



# **BADGE KING**

## **Trade Portal**

### **Customer Ordering Guide**

**ONLINE ORDERING • FREE PROOFING • NEXT BUSINESS DAY COURIER • NZ MADE**

Order, reorder and track your badges online at  
[trade.badgeking.co.nz](https://trade.badgeking.co.nz)

Questions? We're here to help.  
**09 836 5211 • [sales@badgeking.co.nz](mailto:sales@badgeking.co.nz)**

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### The short version

1. Log in at **trade.badgeking.co.nz**.
2. Add your badge, then any clasp or finish (magnet, resin, engraving), to your cart.
3. Check out. In **Step 5**, add your PO number, your names and any instructions, and attach your files.
4. Need a proof? Type **PROOF REQUIRED** in the notes. Need a quote? Type **QUOTE REQUIRED**.
5. Track every order, and reorder in one click, under **Hello [your name] › All orders**.

# 1. Welcome and getting started

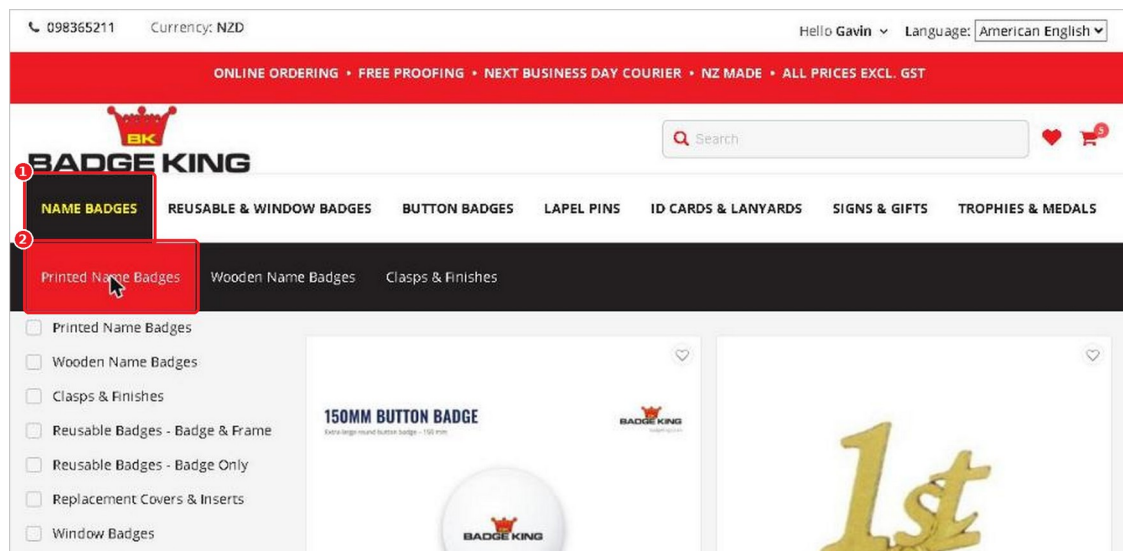
Welcome to the Badge King trade portal, the quickest way to order and reorder name badges, button badges, reusable badges, lapel pins, trophies and more at your account pricing. You can see your past orders, invoices and delivery addresses all in one place.

## Logging in

1. Go to **trade.badgeking.co.nz** (bookmark it for next time).
2. Log in with the email address and password we set up for your account.
3. Forgotten your password, or need a login for a colleague? Call us on **09 836 5211** or email **sales@badgeking.co.nz**.

