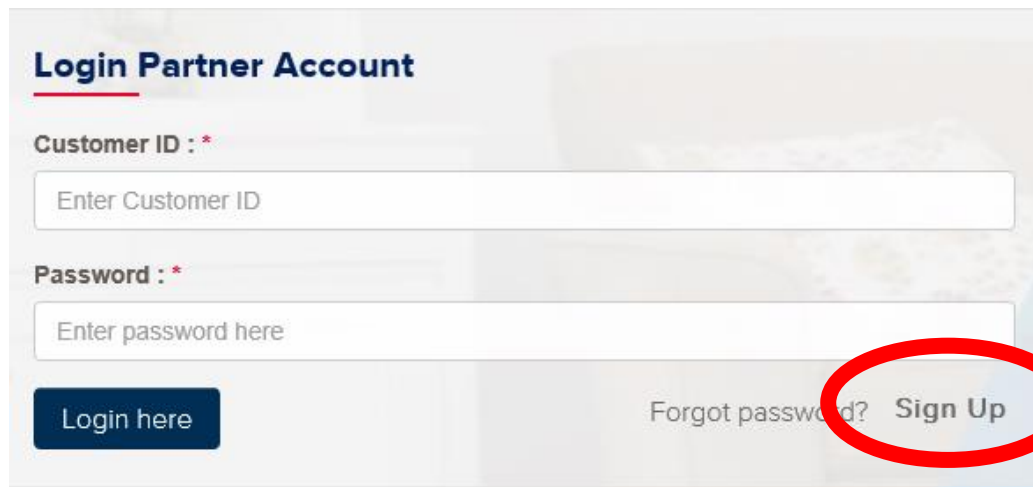
Sanitaire

866-213-9779, option 1

SanitaireSupport@bissell.com

Getting Started – Registration

- Visit <https://bissellpartner.bissell.com>
- Get started by clicking “Sign Up”.
- Enter your account number in the Customer ID field along with your billing zip code.
- Create a password and click “submit”.

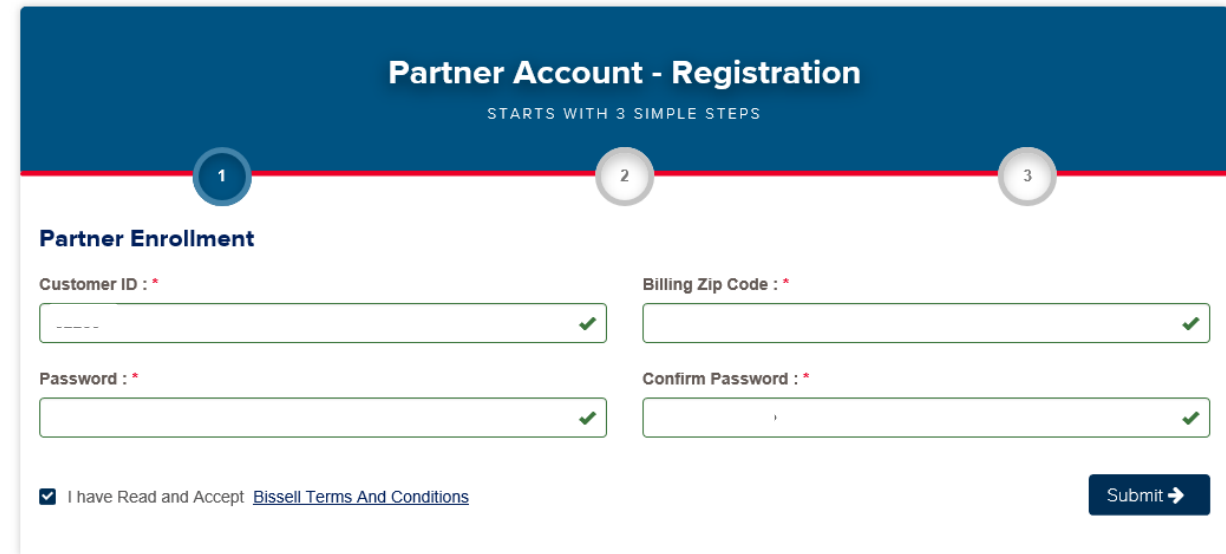


Login Partner Account

Customer ID : *

Password : *

[Login here](#) [Forgot password?](#) **Sign Up**



Partner Account - Registration
STARTS WITH 3 SIMPLE STEPS

1 2 3

Partner Enrollment

Customer ID : * ✓

Billing Zip Code : *

Password : * ✓

Confirm Password : * ✓

☒ I have Read and Accept [Bissell Terms And Conditions](#)

[Submit →](#)

*This account will be the administrator for your company. Once the account set up is complete, you will be able to invite additional users who can create a unique login.

