



JOHN THOMAS FURNITURE -DIGITAL ASSETS-

A DIVISION OF WHITEWOOD FURNITURE

100% EMPLOYEE OWNED

John Thomas Furniture Digital Assets Index

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Whitewood Corporate Dashboard

- If you are not on the Whitewood Servers/Network you can find the dashboard here: <http://websrv1.whitewood.net/>
- The Whitewood Dashboard is **a useful tool available to our employees** to access reports and use our internal applications. Access to the site is handled by the IT department, and credentials will be sent to new reps as requested.
- Once logged in you will see your information in the center of the screen, including your name, address, phone number and email address. **If any of this information is incorrect, reach out to the IT Department and we will correct any errors.**

Welcome Marissa Rigatti

Your Information
Name: Marissa Rigatti
Address 1: 100 Liberty Drive
Address 2:
City, State, Zip: Thomasville, NC 27360
Phone #: 3364720303 Ext:
Fax #:
Email Address: m.rigatti@whitewood.net

Whitewood Corporate Dashboard, cont.

- On the left side of the screen a toolbar will be visible with the options to view your available reports and applications
- Also available is a link to the JTPHOTOS directory. Access to this directory can be given to authorized users upon request. [Additional information regarding the John Thomas Photo Directory can be found HERE.](#)
- **Reports & Applications**
 - Many reports will have the option to export a copy as either an Excel file or a PDF. **If a “Pop-Up” blocked error appears after attempting an export, select the option to “Keep Anyway” to continue downloading the file.**



Online Service Center – Online Ordering

[CLICK HERE FOR A VISUAL
REPRESENTATION OF OUR
ONLINE ORDER ENTRY
PROCESS.](#)

- Authorized Dealers can access the Whitewood/John Thomas Furniture Dealer Service Center on johnthomasfurniture.com at the bottom of the page labeled “Dealer Login”
- Login by using the dealer’s username and password. These are automatically set as the customer ID and bill to zip code, **this information can be found on an order acknowledgment or invoice.** When logging in for the first time, the dealer will need to enter an email address for who they want order acknowledgements to go to. They can also reset your password if you wish.
- Using the Orders tab on the far-left side, you will choose New Standard Order, New SELECT/Custom Finish Order, or New Quick Ship Order from the dropdown menu depending on what your order consists of.

New Standard Order

This type of order is for consolidated/threshold orders and/or orders that need to go through production.

New SELECT Order

This type of order is for John Thomas SELECT orders or any order that has custom finish involved.

***New Quick Ship Order**

This type of order is for John Thomas Quick Ship Collection RTA items and Unf RTA items. Any item that is pre-finished, RTA, and available to ship in 30 days or less.

*QS Orders ship when ready – not available for consolidated/threshold orders

Creating a New Standard Order

[CLICK HERE FOR A VISUAL
REPRESENTATION OF OUR
ONLINE ORDER ENTRY
PROCESS.](#)

- Login by using the dealer's username and password. These are automatically set as the customer ID and bill to zip code, **this information can be found on an order acknowledgment or invoice.**
- Using the Orders tab on the far-left side, you will choose New Standard Order from the dropdown menu.
- Read through and agree to the terms and conditions.
- Choose your delivery location (Some dealers/ reps have multiple locations). **Only shows if there are multiple locations**
- Begin to enter items numbers and quantities for the product you wish to order. **Click the browse items menu item at the top to browse items. To search for items, enter the search term in the box in the upper right corner of the page**
- Once you have entered all the items for your order, hit continue.
- Validate that the ship to and bill to addresses are correct, enter your PO number and any notes you feel necessary.
- Click the continue button until you get to the screen that says SUBMIT.
- Submit your order and you will receive an order acknowledgement via email.

Creating a New SELECT Order

[CLICK HERE FOR A VISUAL
REPRESENTATION OF OUR
ONLINE ORDER ENTRY
PROCESS.](#)

- Login by using the dealer's username and password. These are automatically set as the customer ID and bill to zip code, **this information can be found on an order acknowledgment or invoice.**
- Using the Orders tab on the far-left side, you will choose New Select Order from the dropdown menu.
- Read through and agree to the terms and conditions.
- Choose your delivery location (Some dealers/ reps have multiple locations). Hit continue when done.
- Begin to enter items numbers and quantities for the product you wish to order.
- **If any of the chairs or stools entered have a fabric seat option, select the type of seat.**
- Once you have entered all of the items for your order, hit continue. You will then be asked to apply your finishes for each item, but you **MUST** enter all items before you get to this step. Hit continue when done.
- After all items are entered and finishes applied, any items that are backordered will show with the dates they become available. Either choose an in-stock date or the backordered items will be removed.
- Validate that the ship to and bill to addresses are correct, enter your PO number and any notes you feel necessary. Hit continue when done.
- Click the continue button until you get to the screen that says SUBMIT.
- Submit your order and you will receive an order acknowledgement via email.