## Finding your way around

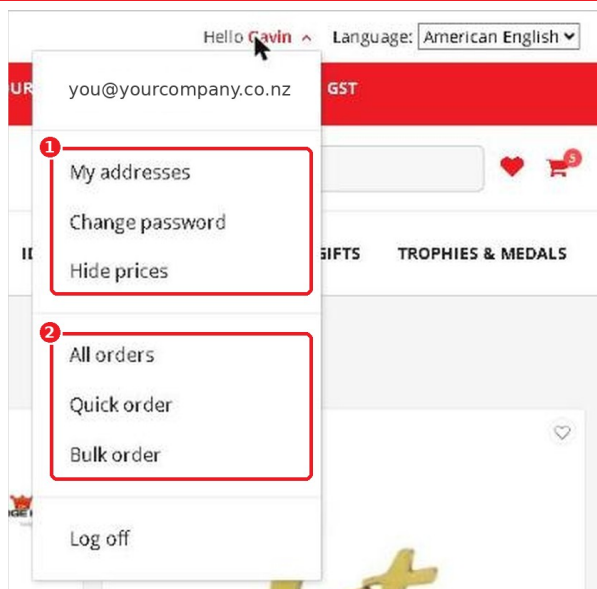
The menu across the top groups our ranges: Name Badges, Reusable & Window Badges, Button Badges, Lapel Pins, ID Cards & Lanyards, Signs & Gifts, and Trophies & Medals. Click a heading to see its sub-categories. You can also use the Categories list on the left, or the search box.



Click a menu heading (1), then choose a sub-category (2).

## Your account menu

Click **Hello [your name]** at the top right of any page to open your account menu.



Account menu: your details (1) and your orders (2).

| Menu item                       | What it does                                                                                     |
|---------------------------------|--------------------------------------------------------------------------------------------------|
| <b>My addresses</b>             | Save your billing and delivery addresses so they're ready at checkout.                           |
| <b>Change password</b>          | Update your login password.                                                                      |
| <b>Hide prices</b>              | Hides prices on screen, which is handy if you're showing the catalogue to someone else.          |
| <b>All orders</b>               | Your order history: status, invoice, notes and one-click Reorder. See sections 7 and 8.          |
| <b>Quick order / Bulk order</b> | For experienced users. Upload a CSV of product codes and quantities to fill your cart in one go. |

## Save your addresses once

Under **My addresses**, click **Add address** to save your billing address and each site you send badges to. Saved addresses fill in automatically at checkout, so you don't need to retype them each time.

Home > My addresses

### My addresses

| LINE 1                        | LINE 2 | CITY / SUBURB | STATE / PROVINCE | POSTCODE | COUNTRY     | TYPE     | DEFAULT FOR TYPE |                           |
|-------------------------------|--------|---------------|------------------|----------|-------------|----------|------------------|---------------------------|
| 12 Example Street             |        | Henderson     | Auckland         | 0612     | New Zealand | Billing  |                  | <a>Edit</a> <a>Remove</a> |
| Rose Care Home, 8 Sample Road |        | Takapuna      | Auckland         | 0622     | New Zealand | Shipping |                  | <a>Edit</a> <a>Remove</a> |

1
Add address

My addresses: add (1), edit or remove your saved addresses.

## 2. Before you order: the important bits

Please read these before your first order. They're the most common reasons an order is held up.

### Proofs

Proofs are not issued automatically.

If you need a new artwork proof, type **PROOF REQUIRED** in Step 5 › Add notes about your order.

Orders without this instruction go straight to production using the artwork we already have on file.

When you receive a proof, check it carefully and reply **ALL APPROVED**. Production starts once we have your approval.

### Quotes

Quotes are only sent if you ask for one. Type **QUOTE REQUIRED** in the notes at Step 5.

Ask for a quote if the badge you need isn't one of the standard options on the trade portal (bespoke sizes, shapes, colours or large volumes).

### Names, titles and spelling

Please check that every name, title and spelling is correct before you submit.

We don't proofread names or titles unless a formal proof has been requested.

Up to 7 names: type them in Step 5 › Add notes. More than 7: attach an **Excel or CSV** list. See section 5 for the best layout.

### Delivery

Each order should go to one site or delivery address.

Sending to several locations? Choose **SPLIT DELIVERY** at Step 3 and attach a spreadsheet showing which names go to which address.

### Turnaround and pricing

Standard turnaround is **2–4 working days** once your proof is approved (or your order is confirmed if no proof is needed), then next business day courier.

