

COMPANY STORE

User Guide

- Logging In
- Home Page Layout
- Spend Allowance
- Checking Out
- Shipment Tracking and Order History
- Return Authorization
- Administrative Privileges
- Program Documentation
- SuperUser Privileges



GETTING STARTED

**FROM ANY WEB
BROWSER GO TO...**



YOUR WEB ADDRESS:

WWW.ARROWUNIFORM.COM/UMHS

WELCOME TO YOUR LANDING PAGE

Your Logo



Welcome to Arrow Uniform's Online Store

Arrow Uniform is proud to provide all your Apparel and Safety Gear needs. Once you login you'll see a wide selection of products from some of the most reputable and recognized brands in the industry.

In order to access the Apparel and Safety Gear program, you'll need to first obtain a user name and password from your immediate supervisor. If you're a supervisor or administrator in need of site access, please contact your dedicate account representative using the contact us information below.

If you would like to shop for personal Apparel from the "Employee Purchase Mail" please click the create account button below and follow the instructions. Personal purchases will require a credit card at check out.

Returning Customers

Username

Password

[Forgot Username or Password](#)

Company Assigned Login

Don't have an account?

Use the button below to register and create a new account.

Create your own for personal purchases



HOW DO I GET MY LOGIN INFORMATION?

Your Logo



Users

Welcome to Arrow Uniform's Online Store

You'll obtain your user name and password from your supervisor or administrator.

Arrow Uniform is proud to provide all your Apparel and Safety Gear needs.

Once you login you'll see a wide selection of products from some of the most reputable and recognized brands in the industry.

Administrators/Superusers

To first obtain a user name and password from your immediate supervisor. If you're a supervisor or administrator in need of site access, please contact your dedicate account representative using the contact

Contact your internal account manager listed at the bottom on the landing page.

If you would like to shop for personal Apparel from the "Employee Purchase Mail" purchases will require a credit card at check out.

Returning Customers

Username

Password

[Forgot my password?](#)

Don't have an account?

Use the button below to register and create a new account.

Maryann Harrison
National Account Inside Manager
(216) 351-0369 ext 6618
Customer.service@arrowuniform.com

M – F (7am to 6pm EST)

WHAT IF I FORGET MY USERNAME/PASSWORD?

Your Logo



USE THE FORGOT PASSWORD LINK ON THE LANDING PAGE, YOUR USERNAME/PASSWORD WILL BE EMAILED TO YOU

In order to access the Apparel and Safety Gear program, you'll need to first obtain a user name and password from your immediate supervisor. If you're a supervisor or administrator in need of site access, please contact your dedicate account representative using the contact us information below.

If you would like to shop for personal Apparel from the "Employee Purchase Mail" please click the create account button below and follow the instructions. Personal purchases will require a credit card at check out.

Returning Customers

Username

Password

Log In

[Forgot Username or Password?](#)

YOU CAN ALSO CONTACT INTERNAL SUPPORT

Don't have an account?

Create an Account

YOU'LL GET A USERNAME CONFIRMATION EMAIL



Username and Password Notification

(First Name, Last Name)

Welcome to your company store powered by Arrow Uniform. We've created a login and password for you use on the site.

Email Address: margaret.martin@arrowuniform.com

Username: SampleSupervisor

Password: 123456

Please contact your administrator, account manager or the Arrow Uniform customer service team if you have any questions.

Once your set up with a username and password, you'll get an email with your information, and a link to the site.

Customer Service
1-888-33-Arrow
M – F 8am to 5pm
6400 Monroe Blvd.
Taylor, MI 48180

[Email Customer Service](#) | [Log In To Your Account](#)

You are receiving this email because you requested your username or password or have been set up as a new user by your company administrator.

This should go to
customer.service@arrowuiform.com

USER – HOME PAGE

Name: Testuser

Your Logo



- Preferred Apparel
- Alternate Product Selection
- Safety Gear & Apparel
- Employee Purchase Mail
- HOME / CART
- Home
- View Cart
- ACCOUNT MANAGEMENT
- My Orders
- Change Password
- Sign Out
- OTHER INFO
- Logo Options
- Program Documents
- Size Chart (PDF)
- Tour of our Facility
- Return Authorization
- Privacy Policy

Welcome to the Apparel and Safety Gear Program!

