



New Klean Wholesale B2B Site Sales Rep Instructions and Basics

We are excited to announce our all new B2B web site! We have moved from NuOrder over to a new Shopify B2B store, which will give us lots of advantages and increased functionality.

Benefits and Improvements

- Easier shopping and browsing of all products, including pre-order (2025) and seasonals
- Add multiple SKUs and colors at once
- Quickly re-order from past orders (adding same items to a new cart)
- Split orders for ATS and pre-order products
- Shop as your customer/retailers - and send them email to pre-pay orders
- Reporting on your customer sales and past orders
- More flexibility for Sales Rep and Retailers for online ordering
- Options for online payments - including net terms on account and pre-paid (credit card)
- Shipping calculated and paid on orders - including shipping promos (50% off and free shipping levels)
- More flexibility with pricing, customer category groups, new product launches and more!
- Tighter integration with our Sage ERP
- Additional functionality **coming soon!**
 - Custom Co-Brand orders online - upload artwork for engraving or digital printing - add-on directly to inline orders

We are dedicated to all of our Klean retailers to help the business grow and using this new online tool will hopefully help make it easier. Like any new platform, there will be a learning curve and may be some issues, but we appreciate your patience moving over from NuOrder. We are here to support you in using the new site, so please provide any feedback and identify any issues so we can continue to improve the site, online experience, and our wholesale ordering process.

If you have any questions or issues, please contact Taylor Wijnhamer (twijnhamer@kleankanteen.com) or email wholesale@kleankanteen.com. We can set up individual online trainings as needed or answer any questions to make this transition as easy as possible.

Below are some basic instructions to access and shop on the new site.

Topics

- [Logging In](#)
- [Shopping](#)
 - [Ordering Multiple Variants/Colors](#)
 - [Pre-Ordering Products](#)
 - [Checkout Specifics](#)
- [Ordering as a Sales Rep \(for your customers\)](#)
 - [Account Reports](#)
 - [Re-Ordering](#)
- [Adding New Accounts](#)

Logging In

- You will be sent an account invite from Shopify to create your login and password on the new site (*will come from wholesale@kleankanteen.com*)
- Each Sales Rep email will have unique login, and can access all their assigned retail stores/customers (no need for shared logins!)
- We have pre-loaded your contact info as well as assigned your retailers. Your retail stores will each also be invited and have their own accounts/logins, so they can order and pay for orders as needed directly.

Login

An approved Klean Kanteen Wholesale or Custom account is required to access and order from this site. Please enter your email and password to login, or click Sign Up to request access and apply for an account.

E-mail

Password [Forgot your password?](#)

LOGIN

[Don't have an account? Sign up](#)

Shopping

- You can shop online just like any other ecomm store, browsing top navigation SHOP by category, product line, or features collections.
- Items will display in grid, with quick Add to Cart functionality

The screenshot shows the Klean Kanteen website interface. At the top, there is a navigation bar with links for Shop, Featured, SALE, Product Lines, and About. The Klean Kanteen logo is centered, and there are icons for user profile, search, and cart on the right. Below the navigation bar, a grid of product categories is displayed: Drink (Insulated Water Bottles, Non-Insulated Water Bottles, Tumblers, Cups and Mugs, Thermos), Food (Food Boxes, Food Canisters), Kids (Baby Bottles, Kids' Water Bottles, Kids' Cups, Kids' Lunch Boxes), and Accessories (Bottle Caps, Cup and Mug Lids, Steel Straws). A dropdown menu for 'Product Lines' is open on the right, listing: Insulated TKWide, Insulated Classic, Single-Wall Wide, Single-Wall Classic, Rise Drinkware, Rise Food Boxes, TKCanisters, TKPro, Kid Kanteens, Pints and Cups, and Accessories. Below the categories, a banner for 'Insulated Water Bottles' is shown. The main content area displays a grid of products with filters on the left (Size, Color, Price, Cap, Availability) and product cards on the right. The first product is a '12oz Classic Kid's Insulated Water Bottle with Sport Cap' in Hawaiian Ocean color, priced from \$10.50. The second is a '12oz Classic Kid's Insulated Water Bottle with Sport Cap - Mixed 6-Pack' for \$83.70. The third is a '12oz TKWide Insulated Coffee Tumbler with Cafe Cap' in Beryl Green, also from \$10.50. Each product card includes an 'ADD' button and a note that city rules apply.