Creating a New Quick Ship Order

[CLICK HERE FOR A VISUAL
REPRESENTATION OF OUR
ONLINE ORDER ENTRY
PROCESS.](#)

- Login by using the dealer's username and password. These are automatically set as the customer ID and bill to zip code, **this information can be found on an order acknowledgment or invoice.**
- Using the Orders tab on the far-left side, you will choose New Quick Ship Order from the dropdown menu.
- Read through and agree to the terms and conditions.
- Choose your delivery location (Some dealers/ reps have multiple locations).
- Begin to enter items numbers and quantities for the product you wish to order.
- Validate that the ship to and bill to addresses are correct, enter your PO number and any notes you feel necessary.
- Click continue until you get the screen that says to SUBMIT.
- Click the submit button and you will receive an acknowledgement for your order via email.

JohnThomasFurniture.com



- Browse all John Thomas Furniture products
- Quick Access to WW Corporate Dashboard, Online Service Center, MSRP Portal, JT Photo Directory.
- Some skus are available for 3D configurations, allowing the user to customize items to their specifications and download customized product jpgs, and info sheets (PDF -Tearpads) while also seeing a product's dimensions in 3D.
- MSRP Pricing available on 5 pricing tiers
- Hi-Res Photo Gallery
- Dealer Locator

MSRP Portal

- Allows John Thomas Furniture Dealers to choose one of five pricing tiers (2.3%, 2.6%, 2.85%, 3.7%, 5.5%)
- Dealer must contact Marketing Department for account setup. This requires an email address to be associated with the user account.
- Once account is set up, the dealer can login on the MSRP Portal. Upon selecting an item, a price will generate at the top of the screen for that item in green.
- Pricing will change with certain skus/items as some are customizable.

MSRP Portal: Video Instruction



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[CUSTOM](#)[QUICK SHIP](#)[CURATED](#)[MARGARITAVILLE](#)[FABRICS](#)[FINISHES](#)[GALLERY](#)[WHERE TO BUY](#)[Login](#)

Login

USERNAME*

PASSWORD*

Login

[Forgot password?](#)

John Thomas Furniture Portal

For more information about John Thomas Furniture Portal or to request access, please contact customer service.

Customer Service

[1-336-472-0303](tel:1-336-472-0303)

info@johnthomasfurniture.com

3D Configurations/Draping

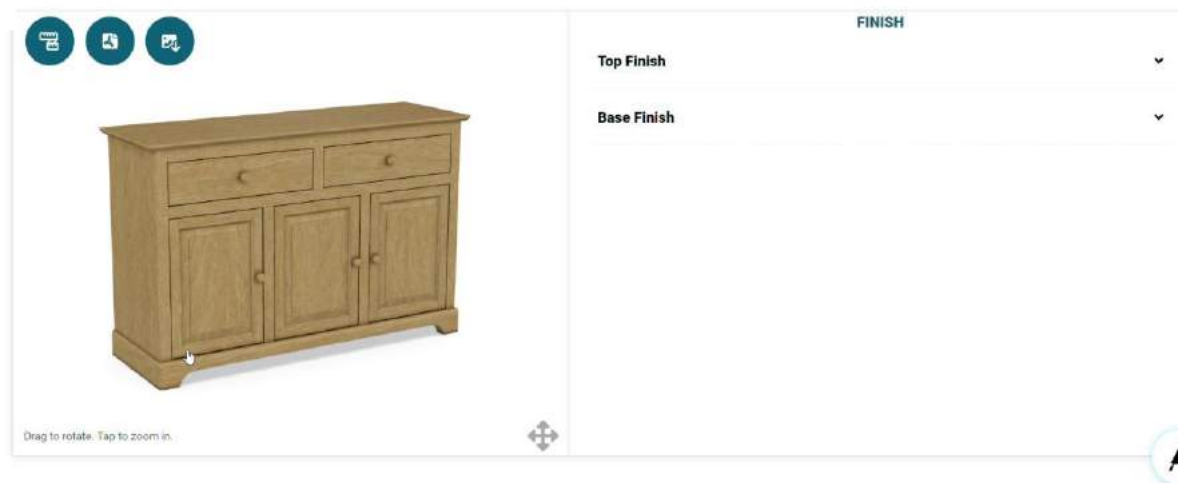


B-3

3 Door Buffet
CABINETS

PLAY
VIDEO
HERE!