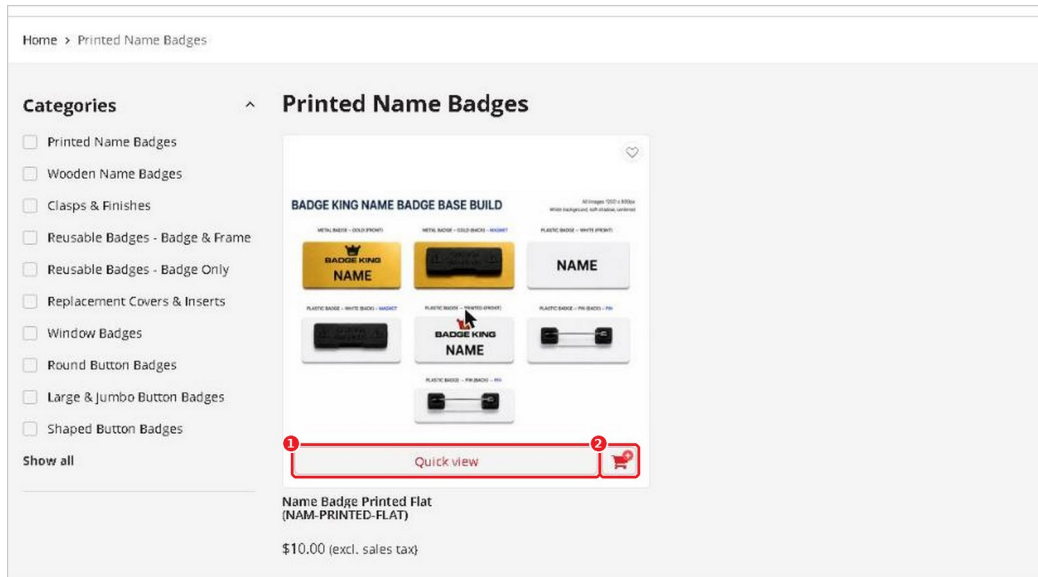
Prices on the portal are **excluding GST**. GST is added at checkout and shows in the order summary.

## 3. Placing an order: worked example

This example orders **two printed name badges with a pin back** (our standard backing) and adds a **resin** finish. Every product works the same way.

### Step A: Choose your badge

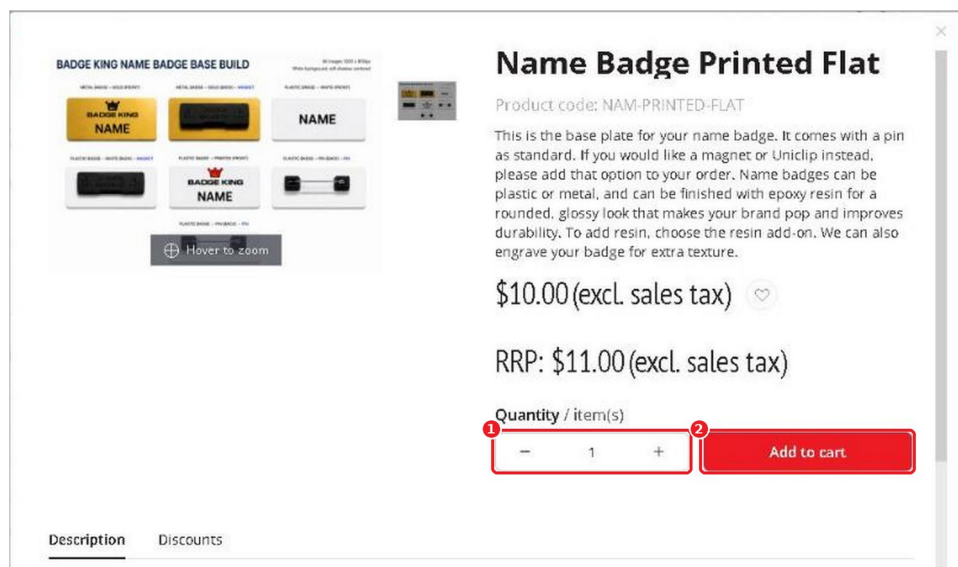
1. Click **NAME BADGES** in the top menu, then **Printed Name Badges**.
2. Hover over the product. Click **Quick view** to see the description and pricing, or the **cart icon** to add it straight away.