Arrow Uniform is pleased to offer a wide selection of products. Please pay special attention when it's time to select the appropriate embroidery option based on the color of the garment. You can view all of your embellishment options in the "Logo Options" tab of the navigation bar to the left.

To begin your shopping experience, click on one of the categories to the left or below.



Preferred Apparel



Alternate Product Selection

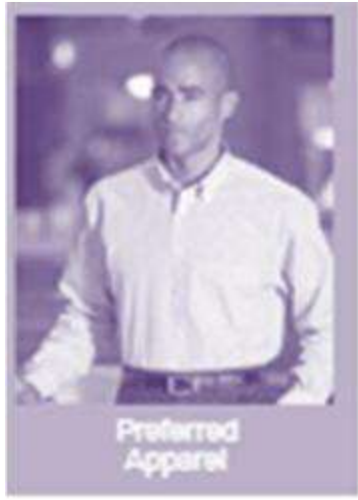


Safety Gear & Apparel



Employee Purchase Mail

USER – HOME PAGE




The 3 categories will show up for all users and administrators

- Alternate Product Selection
- Safety Gear and Apparel
- Company Name Employee Purchase Mall

USER – HOME PAGE

Name: Testuser




Your Logo



Welcome to the Apparel and Safety Gear Department

Arrow Uniform is pleased to offer a wide selection of special attention when it's time to select the appropriate garment. You can view all of your embellishment options in the navigation bar to the left.

To begin your shopping experience, click on one of the following categories:

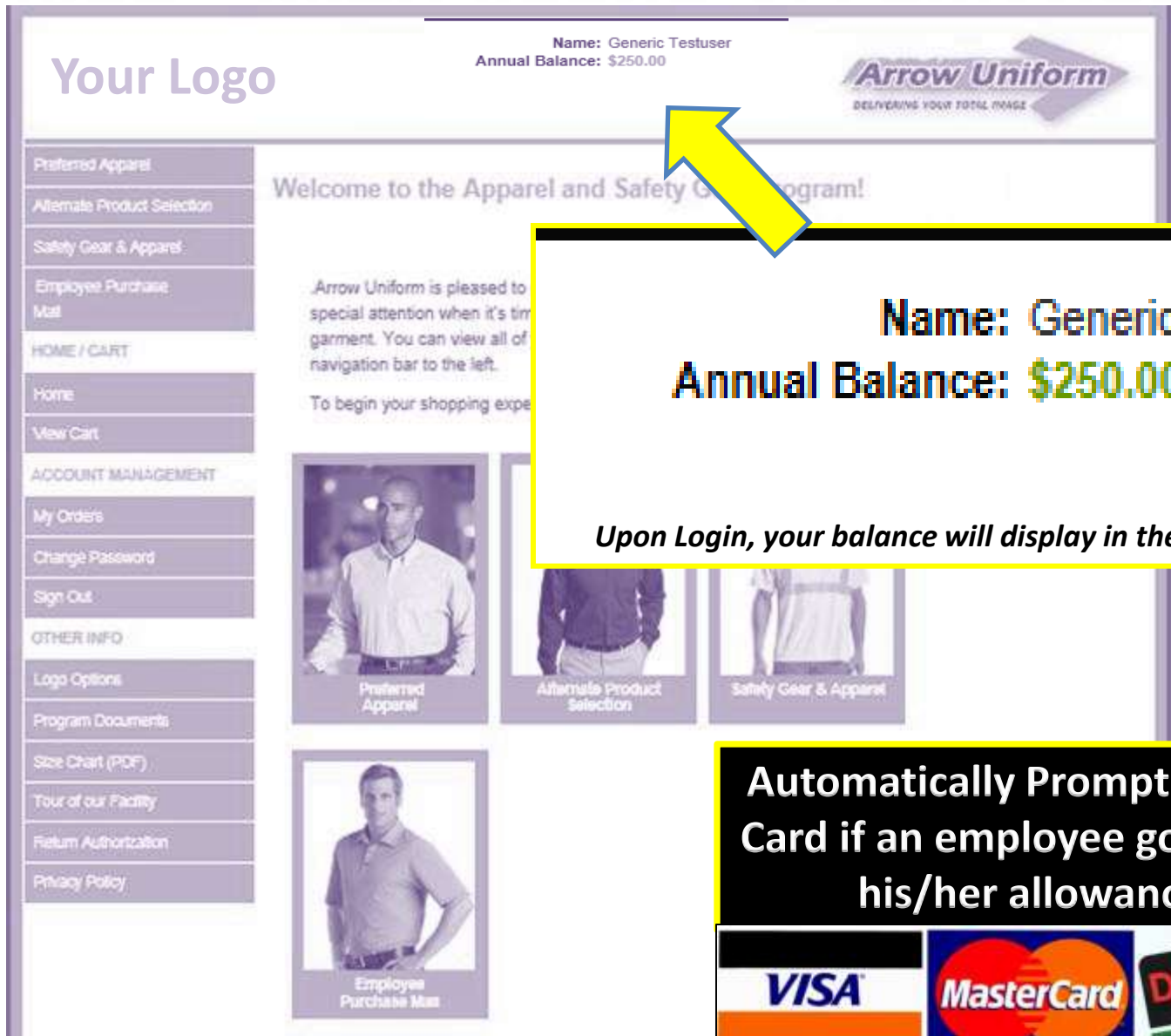
- 
Preferred Apparel
- 
Alternate Product Selection
- 
Employee Purchase Menu