- A 360 view of specific items seen with a red paint brush
- Allows the customer to customize the model to their specifications.
- Once customization is complete, the customer can download a PDF that includes finishes, fabrics, sku, model name, and product dimensions.



Retail Integration



- Allows for full functionality of the John Thomas website (3D configurators/draping and PDF Catalogs) to be embedded into retailer's website
- Interactive with customer in real-time on retailer's website
- Dealer/Retailer Cost Associated
- Interested Dealers/Retailers should contact Vice President of Sales, Bryan Sprinkles, for further details.

John Thomas Furniture Photo Directory



- Access granted per request by Marketing and/or the Customer Service Department
- Resources Available:
 - Digital Catalogs in a PDF downloadable format (excluding exclusive collections.)
 - Digital Pricelists in a PDF downloadable format (excluding exclusive collections.)
 - Digital Finish and Fabric Swatches and Digital Hardware Options
 - Product Dimension Files
 - Photo Database consisting of silos, room settings, detail shots, and more
 - Informational Videos

Marketing Request Form



- Allows for paper Marketing Materials to be special ordered for a Dealer. This must be done by a Sales Rep.
- Accessible via the Corporate Dashboard as an Application - Marketing Request
- Choose a Dealer to send Materials to by selecting their Client ID
- Select the shipping location, if there is more than one option. **Keep in mind, Marketing Materials and Parts Requests can not be shipped to PO Boxes.**
- Once the Marketing Request Form opens, select the materials and quantities desired and click Submit at the bottom of the page.
- A window will pop up with your Marketing Request Number. This is the reference number for this Marketing Request.
- Average Marketing Requests are processed/shipped in a single-business day, but during busier times or if something is out of stock it could take a longer period to be processed and shipped. If you have a question regarding a Marketing Request, please contact the Marketing Department directly.

Marketing Request Form: Video Instruction



[CHECK EMAIL](#)

[JOHN THOMAS FURNITURE](#)

[WHITEWOOD FURNITURE](#)

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[KnowBe4](#)

[View Last Generated
Report](#)

Welcome Marissa Rigatti

Your Information

Name: Marissa Rigatti

Address 1: 100 Liberty Drive

Address 2:

City, State, Zip: Thomasville, NC 27360

Phone #: 3364720303 Ext:

Fax #:

Email Address: m.rigatti@whitewood.net

Parts Request



- A Parts Request is a piece of an inventoried item that needs to be sent as a replacement or addition to a client.
- All Parts Requests must be entered by a Customer Service Rep, Sales Rep, or Dealer via email or fax. (No phone calls. Requests must be in writing.)
- Parts Requests are filled as they come into our Parts Department. Some requests are harder to fill versus others, so we ask for your patience. Some items are special ordered and will take longer than average.
- Hardware Requests are mailed USPS the next business day while all other parts are typically shipped in 10-15 business days. Special order items will take longer – contact your Customer Service Rep for details.

Marketing Requests vs Marketing Materials

Marketing Requests are PAPER products

- Catalogs and Pricelists
- Brochures and Minis
- Binders and Binder Tabs

Fill out a Marketing Request for any of these items.

VS

Marketing Materials are pieces of any inventoried item

- Nuts/Bolts
- Physical Wood Panels
- Quick Ship Chain or Panels
- Fabric Rings and/or Swatches/Samples
- POP Signage

Contact Customer Service for any of these items

Social Media Content

Dealers are encouraged to utilize social media content



John Thomas Furniture is active on the following social media accounts:

Facebook
John Thomas Furniture

Instagram
@john_thomas_furniture

Pintrest
John Thomas Furniture

YouTube
mywhitewood1

Order Entry Guidelines



From the John Thomas website
<https://www.johnthomasfurniture.com>

scroll to the bottom center of the main screen
 and click on "Dealer Login".