Collection Notes

- **Price** will apply any discounts to per item list price and pack \$ total.
NOTE: this includes any sale SKUs or customer specific pricing.

- You will see **qty rules apply**, including case quantities (pack sizes) and minimums. These are indicated under each product.

Qty rules apply

- This product comes in pack sizes of 6
- Each variant has a minimum order quantity of 6

- **Pre-Order and Sale** products will be indicated with **BLUE** or **RED** badges.

- **Filters** on left can be used to show products by size, color, cap or price. These can be combined to filter further within a Collection.



12oz TKWide Insulated Water Bottle with Twist Cap



12oz TKWide Insulated Water Bottle with Twist Cap - Ghosts



\$13.20

2 products

Size

- 12oz (1)
- 16oz (1)
- 20oz (1)
- 25oz (0)
- 32oz (0)
- 64oz (0)

Color

Price

Cap

- Café (2)
- Chug (0)

X 16oz X 20oz X Corsair X Café Clear all

PRE-ORDER

A blue insulated coffee tumbler with a silver base and a white café cap. A blue "PRE-ORDER" badge is in the top left corner.

16oz TKWide Insulated Coffee Tumbler with Café Cap

\$15.35

Corsair

6

Qty rules apply

ADD (\$92.10)

Pre-order

PRE-ORDER

A blue insulated coffee tumbler with a silver base and a white café cap. A blue "PRE-ORDER" badge is in the top left corner.

20oz TKWide Insulated Coffee Tumbler with Café Cap

\$16.28

Corsair

6

Qty rules apply

ADD (\$97.68)

Pre-order

Toggle side filters to show specific products by attributes

Ordering Multiple Variants/Colors

- For easier ordering, click into detailed product pages to order multiple variants all at once, within a simple widget.
- **Stock** column will show available quantities (with green, yellow, red indicators)
- **Price** will apply any discounts to per item list price and pack \$ total.
NOTE: this includes any sale SKUs or customer specific pricing.

	Color	Price	Stock
	Brushed 1008312	\$15.35 Pack (6): \$92.10	● 500+



20oz TKWide Insulated Water Bottle with Twist Cap

From: \$12.25

	Color	Price	Stock	Qty
	Black 1008329	\$16.28 Pack (6): \$97.68	● 500+	- 6 + <small>Qty rules apply</small>
	Blue Tint 1008330	\$16.28 Pack (6): \$97.68	● 500+	- 0 + <small>Qty rules apply</small>
	Heavenly Pink 1010844	\$16.28 Pack (6): \$97.68	● 246	- 12 + <small>Qty rules apply</small>
	Purple Heather 1010845	\$12.25 Pack (6): \$73.50	● 0	! Out of stock <small>Qty rules apply</small>
	Sea Spray 1010110	\$16.28 Pack (6): \$97.68	● 500+	- 0 + <small>Qty rules apply</small>
	Tiger Lily 1009475	\$16.28 Pack (6): \$97.68	● 429	- 6 + <small>Qty rules apply</small>
	Tofu 1010846	\$16.28 Pack (6): \$97.68	● 0	! Out of stock <small>Qty rules apply</small>

ADD TO CART (\$390.72)

Stock levels as well as special sale or customer pricing (per SKU) will be displayed.

Pre-Ordering Products

- Seasonal and upcoming pre-order products (i.e. 2025 colors) will be indicated with blue **PRE-ORDER** badges, both on Collection and Product pages.
- Certain pre-order products will also have **Order Deadline** dates as well as **Available to Ship** dates, shown on product pages.
- Pre-order products can be added to cart as normal, but may be split for orders, shipments, and payments if ordered alongside current available products.