Company Name Preferred Apparel

Your login will drive the preferred category you see upon login

Navigation menu items:
Preferred Apparel
Alternate Product Selection
Safety Gear & Apparel
Employee Purchase Menu
HOME / CART
Home
View Cart
ACCOUNT MANAGEMENT
My Orders
Change Password
Sign Out
OTHER INFO
Logo Options
Program Documents
Size Chart (PDF)
Tour of our Facility
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USER – WITH SPEND ALLOWANCE



The screenshot shows a user interface for Arrow Uniform. At the top right, it displays the user's name and annual balance: "Name: Generic Testuser" and "Annual Balance: \$250.00". The Arrow Uniform logo is also present. A yellow arrow points from a callout box to this information. On the left, there is a navigation menu with categories like "Preferred Apparel", "Alternate Product Selection", "Safety Gear & Apparel", "Employee Purchase Mail", "HOME / CART", "ACCOUNT MANAGEMENT", and "OTHER INFO". The main content area includes a welcome message and a list of product categories with corresponding images: "Preferred Apparel", "Alternate Product Selection", "Safety Gear & Apparel", and "Employee Purchase Mail".

Name: Generic Testuser
Annual Balance: \$250.00

Upon Login, your balance will display in the upper right corner


Automatically Prompts Credit Card if an employee goes over his/her allowance



PLACING AN ORDER












Step 1 – Select a Category

Name: Testuser

Your Logo 

- Preferred Apparel
- Alternate Product Selection
- Safety Gear & Apparel
- Employee Purchase
- Mail
- HOME / CART
- Home
- Change Password
- Sign Out
- OTHER INFO
- Logo Options
- Program Documents
- Size Chart (PDF)
- Tour of our Facility
- Return Authorization
- Privacy Policy