Quick view (1) shows product details. The cart icon (2) adds it to your cart.

### Step B: Set the quantity and add to cart

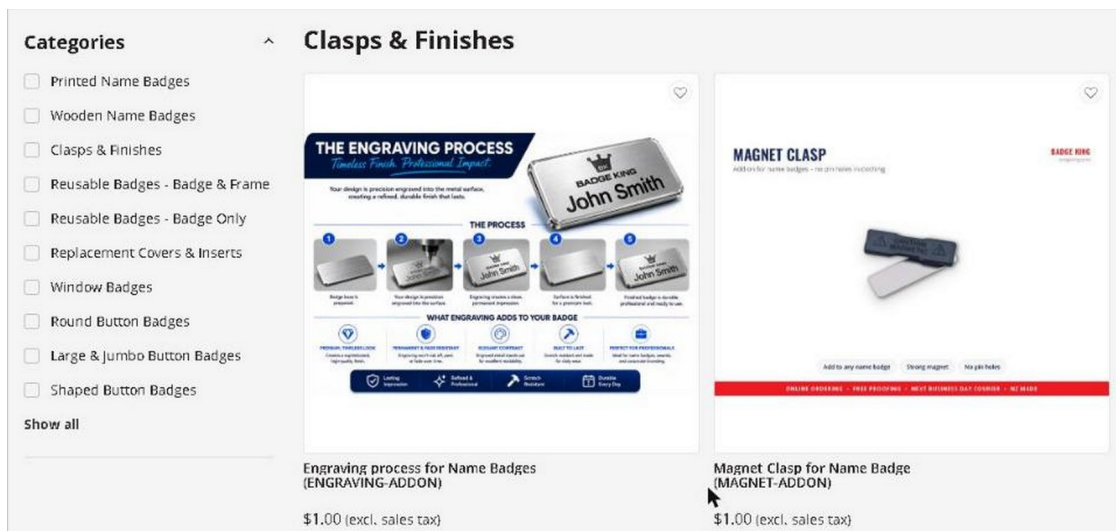
In Quick view, enter the number of badges (1), then click **Add to cart** (2). The base badge comes with a pin as standard.



Set the quantity (1), then Add to cart (2).

## Step C: Add clasps and finishes (optional)

Want a magnet instead of a pin, or a resin dome? Go to **NAME BADGES > Clasps & Finishes** and add the option to your cart. Use the **same quantity** as your badges, so one magnet for every badge.