Registration

- Review your account information and confirm that everything is correct.
- If there is incorrect information, please contact us for assistance.

Partner Account - Registration

STARTS WITH 3 SIMPLE STEPS

1

2

3

Validate Information

Personal Information
Your Customer ID :
Service center name
Mobile number :
Email address :

Shipping Address
Shipping address :
City name : State name
Country name : Zip Code :

Billing Address
Billing address :
City name : State name
Country name : Zip Code :

* If any of above information is not correct please contact us

[< Previous](#)[Confirm >](#)




Partner Account - Registration

STARTS WITH 3 SIMPLE STEPS

1

2

3



Registration Successfull

partner registration completed successfully.
You are all set to Login now !

[Login >](#)

Dashboard Navigation

- After logging in, you are brought to The Dashboard. From here, you can navigate using the menu at the top or left side of the screen.

The screenshot displays the Bissell dashboard interface. At the top left is the Bissell logo. To its right is a search bar labeled "Search Keyword or Model" with a magnifying glass icon. Further right are navigation links: "Product", "Parts", "Repair Guide", "Contact Us", and "Admin" with a lock icon. On the left side, there is a user profile section with a circular close button (X) at the top. Below the profile picture is a list of menu items: "My Account", "Product", "Part", "Repair Guide", "Contact Us", and "Admin", each with a plus icon. A red "Logout" button is at the bottom of this menu. The main content area features a "Welcome" message. Below this are three cards: "ORDER HISTORY" showing "No Order History!", "ACCOUNT BALANCE" showing "Account Balance: \$0.0" and "Looking for Pending Credits", and "WARRANTY" showing "Coming Soon ...". At the bottom, there are two more cards: "ANNOUNCEMENTS" with a note about PO's and links for partner instructions and warranty forms, and "REPAIR GUIDES" with a list of guides: Sport Repair Guide, Little green Repair Guide, ProHeat 2x Repair Guide, ProHeat Repair Guide, and PowerSteamer Repair Guide.

Bissell

Search Keyword or Model

Product Parts Repair Guide Contact Us Admin

Welcome

ORDER HISTORY

ACCOUNT BALANCE

WARRANTY

ANNOUNCEMENTS

REPAIR GUIDES

My Account

Product

Part

Repair Guide

Contact Us

Admin

Logout

No Order History!

Account Balance: \$0.0

Looking for Pending Credits

Coming Soon ...

Please note that Faxed/ Emailed PO's may be subject to a \$25.00 Manual Order Processing Fee.

Click Here for **BISSELL** Partner Instructions.