Login

Enter Username:

Enter Password:

☐ Auto-Login

Login

[Forgot Your Password?](#)

Next key in your user's name (your account number/3 alpha and 3 digits) then enter your password (generally your bill to zip code) and click the "Login" key.

The order entry screen will open and you should read very closely the all directions and "Terms and Conditions" before moving forward. Scroll over and click "I understand these Terms and Conditions"

Whitewood Industries

Online Service Center

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STANDARD ORDER

TERMS AND CONDITIONS

Right To Buy: Whitewood Industries, Inc., shall determine eligibility to purchase direct at wholesale pricing. Possession of order form does not constitute a right to purchase direct.

Pricing: Prices are subject to change without notice. Please check order acknowledgements for current pricing. Stock items subject to be discontinued without notice.

Terms: F.O.B. Thomasville, North Carolina with approved credit.

Shipping Date: Current estimated shipping week is: **6/23/2021 - 6/29/2021**. Your order will be scheduled to ship during this week unless you specify to move the order date for out of stock items or have special shipping terms. The estimated ship date will be displayed throughout the order process.

Important Information: You will receive an order confirmation shortly after placing your order. This confirmation represents the order you placed. Within 48 hours you will receive an acknowledgement verifying specific shipping information. Check your acknowledgement carefully.

I understand these Terms and Conditions, continue to Order Entry

Navigation:

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[CANCEL ORDER ENTRY](#)

Your Online Service Center Dash Board will open offering you the ability to enter orders, check inventory and prices, view your open orders and invoices.

Once you're ready to being scroll over the top left corner for "ORDERS" and select from the drop-down menu the type of order/product you wish to order.

Whitewood Industries

Online Service Center

[ORDERS](#)
[ITEMS](#)
[SHIPMENTS](#)

NEW STANDARD ORDER

NEW QUICK-SHIP ORDER

NEW JOHN THOMAS SELECT ORDER

PENDING ORDERS

OPEN ORDERS

Whitewood Industries

Online Service Center

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[YARD SALE](#)

Search:

Go

Welcome to Whitewood Industries' Quick and Easy Online Order System. This system was created to make ordering product accurate, easy, and simply a click away.

Here's how it works:

Use the menu options above to manage your orders or search items.

Click "New QuickShip Order" to place an order for in stock items shipped within 7 days.
Note: This type of order is only available when placed online.

Click "New Standard Order" to place your standard order online. See item availability, the estimated ship date, the total of your order, and gain more accuracy because nobody's translating your written order or what you've ordered over the phone.

Click "Pending Orders" to see orders that have been placed online and are awaiting approval by Whitewood Industries.

Click "Open Orders" and add to existing orders, again seeing item availability, the total of your address, and gaining more order accuracy.

Click "Shipments" to see all orders that have been shipped within the last 3 months.

You will receive an order confirmation shortly after placing your order. This confirmation represents the order you placed. Within 48 hours you will receive an acknowledgement verifying specific shipping information. Check your acknowledgement carefully.

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[HOME](#)
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[LOG OUT](#)
[HELP](#)

Order Entry Guidelines, cont

Order Entry Process

Key each item and quantity then click the "Add item" button. Items such as table tops will offer you all available bases and/or legs that are compatible.

Navigation: [Terms & Conditions](#) [Delivery Location Order Cart](#)
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Add quantity needed and click "view cart".

Once you've added all products to the cart click "Continue".

All possible options will now be offered. If fabric is available, you should see all fabric options. To select a fabric, click the small downward arrow beside of "WS- WOOD SEAT" and you will see a dropdown.

Other options like Coast Classic designs for "round solid tops" will be offered. You may click "Continue" or select from the dropdown menu.

Order Entry Guidelines, cont

To ensure your order is tracked through our system you may include a PO Number, Tag, your Sales Contact Name and email address or phone number along with any notes you need to share with us, such as shipping your order "as ready" or "complete sets".

NEW STANDARD ORDER ENTRY

Order Information

Bill To Information	Ship To Information

PO Number:

Tag For:

Sales Contact Name:

Sales Contact Email/Phone:

Order Notes:

[Back](#) [Continue](#)

If your product has more than one shipping date you will be required to pick an "Action" for each line. If you choose "Hold Item" all items previously dated will ship without them. To ship the order complete you will need to pick a new date from the "Change Order's Estimated Ship Date to:" and pick the furthers date listed. This example would be 7/23/2021.