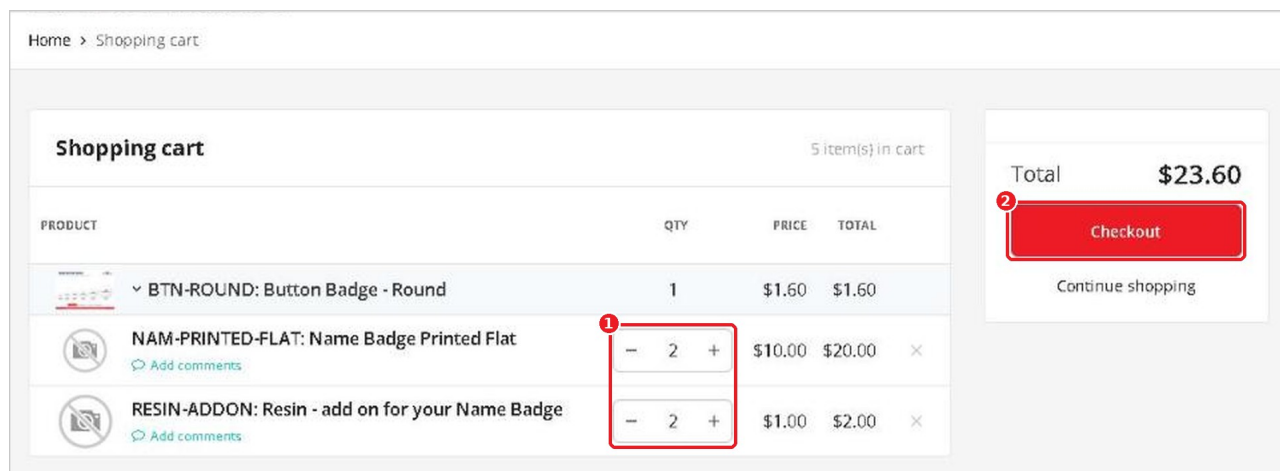


*Clasps & Finishes: add-ons for your name badges.*

| Add-on                                | Use it when                                                      |
|---------------------------------------|------------------------------------------------------------------|
| <b>Magnet Clasp (MAGNET-ADDON)</b>    | You want a strong magnet back with no pin holes in clothing.     |
| <b>Uniclip Add On (UNICLIP-ADDON)</b> | You want a clip-and-pin combination back.                        |
| <b>Resin (RESIN-ADDON)</b>            | You want a glossy, durable epoxy dome over the print.            |
| <b>Engraving (ENGRAVING-ADDON)</b>    | You want names engraved into a metal badge for a premium finish. |
| <b>Border / holder (BORDER-ADDON)</b> | You want a metal border around your badge.                       |
| <b>Pins Black (PINS-STD-3M-BK)</b>    | You need replacement pin backs.                                  |

## Step D: Check your cart

Click the **cart icon** at the top right. Adjust quantities with – and + (1), then click **Checkout** (2).



*Shopping cart: adjust quantities (1), then Checkout (2).*

### Tip: add a comment to a single item

Each line in your cart and at Step 5 has an **Add comments** link. Use it for instructions about that one product, for example "Magnets for the 4 managers only".

## 4. Checkout, step by step

Checkout has five steps. Click each step to open it. The order summary on the right shows your total including GST.

### Checkout

Step 1: Account and billing details

Step 2: Delivery details

Step 3: Shipping method

Step 4: Payment method

Step 5: Confirm order

|              |                |
|--------------|----------------|
| Before tax   | \$23.60        |
| Shipping     | \$0.00         |
| Tax          | \$3.54         |
| <b>Total</b> | <b>\$27.14</b> |

Confirm order

Cancel

The five checkout steps.

### Step 1: Account and billing details

This is your company's billing address. It fills in from your saved address, so just check it's correct.

### Step 1: Account and billing details

Address 1 \*

12 Example Street

Region/state \*

Auckland

Address 2

Post code \*

0612

City \*

Henderson

Country \*

New Zealand

|              |                |
|--------------|----------------|
| Before tax   | \$23.60        |
| Shipping     | \$0.00         |
| Tax          | \$3.54         |
| <b>Total</b> | <b>\$27.14</b> |

Confirm order

Cancel

### Step 2: Delivery details

This is where your badges will be sent. If they're going to a different site, person or company, tick **Ship to different company** (1) and enter the company and contact name, so the parcel reaches the right person.

### Step 2: Delivery details

☐ Same as billing address
 

☒ **Ship to different company**

Ship to company

Contact

Address 1 \*

City \*

Address 2

Region/state \*

Post code \*

Country \*

Before tax **\$23.60**  
Shipping **\$0.00**  
Tax **\$3.54**  
  
**Total \$27.14**  

Confirm order  
Cancel

Tick Ship to different company (1) to send to another site or contact.