Click Here for US Warranty Forms

Click Here for CAN Warranty Forms

Sport Repair Guide

Little green Repair Guide

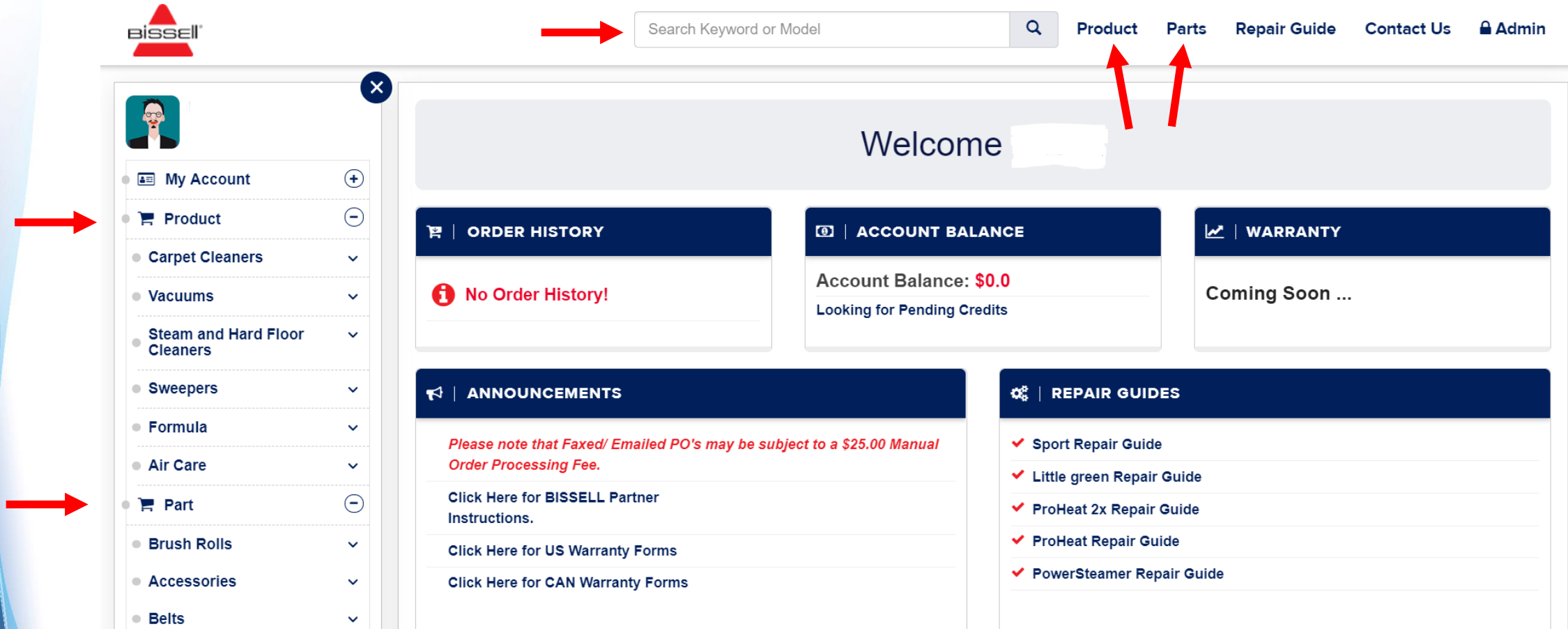
ProHeat 2x Repair Guide

ProHeat Repair Guide

PowerSteamer Repair Guide


Product Search

- To shop or look for products, you can use the top or side menu to search by category.
- If you know the model number, you can utilize the search bar at the top. (remove any dashes when searching)



Product Search

Tradition Upright Vacuum



SKU: SC679J

\$0.00


600 Series Compact Upright 5 amp

- 1 +










Add to cart

Show Schematics →

Watch Instructional Videos:



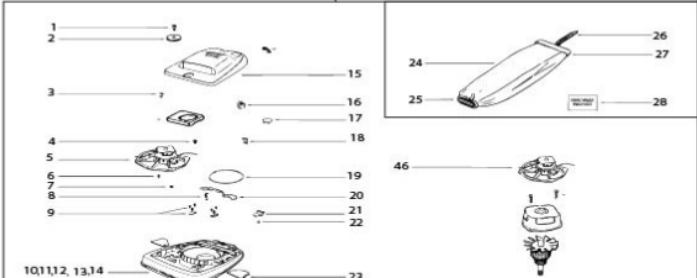
Once you select a model, click "show schematics" to see a list of the available parts and corresponding parts diagram.

No	SKU	Price	Cart	Total
1	53143-SCREWSPKG 10 48868	\$ 0.00		\$ 0.00
2	380532-KNOB ASYBLNER 380531	\$ 0.00		\$ 0.00
3	601921-WIRE SPLICE 5 532142	\$ 0.00		\$ 0.00
4	5323814-SCREW PKG 5323817	\$ 0.00		\$ 0.00
5	159432-MOTOR CHANGE KIT 5AMP CRTD	\$ 0.00		\$ 0.00
6	546692-SCREW PKG OF 10	\$ 0.00		\$ 0.00
7	532135-NUT PK 10 EW1410C	\$ 0.00		\$ 0.00
8	53097-SPRINGSFT PEDPKG5	\$ 0.00		\$ 0.00
9	53140-CLAMPSSCREWSPKG 6	\$ 0.00		\$ 0.00

Download

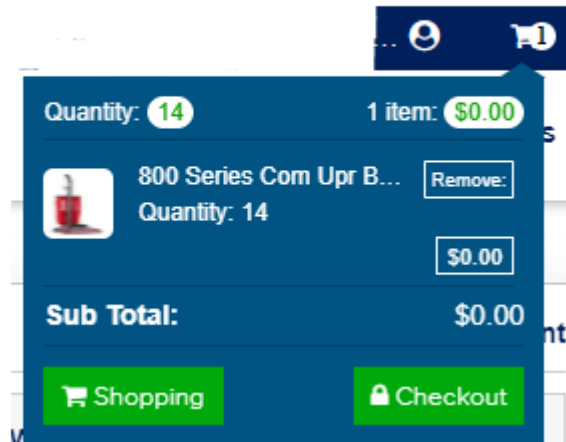
Upright Vacuum

SC679J



Shopping Cart

- Click on the shopping cart icon on the top right corner to view the products that have been added.
- The shopping carts shows the options to remove the products that aren't wanted and allows for a checkout option once done shopping.



Checkout

- The Checkout Page will show you the products in your shopping cart and allow you to make edits if needed. If everything looks correct click the "checkout" button to move onto the review and payment page.
- The Review and payment page will require you to enter a unique Purchase Order Number. This section also provides an area to enter credit card information if necessary.

