

< Lessen[®]

One Source
'How To Guide'
Desktop Guide

 **Purchasing
Platform**

For property services simplified, Lessen is more



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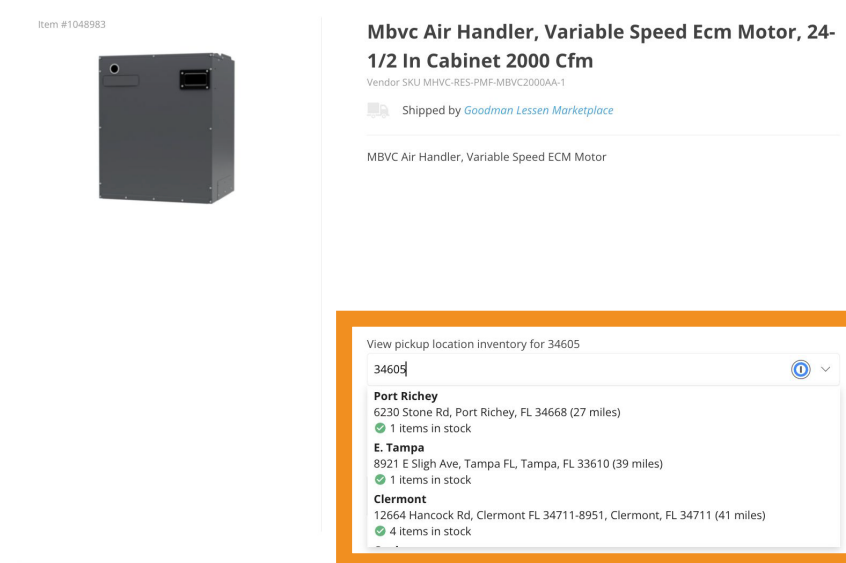
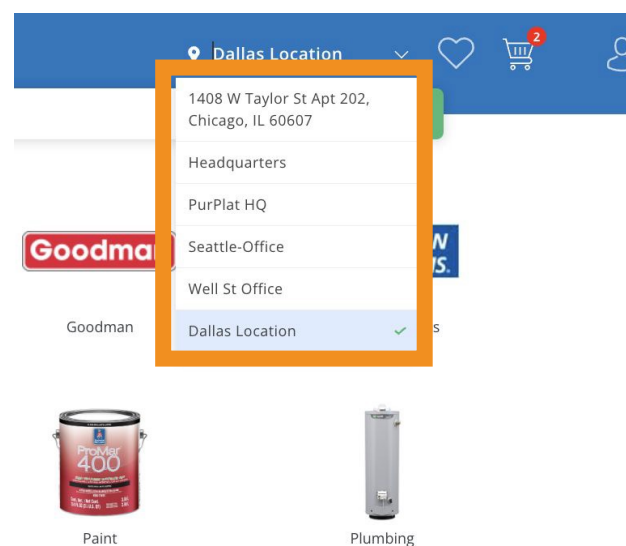
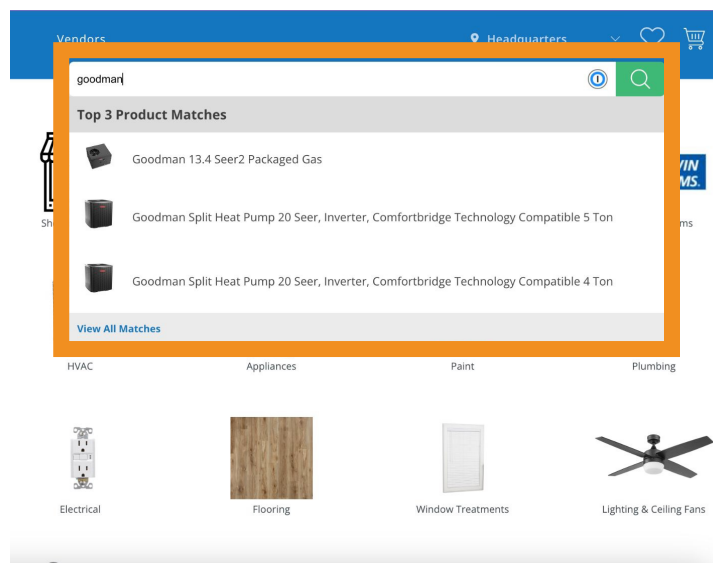
Finding Products & Selecting Pickup Locations

Search for products by

- Manufacturer SKU
- Supplier SKU
- Keyword

The location selected in the header will be used for inventory

Search by zip code on product pages to find more convenient pickup locations



Goodman Product + Labor Warranty Registration

To stay compliant with Lessen it is absolutely crucial that you register every unit you install

Product

Where and how do I register equipment?

- [Here](#)

When do I register the equipment?

- You have 60 days to register the equipment from date of install

What information do I need?

- REIT Name
- REIT Address
- Contact Number
- Email Address
- Installation Date
- Model + Serial Numbers
- Your Name
- Your Phone Number

Labor

Where and how do I register the equipment?

- [Here](#)

When do I register the equipment?

- You have 60 days to register the equipment from date of install

Parts and Labor Reference

ITEM CLASS	CLASS DESC.	WARRANTY	WARRANTY SKU	DEALER PRICING
CL	Coil	10 yr P & L	REITCL10PL-1	\$40.00
CN	Condenser	10 yr P & L	REITCN10PL-1	\$155.00
FN	Furnace	10 yr P & L	REITFN10PL-1	\$155.00
HP	Heat Pump	10 yr P & L	REITHP10PL-1	\$290.00
AH	Air Handler	10 yr P & L	REITAH10PL-1	\$160.00
PK	Packaged Unit	10 yr P & L	REITPK10PL-1	\$400.00
TP CL	3rd Party Coil	10 yr P & L	REITTPCL10PL-1	\$40.00

Need Help

We are here to support Lessen and your Vendors to maximize success for all parties.

RETURNS

- Select “Open Support Ticket” on the order page (Settings>Orders)

PAYMENT ISSUES

- Contact bank & ensure the charge has not been marked as fraudulent, that funds are sufficient, and that the card is valid

ORDER UPDATES

- Check the [orders](#) page for order details and status updates

ORDERING ISSUES

- Confirm a valid location and payment method are selected.
- Review the cart for error or warning messages.

Our Customer Support team is here to help

OneSource@purchasingplatform.com

+1 312-548-6495

Hours of operation are 8am-5pm ct, M-F, First response <2 hours

Have Feedback?

Use the feedback survey

*Leave a satisfaction rating
(1-5 stars)*

Provide feedback on your experience

*Leave your email address if you'd like to
receive a follow up.*