### Step 3: Shipping method

Choose how you'd like to receive your order:

| Option                                     | Details                                                                                    |
|--------------------------------------------|--------------------------------------------------------------------------------------------|
| <b>Customer to collect from Badge King</b> | Collect from 3a/45 The Concourse, Henderson, Auckland. We'll let you know when it's ready. |
| <b>GoSweetSpot Courier Service</b>         | Our standard courier. Estimated at \$5 business, \$10 residential or \$15 rural.           |
| <b>Weekly Batch Delivery on a Friday</b>   | For customers on a weekly delivery run.                                                    |
| <b>Split delivery (5+ addresses)</b>       | Attach a spreadsheet showing what goes to each address.                                    |
| <b>Customer's own postage</b>              | Attach your courier label. A \$2 surcharge per parcel applies.                             |
| <b>Urgent courier (Auckland only)</b>      | 1–3 hours from dispatch. Estimated at \$60.                                                |

### Step 3: Shipping method

Please select the preferred shipping method to use on this order.

☐ CUSTOMER TO COLLECT FROM BADGE KING  
☐ GoSweetSpot Courier Service - Price dependant on address - estimated at \$5 business, \$10 Residential or \$15 Rural  
☐ Weekly Batch Delivery on a FRIDAY  
☐ SPLIT DELIVERY of over minimum 5 addresses - attach details in excel document  
☐ CUSTOMERS OWN POSTAGE - Please attach - \$2 Surcharge Per Parcel - please attached to order  
☐ Urgent Courier in AUCKLAND ONLY - 1-3 hours from disptach - estimated at 60\$

Before tax **\$23.60**  
Shipping **\$0.00**  
Tax **\$3.54**  
  
**Total \$27.14**  

Confirm order  
Cancel

### Step 4: Payment method

Payment is on **Xero invoice to your agreed account terms**. This is already selected, so there's no card payment at checkout.

**Step 4: Payment method**

Please select the preferred payment method to use on this order.

☒ Payment on Xero Invoice to agreed terms. NEXT: in Step 5, type the names for your badges in the 'Add notes about your order' box.

Total **\$27.14**  

Confirm order

  
Cancel

## Step 5: Confirm order (the most important step)

Complete this step carefully. It tells our team exactly what to make.

**Step 5: Confirm order**

1 Purchase order number  
PO 4521 – Rose Care Home  
Contact phone  
09 123 4567  
Preferred delivery date (dd/MM/yyyy)  
14/11/2026

2 Add notes about your order  
PROOF REQUIRED PLEASE  
Jane Smith – Manager  
Tom Lee – Registered Nurse  
3 Add attachment

Before tax **\$23.60**  
Shipping **\$0.00**  
Tax **\$3.54**  
Total **\$27.14**  
4 Confirm order  
Cancel

| IMAGE | DESCRIPTION                                                                     | QTY | PRICE   | TAX RATE | TOTAL   |
|-------|---------------------------------------------------------------------------------|-----|---------|----------|---------|
|       | BTN-ROUND: Button Badge - Round                                                 | 1   | \$1.60  | 15%      | \$1.60  |
|       | NAM-PRINTED-FLAT: Name Badge Printed Flat<br><a href="#">Add comments</a>       | 2   | \$10.00 | 15%      | \$20.00 |
|       | RESIN-ADDON: Resin - add on for your Name Badge<br><a href="#">Add comments</a> | 2   | \$1.00  | 15%      | \$2.00  |

Step 5: PO number (1), notes (2), attachments (3), then Confirm order (4).

| Field                               | What to enter                                                                                                                                                    |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1 Purchase order number</b>      | Your PO number. No PO? Enter a site or person name and date, e.g. "Rose Care Home – Jane Smith 14/11". This prints on your invoice and helps your accounts team. |
| <b>Contact phone</b>                | A number we can call if we have a question about the order.                                                                                                      |
| <b>Preferred delivery date</b>      | When you need the badges by. Allow 2–4 working days after proof approval, plus courier time.                                                                     |
| <b>2 Add notes about your order</b> | PROOF REQUIRED or QUOTE REQUIRED (if needed), names (up to 7) and any special instructions. See section 5.                                                       |
| <b>3 Add attachment</b>             | Name lists (Excel/CSV), logos and artwork, photos of your current badge, your PO.                                                                                |
| <b>4 Confirm order</b>              | Check everything once more, then click Confirm order on the right.                                                                                               |

## 5. Names, notes and attachments for custom badges

Custom badges are made exactly as you tell us, so clear notes and the right files make all the difference. Here's how to give us everything in one go.