PRE-ORDER



12oz TKWide Insulated Coffee Tumbler with Café Cap

Color selection: Corsair (selected), Sunset, Sea Spray, Peach Parfait

\$13.95

ADD (\$83.70)

Pre-order

PRE-ORDER

16oz TKWide Insulated Coffee Tumbler with Café Cap - Mushroom Floral

\$16.28

Product Code: T011288

Pre-order

Quantity: 6

ADD TO CART (\$97.68)

Qty rules apply

NOTE: You are pre-ordering this product. Order will be split for later shipping and payment, if ordered with current available products.

Order Deadline: 2025-01-17

Available to Ship: 2025-02-17

Floral patterns, mushroom motifs, and intricate botanical designs, these springtime patterns welcome a breath of fresh air. Perfect for gifts, these bottles made from 90% certified recycled steel offer a stylish and sustainable way to stay hydrated.

Our 16oz insulated coffee tumbler was designed with versatility in mind, to create the best coffee tumbler and mug, insulated cup, and water bottle — all in one

For pre-order items, make note of order deadline and available to ship dates.

Checkout Specifics

- Once all items added to cart, proceed to checkout as normal.
- Optional fields for Preferred Ship Date, PO Number and Additional Notes
- Choose from existing Shipping Addresses or add a new address.
- **Shipping Method**
 - Local Pickup is available for Chico area customers only.
 - Economy rates are calculated based on weight of products in cart.
 - Shipping promos and free discounts will auto-apply based on order total or customer group.
- **Payment Method**
 - Most accounts will have **Pay on Account** option. Invoice will be sent after order, based on net terms (30, 60, etc.)
 - **Pay Online by Card** is for pre-paid accounts, without terms.
- **You must agree to terms and conditions.** This is required to complete checkout.

Select correct payment method and check 'terms and conditions' to complete order.

My Cart Shipping Review & Pay Complete

Preferred Shipping Date

mm/dd/yyyy

Please select your preferred shipping date.

PO Number

Please enter a PO number if applicable.

Additional Notes

Enter additional order notes

Shipping Address Add a new address

Zach King, Klean Kanteen, 3960 Morrow Lane, Chico, 95928

You can edit existing addresses from your account

CONTINUE

Tax and shipping costs shown on next step

My Cart Shipping Review & Pay Complete

Shipping Method

<input type="radio"/> Local Pickup	\$0.00
<input type="radio"/> Economy	\$11.00

Payment Method

<input checked="" type="radio"/> Pay on Account	
<input type="radio"/> Pay Online by Card	

Sub-total	\$251.10
Shipping (Zach King, Klean Kanteen, 3960 Morrow Lane, C...)	\$0.00
Tax	\$0.00
Total	\$251.10

I agree to the terms and conditions

COMPLETE ORDER: \$251.10

Enter a preferred ship date, PO number and order note, if applicable.

Ordering as a Sales Rep (for your customers)

- As a Sales Rep, you can order on behalf of your customers.
- Once logged in, on top right you will see a special **Sales Agent Ordering** tab.
 - Here you can search for a specific customer.
 - Once selected you will see you are **“Signed in as XYZ customer”**
 - Shop on their behalf, add to cart and submit orders on their account.
 - If applicable - specific pricing, payment and shipping options will apply to that customer.
 - **NOTE:** make sure to click **SWITCH ACCOUNT** to order for another account!

Search for a customer account and shop as that customer, adding items to cart all the way through checkout.

Remember to “switch account” to order for multiple customers.

- Payment options include **Pay on Account** (net terms) or **Pay Online by Credit Card** (pre-paid). These will vary based on account. **NOTE:** if you are shopping as a customer, you can still checkout with **Pay Online option**. This will send a link to customer email to pay by card, with the Shopify checkout pre-populated.

Payment Method

Pay on Account

Pay Online by Card

If you place a pre-paid order for a customer, they will receive invoice email to pay online.

Order summary	
	12oz TKWide Insulated Water Bottle with Twist Cap x 6 Black \$63.00
	16oz TKWide Insulated Café Cap and Twist Cap - Mixed 6-Pack x 1 \$99.00

Account Reports

- As a Sales Rep, you also can see past order history and reports on what your customers have ordered.
- Once you have selected a customer, scroll down under **Reports**
- Here you can see **Purchase History by Time Period**
- This also gives you the option to “order again” and add same products to start a new cart.