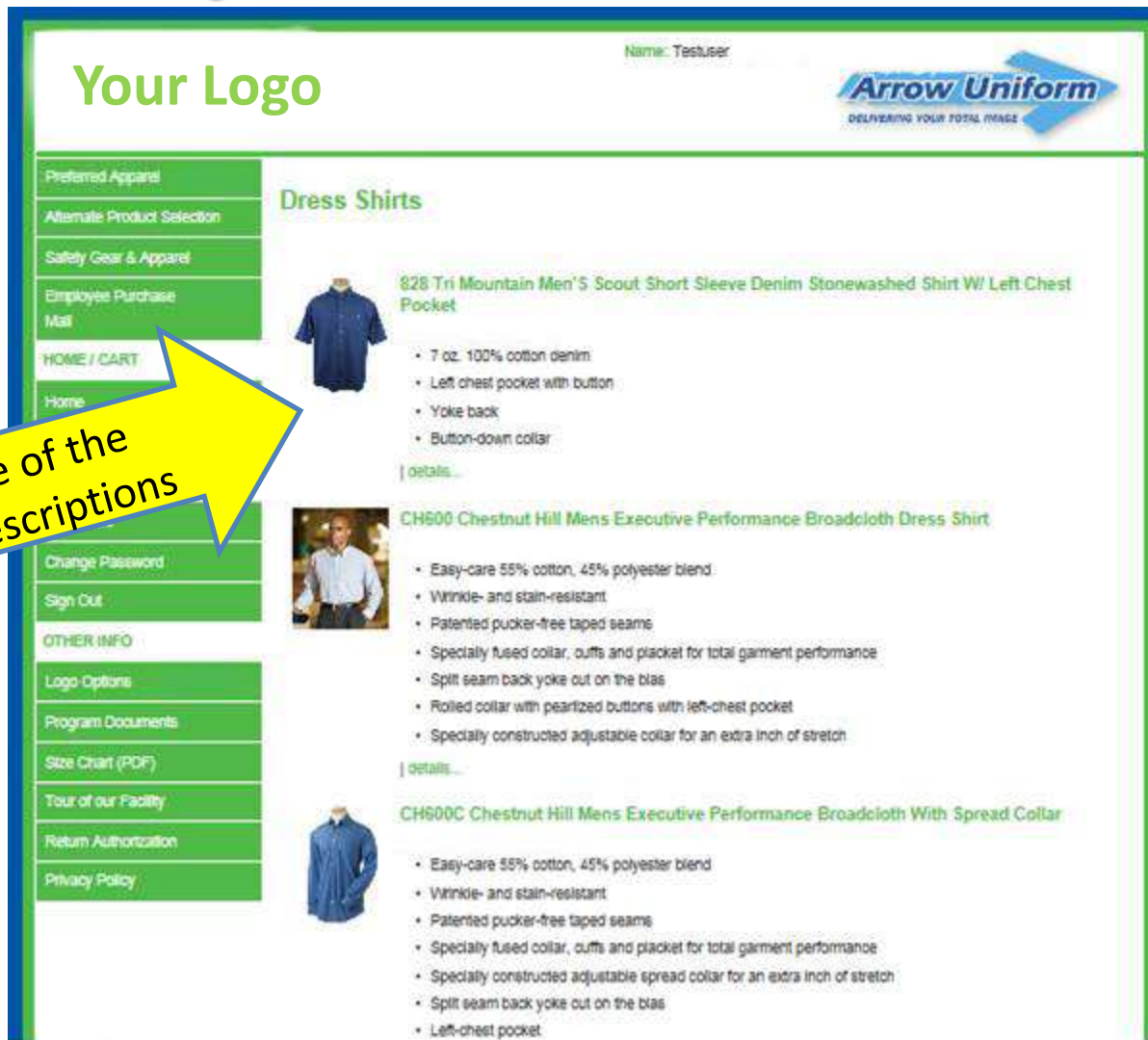
Door to Door Sales

 Accessories	 Denim Shirts	 Dress Shirts	 Headwear
 Jeans	 Outerwear	 Polo Shirts	 Sweaters and Vests
 Sweatshirts	 T-shirts	 Work Pants	