### Where to put your information

| Where                                      | Best for                                                                                                                                                                                             |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Step 5 › Add notes about your order</b> | Instructions for the whole order: PROOF REQUIRED / QUOTE REQUIRED, brand or site name, colours, layout, and up to 7 names. (The box has a character limit, so use an attachment for longer details.) |
| <b>Add comments (on each cart line)</b>    | Instructions for one product, e.g. "Engrave the 2 manager badges only".                                                                                                                              |
| <b>Step 5 › Add attachment</b>             | Name lists, logos, artwork, brand guidelines, photos of your current badge (front and back), your PO, split-delivery lists.                                                                          |

### Writing your notes

Put each instruction on its own line. Start with PROOF REQUIRED if you want to see a proof. A good example:

```
PROOF REQUIRED PLEASE
Brand: Rose Care Home – use logo attached (rosecare-logo.pdf)
Badge: white printed flat, black text, magnet back
Names (Name – Title):
Jane Smith – Facility Manager
Tom Lee – Registered Nurse
Aroha Ngata – Receptionist
```

### Names and titles: getting them right

- **One badge per line**, in the order you want them printed.
- Use **Name – Title** (e.g. "Jane Smith – Facility Manager"). If you don't want a title, just give the name.
- Type names **exactly as they should appear**: capitals, macrons (ā, ē, ī, ō, ū), hyphens and spacing.
- More than 7 names? Attach an **Excel or CSV** file with columns such as: First name | Last name | Title | Backing | Qty.
- Mixing backings in one order? Add a Backing column (Pin / Magnet / Unclip) so we know which badge gets which.
- Remember: we don't proofread names unless you ask for a proof.

### Custom brands and logos

For branded badges, attach as much of this as you can:

- **Your logo** as a high-resolution file. Vector files (PDF, AI, EPS or SVG) are best. A large PNG also works.

- **Brand colours** (PMS, CMYK or HEX codes) and any brand guidelines.
- **Photos of your current badge**, front and back, if you're matching an existing design.
- **Layout notes**: logo position, font, text colour, one or two lines of text.
- **Badge size and shape**, if it's different from the standard option.

#### Got more to send after ordering?

No problem. Email [sales@badgeking.co.nz](mailto:sales@badgeking.co.nz) and quote your **SO number** (shown when you place your order) so we can match it to your order.

## 6. After you order

1. **Order created.** You'll see an "Order has been created" page with your **SO number** (e.g. SO-14695). Note it down; it's your order reference.
2. **Order confirmed.** You'll receive an "Order confirmed" email with your order details.
3. **Proof (if requested).** We email your proof. Check it carefully and reply **ALL APPROVED**, or tell us what to change.
4. **Production.** Usually 2–4 working days after approval.
5. **Dispatched.** You'll receive a "Your order is complete" email with tracking (courier) or a ready-to-collect notice.
6. **Invoice.** Your Xero invoice is emailed to your accounts contact, payable on your agreed terms.

#### Need to change something?

Reply to your order confirmation email or call **09 836 5211** as soon as possible, ideally before your proof is approved. Once an order is in production we may not be able to change it.

## 7. My Orders: track and review your orders

Every order you place is saved in your account. Open it from **Hello [your name] › All orders**, or from **All orders** in the page footer.

Sale orders

**All orders view !**

Order search

|                          | ORDER             | DATE       | TOTAL   | NOTES & ATTACHMENTS | STATUS | FULFILLMENT   | INVOICE   |         |
|--------------------------|-------------------|------------|---------|---------------------|--------|---------------|-----------|---------|
| <input type="checkbox"/> | SO-14695<br>12345 | 29/10/2026 | £107.64 | View                | Unpaid | Not available | INV-14690 | Reorder |

Export from Export to Export to CSV

All orders: order and PO number (1), notes (2), status and invoice (3), Reorder (4).