If you do not move the products dates you will have a split shipment.

NEW STANDARD ORDER ENTRY

Order Ship Date

Your Order is currently estimated to ship on 6/25/2021

Change Order's Estimated Ship Date to: 6/25/2021

The following item(s) are not available for shipment on this ship date. These items will be held for shipment with a future order unless you choose a future ship date for the entire order or remove the item(s) from the order.

Item Number	Description	Quantity	Est. Ship Date	Action
C-210	Roma Chair (RTA) w/WOOD SEAT	4	7/16/2021	Hold Item
T-42RT	42" Round Table (Top Only)	1	7/23/2021	Hold Item

[Back](#) [Continue](#)

Order Ship Dates

The estimated ship date for the order is: 06/25/2021

Item Number	Description	Quantity	Est. Stock	Est. Ship Date	Action
T-118	Joyce Pedestal	1	50+ inv on 06/23/21	6/25/2021	Remove

HOLD ITEMS: Items that will be held for future orders.

Item Number	Description	Quantity	Est. Stock	Est. Ship Date	Action
C-210	Roma Chair (RTA) w/WOOD SEAT	4	50+ available on 07/15/21	7/16/2021	Remove
T-42RT	42" Round Table (Top Only)	1	44 available on 07/23/21	7/23/2021	Remove

[Back](#) [Continue](#)

We're almost done!

The last step is to Submit your order. Please proof your order before clicking the Submit button. You may also pay by credit from while on this screen.

Order Summary

Please review the order summary below carefully. If the order is correct, click the "Submit Order" button at the bottom of this page. The order will appear under the pending orders section until it is approved by Whitewood. This approval will occur within 2 business days. Once approved the order will appear under the open orders section.

Bill To Information	Ship To Information
Whitewood Corp	Whitewood Corp

PO Number:

Payment Type: Invoice

Tag For:

Sales Contact:

Order Notes:

Ship Via:

Terms: 0% NET 30

Item Number	LN#	Description	Quantity	Est. Ship Date	Price	Est. Price	Est. Cubes	Est. Weight
T-118	3	Joyce Pedestal	1	6/25/2021	\$53.00	\$53.00	1	20
ORDER ITEMS TOTAL						\$53.00	1	20

Item Number	LN#	Description	Quantity	Est. Ship Date	Price	Est. Price	Est. Cubes	Est. Weight
C-210	1	Roma Chair (RTA) w/WOOD SEAT	4	7/16/2021	\$36.00	\$144.00	16.76	90
T-42RT	2	42" Round Table (Top Only)	1	7/23/2021	\$89.00	\$89.00	4.2	42
BACKORDER ITEMS TOTAL						\$309.00	14.96	132

ORDER SUB-TOTAL	\$362.00
10% SURCHARGE	\$36.20
ORDER TOTAL	\$398.20

[Back](#) [Submit Order](#)

OR

[Submit Order using Credit Card Payment](#)

Once your order has been submitted you will see an order confirmation.

Print this copy and keep it for your records.

Contact your [Customer Service representative](#) for additional information.

Order Submitted

Your order was submitted successfully. Please print this page for future reference. A copy of this order has been sent to [order@whitewood.net](#). Please see for your reference.

Order Number	Customer ID	Ship Via	PO Number	Date Submitted
				6/18/2021 10:10:00 AM

Bill To Information	Ship To Information

Item Number	LN#	Description	QTY	Estimated Ship Date	Price	Est. Price	Est. Cubes	Est. Weight
T-118	3	Joyce Pedestal	1	6/25/2021	\$53.00	\$53.00	1	20

BACKORDERED: Items NOT available for shipping on or about 06/25/21

Item Number	LN#	Description	QTY	Estimated Ship Date	Price	Est. Price	Est. Cubes	Est. Weight
C-210	1	Roma Chair (RTA) w/WOOD SEAT	4	7/16/2021	\$36.00	\$144.00	16.76	90
T-42RT	2	42" Round Table (Top Only)	1	7/23/2021	\$89.00	\$89.00	4.2	42
ORDER ITEMS TOTAL						\$362.00	15.96	132

ORDER SUB-TOTAL	\$362.00
10% SURCHARGE	\$36.20
ORDER TOTAL	\$398.20