Customer Account Expand

You're signed in as TEST VIP Klean King, Zach's Test Company
Any actions you take will be made on their behalf. [Switch Account?](#)

Recent Activity View All

Reference	Submitted on	Amount	Status
#KW1045-SPLIT	11/5/2024	\$195.00	Processing
#KW1043	11/5/2024	\$496.00	Processing
#KW1038	10/30/2024	\$258.00	Processing
#KW1037	10/30/2024	\$1,244.20	Processing
#KW1029	9/18/2024	\$1,051.60	Shipped

My Account > Reports

You're signed in as TEST VIP Klean King, Zach's Test Company
Any actions you take will be made on their behalf. [Switch Account?](#)

Purchase history by time period By quarter

Product	Current	Q3 2024	Q2 2024	Q1 2024
Customization Charge - Engraving SKU: /CUSTOM-ENGRAVE	48	144	0	0
16oz Pint Cup SKU: 1000425 Color: Brushed	30	0	0	0
10oz Cup SKU: 1000426	0	10	0	0
10oz Cup - 4 Pack SKU: 1000429 Color: Brushed	4	0	0	0

Reports

Name

[Purchase history by time period](#)

Click report to show a customer's order history and items.

You can “order again” on any items to start a new order for that account.

Re-Ordering Same Items

- You can easily re-order the same items from previous orders or order history
- Simple click the “order again” button on any product within a previous order.
- This will add same item to new cart to start checkout.

Customer Account > #KW1037

You're signed in as TEST VIP Klean King, Zach's Test Company
Any actions you take will be made on their behalf. [Switch Account?](#)

Submitted on 10/30/2024

Status	Payment Method	Shipping Method
Processing	On Account	Economy

Additional Information
test

Shipping Address
Zach King, Zach's Test Company, 3960 Morrow Lane, Chico, 95

Processing

 6	12oz TKWide Insulated Water Bottle with Twist Cap SKU: 1008308	\$90.00 6 x \$15.00
Order again		

 6	12oz Classic Kid's Sippy Bottle SKU: 1010134	\$54.00 6 x \$9.00
Order again		

6 

12oz TKWide Insulated Water Bottle with Twist Cap
SKU: 1008308

[Order again](#)

Click “order again” to add any item to a new cart

My Cart Expand

You're signed in as TEST VIP Klean King, Zach's Test Company
Any actions you take will be made on their behalf. [Switch Account?](#)

+ Add products by SKU or Barcode Actions

	12oz TKWide Insulated Water Bottle with Twist Cap SKU: 1008308 Color: Black In stock 500+	\$63.00 \$10.50 per unit
- 6 + 		
Qty rules apply		

	16oz TKWide Insulated Café Cap and Twist Cap - Mixed 6-Pack SKU: 1008634 In stock 37	\$99.00 \$99.00 per unit
- 1 + 		

New Accounts

- All retailers interested in applying for a new account, should fill out our online application form here: <https://kleankanteen-wholesale.com/account/register>
- Klean Kanteen will review all applications and required fields and approve retailer account.
- This will trigger creation of a new online account and customer will be notified to login to B2B site.
- Customers will be auto-assigned to correct Sales Rep based on criteria and region, if applicable.

Apply to Become a Retailer

An approved Klean Kanteen Wholesale or Custom account is required to access and order from this site. Interested in selling our line or ordering custom products? Please complete our application form below, and your info will be reviewed by our sales team.

New Wholesale Account Application

Please complete this online form if you wish to resell all Klean products, including both inline and custom products.

Amazon/3rd Party Marketplaces & MSRP Policy:

Klean maintains a strict 3rd party marketplace selling policy, MAP policy and a global promotions strategy. *Please DO NOT apply unless you are a legitimate retailer with store location(s), and not an online only reseller.*

Order Minimums:

Minimum opening order is \$350.00.

Minimum Reorder is \$150.00.

All retailer applications will be reviewed and approved before gaining access to order or sell Klean products.

Step 1 of 3

Business Information

Company Name *

Doing Business As