Click on one of the displayed categories

PLACING AN ORDER

Step 2 – Select a Product



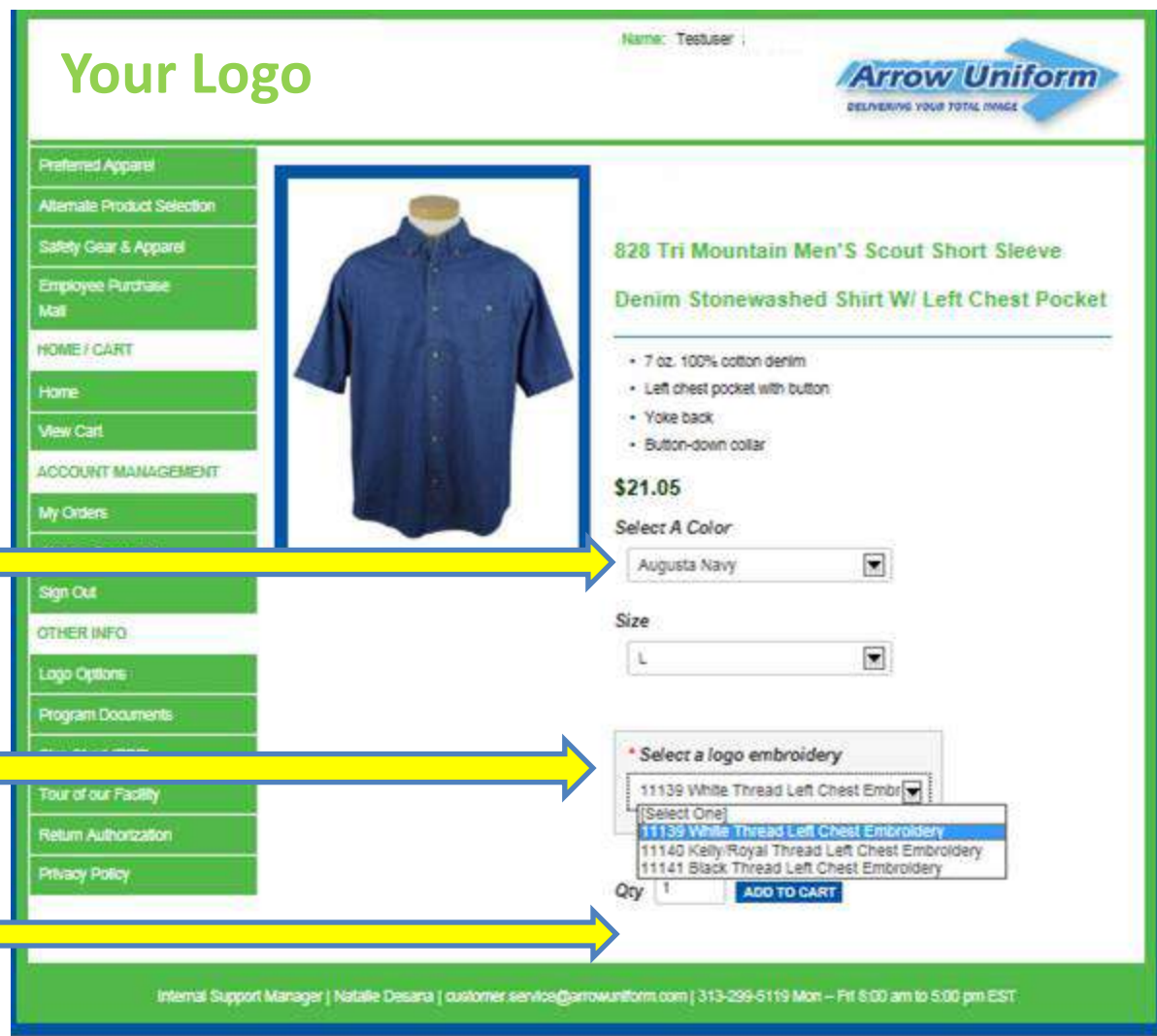
The screenshot shows a web interface for selecting a product. At the top left, there is a placeholder for "Your Logo". In the top right, the user is identified as "Name: Testuser" and the Arrow Uniform logo is displayed. A vertical navigation menu on the left contains the following items: Preferred Apparel, Alternate Product Selection, Safety Gear & Apparel, Employee Purchase Mail, HOME / CART, Home, Change Password, Sign Out, OTHER INFO, Logo Options, Program Documents, Size Chart (PDF), Tour of our Facility, Return Authorization, and Privacy Policy. The main content area is titled "Dress Shirts" and lists three products:

- 828 Tri Mountain Men'S Scout Short Sleeve Denim Stonewashed Shirt W/ Left Chest Pocket**
 - 7 oz. 100% cotton denim
 - Left chest pocket with button
 - Yoke back
 - Button-down collar
- CH600 Chestnut Hill Mens Executive Performance Broadcloth Dress Shirt**
 - Easy-care 55% cotton, 45% polyester blend
 - Wrinkle- and stain-resistant
 - Patented pucker-free taped seams
 - Specialty fused collar, cuffs and placket for total garment performance
 - Split seam back yoke out on the bias
 - Rolled collar with pearlized buttons with left-chest pocket
 - Specialty constructed adjustable collar for an extra inch of stretch
- CH600C Chestnut Hill Mens Executive Performance Broadcloth With Spread Collar**
 - Easy-care 55% cotton, 45% polyester blend
 - Wrinkle- and stain-resistant
 - Patented pucker-free taped seams
 - Specialty fused collar, cuffs and placket for total garment performance
 - Specialty constructed adjustable spread collar for an extra inch of stretch
 - Split seam back yoke out on the bias
 - Left-chest pocket

Click on one of the product descriptions

PLACING AN ORDER

Step 3 – Select, color, size and quantity



Your Logo

Name: Testuser

Arrow Uniform
DELIVERING YOUR TOTAL IMAGE

Preferred Apparel
Alternate Product Selection
Safety Gear & Apparel
Employee Purchase Mail
HOME / CART
Home
View Cart
ACCOUNT MANAGEMENT
My Orders
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OTHER INFO
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**828 Tri Mountain Men'S Scout Short Sleeve
Denim Stonewashed Shirt W/ Left Chest Pocket**

- 7 oz. 100% cotton denim
- Left chest pocket with button
- Yoke back
- Button-down collar

\$21.05

Select A Color:
Augusta Navy

Size:
L

Select a logo embroidery:
11139 White Thread Left Chest Embr
11139 White Thread Left Chest Embroidery
11140 Kelly/Royal Thread Left Chest Embroidery
11141 Black Thread Left Chest Embroidery

Qty: 1 **ADD TO CART**

Internal Support Manager | Natalie Desara | customer.service@arrowuniform.com | 313-299-6119 Mon – Fri 8:00 am to 5:00 pm EST

Select a color and a size from the drop down menu

Select an embroidery option from the drop down menu

Select a quantity, Then hit "Add to Cart"

HARD PROGRAMMED PERSONALIZATION

Preferred Apparel

Alternate Product Selection

Safety Gear & Apparel

Employee Purchase Mail

HOME / CART

Home

View Cart

ACCOUNT MANAGEMENT

My Orders

Change Password

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OTHER INFO

Logo Options


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828 Tri Mountain Men'S Scout Short Sleeve Denim Stonewashed Shirt W/ Left Chest Pocket

- 7 oz. 100% cotton denim
- Left chest pocket with button
- Yoke back
- Button-down collar

\$21.05

Select A Color

Augusta Navy

Size

L

Select a logo embroidery

11140 Kelly/Royal Thread Left Chest

Qty 1 **ADD TO CART**

Personalization Required
to Proceed

Embroidery options
Hard Programmed



PLACING AN ORDER

If Unsure - View the logo options!

Make sure you pay attention to the color of the logo compared to the garment color!



The screenshot shows a green navigation menu on the left with the following items: Preferred Apparel, Alternate Product Selection, Safety Gear & Apparel, Employee Purchase Mall, HOME / CART, Home, View Cart, ACCOUNT MANAGEMENT, My Orders, Change Password, Sign Out, OTHER INFO, Logo Options, Program Documents, Size Chart (PDF), Tour of our Facility, Return Authorization, and Privacy Policy. To the right of the menu is a blue-bordered image of a blue short-sleeved button-down shirt on a mannequin. A yellow arrow points from the 'Logo Options' menu item to the right.