Shopping Cart

1 Shopping Cart

2 Review and Payment

3 Order Complete

Print

Item / Part No:



-

1

+

Add

To add item on your cart, enter the Product # and Quantity here.

Image	Product	Price	Quantity	Total
	POWERLIFTER POWERBRUSH SKU : 1622 View Details ✕	\$79	 1	\$79

YOUR ORDER

Product total:

\$79

Standard Shipping Cost:

\$0

Tax:

\$0

Grand Total:

\$79

Shipping Address:

LULU

« Shopping


Checkout »

Billing And Payment

» Purchase Order Details

Purchase Order No: *

» Payment Details



Select Card

CARD NUMBER

1234

1234

1234

1234

CARD HOLDER

EXPIRATION DATE

MM

YYYY

CVV

123

All set to go! Please verify the Billing Address and place the order.

» Billing Address

PLACE ORDER

Order Email Confirmation

- Once the order has been placed a confirmation email will be sent to the email address of the user that is currently logged in.
- The confirmation gives you access to view order details and provides an order number for your reference.

Order History

- Order history gives you access to open, completed, and cancelled orders.
- You can filter orders by date range or search the order number.

*Only orders placed on Partner will display. You will not have visibility to e-mailed or EDI PO's.

ORDER HISTORY

✓ # 31413754 - \$266.2

12/5/2018

Order Awaiting Shipment

✓ # 31413753 - \$316.0

12/5/2018

Order Awaiting Shipment

✓ # 31413751 - \$748.8

12/5/2018

Order Awaiting Shipment

✓ # 31413742 - \$2226.91

12/5/2018

Order Awaiting Shipment

✓ # 31374845 - \$100.8

10/29/2018

Order Awaiting Shipment

View More »

Order History

Search Order(Dates)

June 06, 2018 - December 06, 2018

GO

Open Orders

Completed Orders

Cancelled Orders

Enter Order ID

Q

Show / Hide details

OFF

Order Awaiting Shipment

11/23/2018

ORDER TOTAL: \$7.5

ORDER #: 31413226

+

Order Awaiting Shipment

11/19/2018

ORDER TOTAL: \$50820.0

ORDER #: 31413097

+

Order Awaiting Shipment

11/13/2018

ORDER TOTAL: \$18.75

ORDER #: 31412923

+

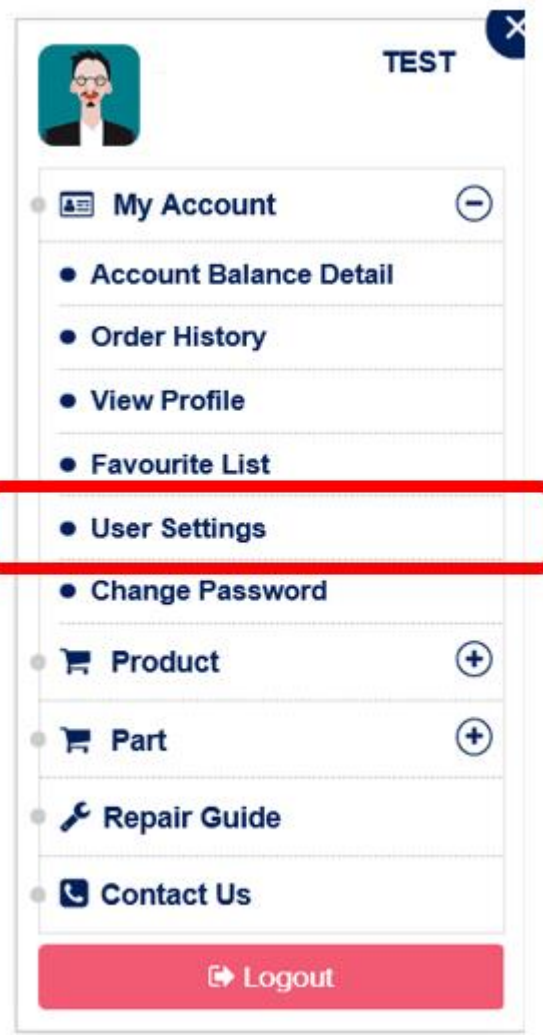
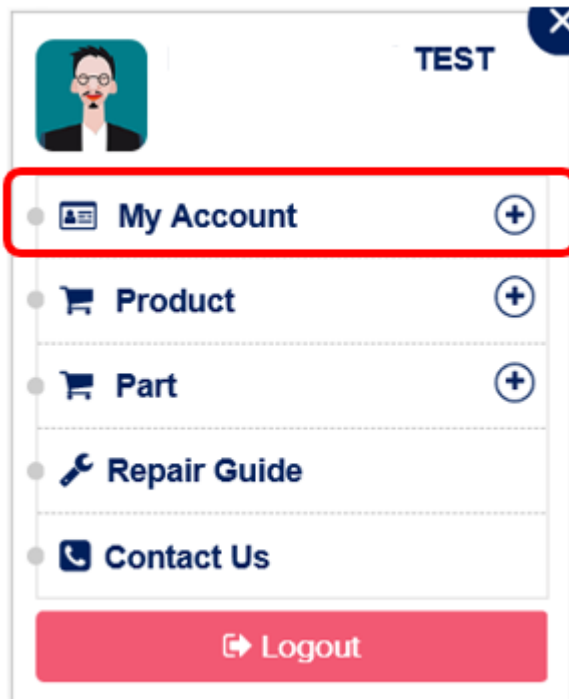
PARTNER Multiple User Login

