



## **Professional Organizer Partnership Program FAQ**

### **1. Q: How does the program work?**

A: First you must sign up for the program on our Professional Organizer page at the bottom located [here](#). Organized Living will then verify and notify you with a series of onboarding emails to get you started, including a unique coupon code that you can use on our [shop site](#) to receive 20% off your purchase. This code can be applied to all freedomRail®, freedomRail Garage, Activity Organizers, Over the Door Systems, and Basic KitchenSolutions.

As a member of our exclusive program, you'll receive 20% off freedomRail and accessories all year long, which creates the opportunity for you to grow your business. The Design Tool has dynamic pricing so you can see the total price of the closet as you are building it. The price reflected is the list price and does not include the 20% margin that is exclusive to you as a Professional Organizer or Designer. This allows you to benefit from the Partnership Program without confusing your client!

The program allows you as a professional and a business owner to make sure that you are fairly compensated for your time and skillset. We created this program to provide you with the tools needed to not only expand your product offerings but the opportunity to add an additional revenue stream to your business.

### **2. Q: What are the membership requirements to join the program?**

A: To join the program, you must provide proof of membership in one of the following professional associations: NAPO, AIA, ASID, CID, IDA, or IIDA. On the [Sign-Up form](#), you'll simply provide your contact information, select the appropriate professional association that applies to you and fill in your membership ID.

### **3. Q: Do you have a design program that I can use to create closet designs for my clients?**

A: Yes, we have an online [Design Tool](#) that you can use to create closet designs for your clients. The online Design Tool allows you to plan and design a custom [freedomRail](#) space, save it, share it, or order the system for your clients directly. The best feature of the Design Tool is the Closet Libraries which provide custom-generated closet designs that you can use to save time and money through faster design set-up with clients. This innovative feature virtually eliminates closet design time with professional-generated designs for every shape and size closet. Once your client is happy with the design, you can order the system directly for your client and use your unique code upon checkout.

**4. Q: Where can I access the online Design Tool?**

A: To access the Design Tool, go to the Homeowner tab in the main navigation and select Design Tool under the dropdown. Simply click Design Tool and it will take you through the onboarding process.

To login to your Design Tool account directly, go to [designer.organizedliving.com](https://designer.organizedliving.com). We recommend bookmarking this URL for quick and easy access!

**5. Q: How do I use the online Design Tool?**

A: Download our [Design Tool Guide](#) to get more familiar with how to use the Design Tool. For additional help, please watch this [How-to-Video](#).

**6. Q: Do I work with a designer through your company or do I use the Design Tool to create a closet design for my client?**

A: You will have access to our free online [Design Tool](#) to create closet designs for your clients. However, if you need design help you will have access to an Organized Living representative that can assist you and answer any questions you may have. You can find your representative's contact information in the onboarding emails you'll receive after signing up for the program.

**7. Q: Do you offer brochures or product samples?**

A: Yes, we offer a complimentary Marketing Starter Kit with your membership that includes 15 freedomRail Brochures, 15 freedomRail Garage Brochures, and a Color Sample Keychain to help you successfully promote and sell Organized Living freedomRail products.



**8. Q: Are there long lead times?**

A: No. Organized Living is committed to processing orders expediently. Orders process within 5-8 business days. From there shipping takes 3-5 business days depending on location.

**9. Q: Will I need assistance with installation?**

A: Our freedomRail product line is designed for easy consumer-friendly installation. For insight on installation, please download the [freedomRail Installation Guide](#) and watch our [installation video](#) for reference. As we do not provide installation services, if you require installation assistance, we recommend hiring a contractor or handyman.

For additional questions on installation, please visit our [freedomRail installation page](#) which contains a full library of installation videos.