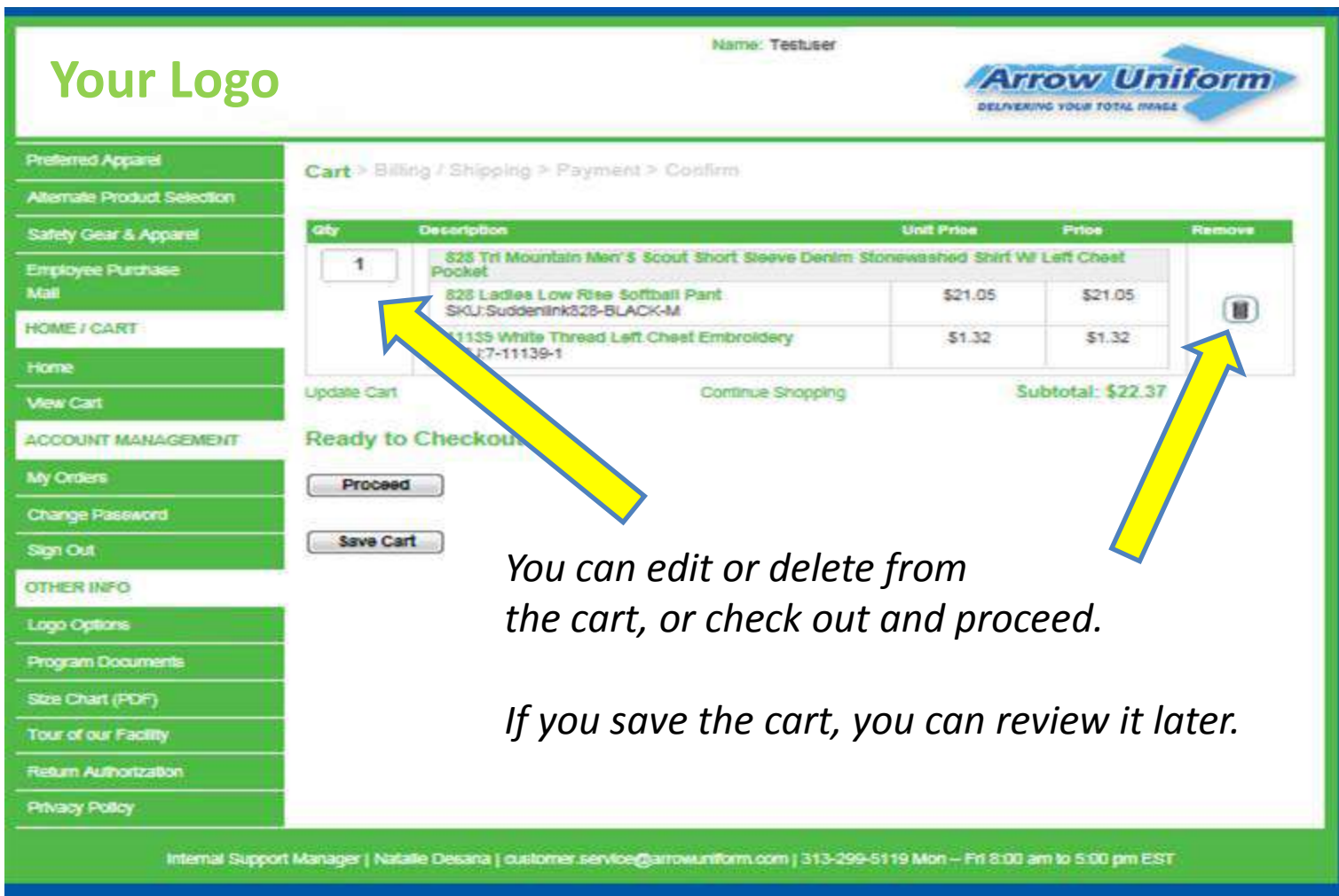
Click Here




The screenshot shows a page titled 'Apparel & Safety Gear Embroidery Options' with the sub-header 'Color Thread'. It displays three embroidery options for the 'suddenlink' logo: 1) 'Color Thread' with green and blue threads, 2) 'White Thread' with green and blue threads on a white background, and 3) 'Black Thread' with white threads on a black background. The 'suddenlink' logo is also visible at the top of the page.

PLACING AN ORDER


Step 5 – Confirm your cart, Proceed



Your Logo Name: Testuser



Cart > Billing / Shipping > Payment > Confirm

Qty	Description	Unit Price	Price	Remove
1	828 Tri Mountain Men's Scout Short Sleeve Denim Stonewashed Shirt W/ Left Chest Pocket			
	828 Ladies Low Rise Softball Pant SKU: SuddenInk828-BLACK-M	\$21.05	\$21.05	
	1155 White Thread Left Chest Embroidery 17-11139-1	\$1.32	\$1.32	

Update Cart Continue Shopping Subtotal: \$22.37

Ready to Checkout

Internal Support Manager | Natalie Desana | customer.service@arrowuniform.com | 313-299-5119 Mon – Fri 8:00 am to 5:00 pm EST

You can edit or delete from the cart, or check out and proceed.