New Multiple User Feature

- The Partner site now allows multiple people in your organization to have unique User ID's and passwords.
- The current account login now has administrative rights, which allows them to add more users. The admin user will still use the BISSELL Customer # when logging in to Partner. Additional users will use their e-mail address to log in.
- All users can purchase product. If items are left in the cart by one user, the next person to log in will see these items in the cart. Please make sure to share this information to anyone that is given access.

Adding a New User

- To add a new user, select “My Account” on the left side of your dashboard and open “User Settings”.



Adding a New User

- Select “Create User” in the top right corner.

Partner User List

TEST

My Account

Account Balance Detail

Order History

View Profile

Favourite List

User Settings

Change Password

Product

Part

Repair Guide

Contact Us

Logout

Users List

List of registered user for customer ID: TEST

User Name	Email	Date	Status	Remove
NO RECORD FOUND				

Create User

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Adding a New User

- Enter an email address for the user you are wishing to add. You can set a time limit on the expiration of the invite for 1 hour, 1 day, or 1 week. This invite will be sent via email from BISSELL.

Home / User Invite

TEST

Invite New User [Show All Users](#)

Invite user to create login:

Email address: *

Please enter email id

Invitation will auto expire in next,

☐ 1 Hour ☒ 1 Day ☐ 1 Week

Send Invite

On click Send Invite - User will receive a welcome email from Bissell which contain registration link in it.
User will redirect to partner site post clicking of that link.

My Account

- Account Balance Detail
- Order History
- View Profile
- Favourite List

User Settings

- Change Password

Product

- Part
- Repair Guide
- Contact Us

Logout

Adding a New User


- Once the new user receives the invite, they can click the link provided to create their own login.

Partner Account - Registration

Welcome to Bissell Partner Network!