| Column                | What it shows                                                                                 |
|-----------------------|-----------------------------------------------------------------------------------------------|
| 1 Order               | Our SO number, with your PO/reference underneath. Click the SO number to open the full order. |
| Date / Total          | When you placed the order and its total including GST.                                        |
| 2 Notes & attachments | Click View to see the notes you sent with the order.                                          |
| 3 Status              | Payment status of the order (e.g. Unpaid until the invoice is paid).                          |
| Fulfillment           | Dispatch progress. This updates once your order has shipped.                                  |
| Invoice               | Your invoice number once the order has been invoiced.                                         |
| 4 Reorder             | Copies this order's products and quantities into your cart. See section 8.                    |

### Search and export

- Order search:** find an order by SO number or your PO/reference.
- Export to CSV:** choose a date range (Export from / Export to) to download your order history, which is handy for budgets and reconciliation.

### Viewing your notes

Click **View** in the Notes & attachments column to check exactly what was sent with an order, such as the names list.

Notes & attachments

Test Name 1  
Test Name 2

Ok

## Order details

Click an SO number to see everything about that order: status (1), notes and delivery address (2), every product and price, shipping and totals.

| Order info            |                                                                                                                                   |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| Order number          | SO-14695                                                                                                                          |
| Order date            | 29/10/2026                                                                                                                        |
| Total                 | \$107.64                                                                                                                          |
| 1 Status              | Unpaid                                                                                                                            |
| Fulfillment           | Not available                                                                                                                     |
| Invoice               |                                                                                                                                   |
| Payment               | Payment on Xero Invoice to agreed terms. NEXT: in Step 5, type the names for your badges in the 'Add notes about your order' box. |
| 2 Notes & attachments | Test Name 1 Test Name 2                                                                                                           |
| Delivery address      | 12 Example Street, Henderson, Auckland 0612 New Zealand                                                                           |

*Order details: status (1), notes and delivery address (2).*

## 8. Reordering from a previous order

Ordering the same badges again, such as new staff, replacements or the same event as last year? Reorder saves you finding every product again.

1. Go to **Hello [your name] › All orders**.
2. Find the order. Use **Order search** with the SO number or your PO/reference.
3. Click **Reorder**, either on the order list or at the bottom of the order details page.
4. The products and quantities are added to your cart. **Change the quantities** to match what you need now, and remove anything you don't need.
5. Check out as normal. In **Step 5**, enter your new PO number and the **new names** (or attach the new list).

**Total**

|  |       |          |
|--|-------|----------|
|  | Tax   | \$14.04  |
|  | Total | \$107.64 |

[Return to order list](#)
1
[Reorder](#)

*Reorder (1) at the bottom of an order's details page.*

### Reorder tips

Start your notes with **REORDER of SO-xxxxx** (your previous SO number) so we use the same artwork, layout and finish.

Reorder copies the **products only**. Always add the names, PO number and any notes for the new order. Previous names are not reused automatically.

Changing anything from last time (logo, colours, wording)? Add **PROOF REQUIRED** so you can check it before we make it.

## 9. Help and contact

We're a New Zealand manufacturer and we're happy to help with anything, from your first login to a complex branded order.

| Contact         | Details                                       |
|-----------------|-----------------------------------------------|
| Phone           | 09 836 5211                                   |
| Email           | sales@badgeking.co.nz                         |
| Trade portal    | trade.badgeking.co.nz                         |
| Website         | badgeking.co.nz                               |
| Visit / collect | Unit 3a/45 The Concourse, Henderson, Auckland |

### Quick checklist before you click Confirm order

- ☐ Correct products, clasps and finishes, in matching quantities
- ☐ Delivery address correct (tick Ship to different company if needed)
- ☐ Shipping method chosen
- ☐ PO number or reference entered
- ☐ Names typed in the notes (up to 7) or attached as Excel/CSV
- ☐ PROOF REQUIRED or QUOTE REQUIRED added if needed
- ☐ Logo, artwork or photos of your current badge attached

**Thank you for ordering with Badge King.**

**Free proofing • Order online • Next business day courier • NZ made**