You are invited by: **TEST**

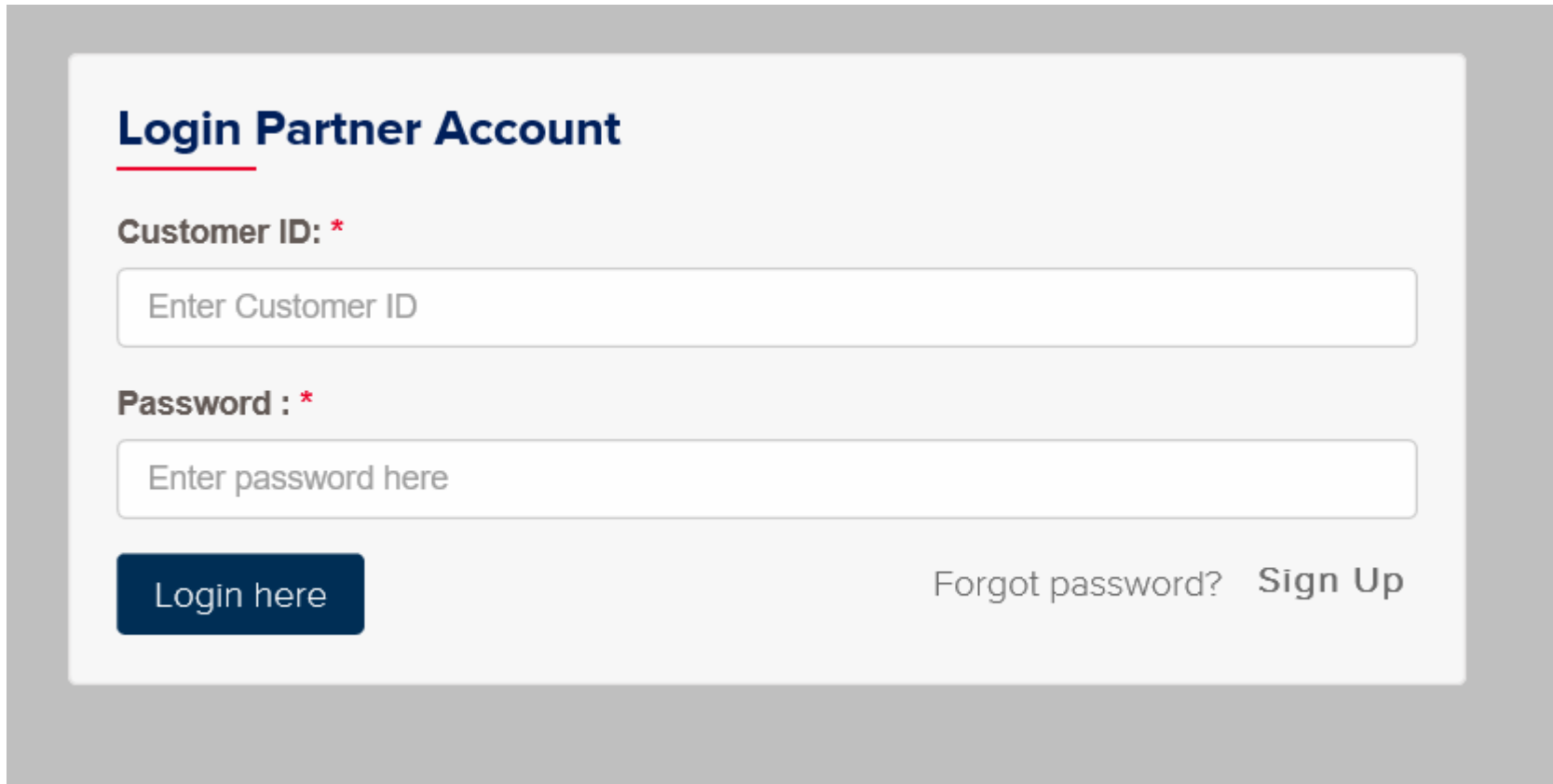
Please provide below mentioned details to create your login.

Customer Id:	5080180
Email:	noah.zomberg@bissell.com
First Name:*	<input type="text"/> 
	Please enter first name
Last Name:*	<input type="text" value="Enter Last Name"/>
Password:*	<input type="password" value="Enter Password"/>
Confirm Password:*	<input type="password" value="Enter Confirm Password"/>

☐ I agree to accept the assignment to BISSELL International Trading Company, B.V, of the current [Terms and Conditions](#) of the purchase of Sanitare Product

Adding a New User

- The new user can now log in with their e-mail address and the password they created.



The screenshot shows a login interface for a 'Partner Account'. It features a title 'Login Partner Account' with a red underline. Below the title are two input fields: 'Customer ID' and 'Password', both marked with a red asterisk. The 'Customer ID' field contains the placeholder text 'Enter Customer ID'. The 'Password' field contains the placeholder text 'Enter password here'. At the bottom left is a dark blue button labeled 'Login here'. At the bottom right are the links 'Forgot password?' and 'Sign Up'.

Login Partner Account

Customer ID: *

Enter Customer ID

Password : *

Enter password here

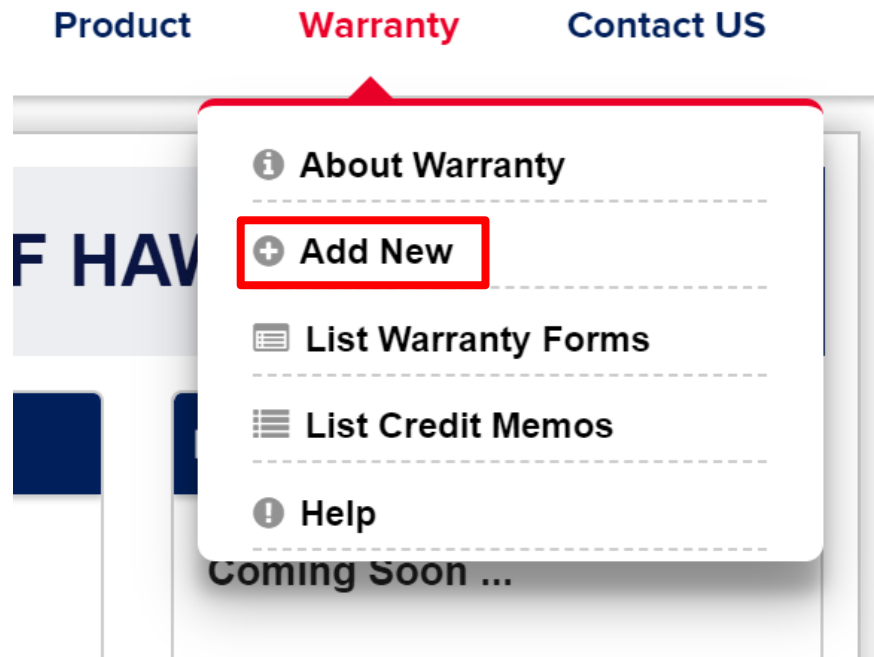
Login here

Forgot password? Sign Up

Online Warranty Submission


Warranty Navigation

- Select the "Warranty" option in the top right corner of your dashboard.
- Click "Add New" to begin a new warranty submission.
- "List Warranty Forms" will show you the status and details of past submissions.
- "List Credit Memos" will show credit memos of approved warranties.




Starting a New Submission


- Select whether you are repairing a machine or if you are requesting a replacement machine*

 **Add New Warranty**

* Please select below mentioned warranty category



Repair



Replace

* Online machine replacement is only available for BISSELL brand products. For Sanitaire replacements, please call 866-213-9778 and choose prompt 1.

Repairing a Machine

- After you have made your selection enter in the customer information. All fields are required.
- Once complete, click "Select Parts".

Warranty Details

WARRANTY REF #:20000092

Add Details

Select Parts

Parts Availability

Please enter warranty detail and click on Select Part(s):

Customer Details:

First Name:*

Bob

✓

Last Name:*

Smith

✓

Phone number:*

(821)514-9767

✓

Address:*

862 BISSELL Drive

✓

City:*

Grand Rapids

✓

Country:*

US

✓

ST/Province:*

MI

✓

Zip/Postal Code:*

49506

✓

Warranty Information:

Model:*

SC888K-800 Series Com Upr Bag

✓

DOP (mm/dd/yyyy):*

01/01/2019

✓

Serial Number:*

185210009

✓

Comment(s):*

The fan cover is broken.

✓

Save

Select Part(s) →

Repairing a Machine

- Select ALL parts that will be used to complete the warranty repair by clicking on the shopping cart icon.
 - You will have the option in the next screen to indicate whether you need the part shipped or if you will be using your own inventory.
- Once all parts are added click on “Next”.

Repair Warranty Form

1

Warranty details

2

Checkout

3

Billing & Payment

4


Warranty Summary


Warranty Details










WARRANTY REF #:20000092

Add DetailsSelect PartsParts Availability

Please select required parts & its quantity needed to repair the selected model.

* Click  to select part quantity.


* Click  to SAVE your data & proceed further.

No		SKU	Price	Cart	Total
21		601921	\$2.12		\$0
42		532282	\$1.41		\$0
43		53160	\$1.44		\$0
49		137701	\$9.94		\$0

☐ Labor Only

Back

SaveNext



Selected Model: 800 Series Com Up Bag | SC888K

Repairing a Machine

If you are not using any parts, select the "Labor Only" box and choose the corresponding labor rate.

1

2

3

4

Warranty details

Checkout

Billing & Payment

Warranty Summary

Warranty Details

WARRANTY REF #:20000359

Add Details

Select Parts

Parts Availability

Please select required parts & its quantity needed to repair the selected model.

Please select appropriate labor rate from below dropdown & proceed further.

☒ Labor Only

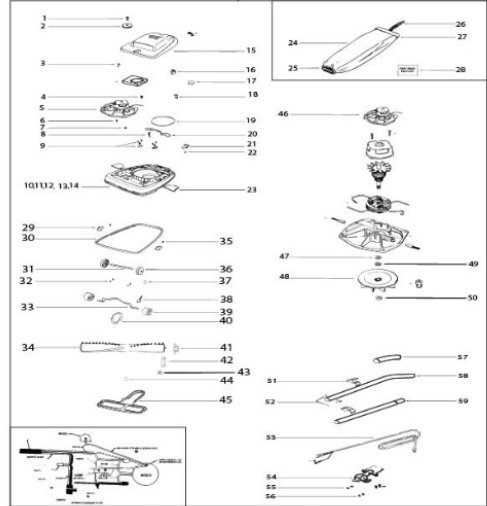
Select list (select one):

-- Select Labor Rate --

Download

Upright Vacuum

SC679J



Issued: 2018

Revised:

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Repairing a Machine

- On the Parts Availability page, you will review your parts and select whether you need the parts shipped or if you are using parts on hand.
- If you check the "Place Part Order" box, an order will be automatically generated, and the parts will be shipped to you.
- If you leave the box unchecked, this indicates you used parts from inventory and only need reimbursement.
- Once you are finished click "Save".

Repair Warranty Form

1 Warranty details 2 Checkout 3 Billing & Payment 4 Warranty Summary

Warranty Details WARRANTY REF #:20000092

Add Details Select Parts **Parts Availability**

Part(s) Summary:

No	Item	SKU	Price	Quantity	Place Part Order? <input type="checkbox"/>	Delete
49	COVER FAN SCROLL52334	137701	\$9.94	1	<input checked="" type="checkbox"/>	

Un-check ☒ if you are going to use on-hand part(s).

Save

Back

Repairing a Machine

- You will be brought back to the customer details page.
 - If you need to add another warranty submission, click "Add New Record".
 - If you are done, select the customer's name under the "Saved Records" field and click "Proceed"

Repair Warranty Form

Warranty details Checkout Billing & Payment Warranty Summary

WARRANTY REF #:20000092

Warranty Details

← Click to add another line of record

Save **Select Parts** **Parts Availability**

Please enter warranty detail and click on Select Part(s):

Customer Details:

First Name: Enter First Name

Last Name: Enter Last Name

Phone number: Enter Phone Number

Address: Enter address

City: Enter city

Country: US

ST/Province: AL

Zip/Postal Code: Enter zipcode

Warranty Information:

Model: Select Product

DOP (mm/dd/yyyy): 03/25/2019

Serial Number: Enter Serial Number

Comment(s): Enter Comments- What are the issues with this product?

Proceed **Save** **Select Part(s)**

Repairing a Machine

- Review all the information on the warranty. Once confirmed, click "Checkout".

Repair Warranty Form

1

Warranty details

2

Checkout

3

Billing & Payment

4

Warranty Summary

Checkout

WARRANTY REF #:20000092

Bob Smith

Update

Customer Details:

First Name:

Bob

Last Name:

Smith

Phone number:

(821)514-9767

Address:

862 BISSELL Drive

City:

Grand Rapids

ST/Province:

MI

Country:

US

Zip/Postal Code:

49506

Warranty Information:

Model:

800 Series Com Upr Bag | SC888K

DOP:

01/01/2019

Serial Number:

185210009

Comment(s):

The fan cover is broken.

Part(s) Summary:

No	SKU	Price	Quantity	Order Parts
49	137701	\$9.94	1	<input checked="" type="checkbox"/>
\$9.94 + \$54.69 (labor Rate) = \$64.63				

Add Another Customer

Accessories & Parts Total: \$64.63

Checkout

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CONFIDENTIAL

Repairing a Machine

- After you click "checkout" you will be provided with the warranty reference number, corresponding order number (if parts were ordered), and reimbursement details.

Warranty Summary

WARRANTY REF #: 20000092
Order Number # 31849906
Customer Id #: 3165

Status: Submitted 03/25/2019

Reimbursement Summary

Customer Details:

First Name: Bob
Last Name: Smith
Phone number: (821)514-9767
Address: 862 BISSELL Drive
City: Grand Rapids
ST/Province: MI
Country: US
Zip/Postal Code: 49506
[Reimbursement Details](#)

Warranty Information:

Model: 800 Series Com Upr Bag | SC888K
DOP: 01/01/2019
Serial Number: 185210009
Comment(s): The fan cover is broken.

Part(s) Summary:

No	SKU	Price	Quantity	Order/On-hand
49	137701	\$9.94	1	
\$9.94 + \$54.69 (labor Rate) = \$64.63				

View Warranty form

Replacing a Machine (BISSELL Brand only)

- To replace a machine, complete the required fields.
- You will be prompted to select replacement option "A" or "B".
- See guidelines below, to the right.

Replace Warranty Form

Warranty details Billing & Payment Warranty Summary

Fill Out Warranty Details WARRANTY REF#: 20000339

Customer Details:

First Name: *
Enter First Name

Last Name: *
Enter Last Name

Phone number: *
Enter Phone Number

Address: *
Enter address

Country: *
US

ST/Province: *
AL

City: *
Enter city

Zip/Postal Code: *
Enter zipcode

Warranty Information: (Machine Being Replaced:)

Model: *
Select Product

DOP (mm/dd/yyyy): *
10/07/2019

Serial Number: *
Enter Serial Number

Replacement Option: *
Select Replacement Option

Replacement Products: *

Comment(s): *
Enter comments- why it's being replaced under warranty?

Save Next →

Products with 1 Year Warranty:

- 0-6 months of ownership = Option A
- 6-12 months of ownership = Option B

Products with 2-6 Year Warranty:

- 0-1 year of ownership = Option A
- 1-6 years of ownership = Option B
- If you encounter a system error, or neither option displays an available unit, please call 800-457-1509 and choose prompt 1.

For Sanitaire replacements, please call 866-213-9778 and choose prompt 1.