If you save the cart, you can review it later.

PLACING AN ORDER

Step 6 – Complete Ship to / Bill to



Your address book will store your address, and should be prepopulated for the user.



You can use the address 2 field as an “ATTN: Jim Smith”

Shipping Info

Your Address Book	6400 Monroe Boulevard - address 1, 48180 (TEST ADDRESS-DO NOT PROCESS)
Address Nickname	TEST ADDRESS-DO NOT PROCESS
First Name	Generic first name
Phone	313-399-8000
Email	customerservice@arrowuniform.com
Company Name	TEST ACCOUNT - company name
Address	6400 Monroe Boulevard - address 1
Address 2	Attention Bill Smith
City	Taylor
State	Michigan (MI)
Zip Code	48180

NOTE: Changes will be permanently saved to your address book

Save and Proceed

PLACING AN ORDER

Step 7 – Finish Checking Out

Please select a shipping method from the drop down.



Preferred Apparel

Alternate Product Selection

Safety Gear & Apparel

Employee Purchase

Mail

HOME / CART

Home

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ACCOUNT MANAGEMENT

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Size Chart (PDF)

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Privacy Policy

Cart > Billing / Shipping > **Payment** > Confirm

Qty	Description	Unit Price	Price
1	828 In Mountain Men's Scout Short Sleeve Denim Short-sleeved Short W/ Left Chest Pocket		
	828 Ladies Low Rise Softball Pant Suddenlink828-BLACK-M	\$21.05	\$21.05
	11122 White Thread Left Chest Embroidery T-11122-1	\$1.22	\$1.22

Sub Total \$22.87

Shipping Total \$0.00

Coupon Discount \$0.00

Taxes \$1.24

Grand Total \$25.71

Shipping Options

(Select One) ▼

Selected One

Ground - Suddenlink (\$4.99)

Discounts / Offers

If you have a coupon code, enter it below.

Coupon Code

Payment Info

GL Code

Complete Your Order

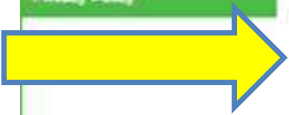


PLACING AND ORDER

Step 8 – PUT IN GL CODE

Required Field for company users (not personal accounts) enter your GL CODE

- Examples**
- Employee Uniform
 - Marketing
 - Customer Goodwill



Preferred Apparel

Alternate Product Selection

Safety Gear & Apparel

Employee Purchase Mail

HOME / CART

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ACCOUNT MANAGEMENT

My Orders

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OTHER ENR

Logn Options

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Size Chart (PDF)

Tour of our Facility

Return Authorization

Privacy Policy

Cart > Billing / Shipping > **Payment** > Confirm

Qty	Description	Unit Price	Price
1	828 1/2 In Mountain Men's Scout Short Sleeve Denim Short-sleeved Short W/ Left Chest Pocket		
	828 Ladies Low Rise Softball Pant Suddenink828-BLACK-M	\$21.05	\$21.05
	11122 White Thread Left Chest Embroidery T-11122-1	\$1.22	\$1.22
		Sub Total	\$22.87
		Shipping Total	\$0.00
		Coupon Discount	\$0.00
		Taxes	\$1.24
		Grand Total	\$25.71

Shipping Options

Shipping Method * (Select One)
Select One
Ground - Suddenink (\$4.99)

Discounts / Offers

If you have a coupon code, enter it below.

Coupon Code

Payment Info

GL Code *

Complete Your Order



ORDER CONFIRMATION

✓ Order confirmation will go to the USER and can also go to an assigned ADMIN, via EMAIL



"SUPERUSER"

CONFIRMATION EMAILS

The employee (user) will not receive a confirmation email until the "superuser" has approved the order. Any changes, including rejections or modifications will be noted in the confirmation email.



Name: Scott Herron



Preferred Apparel

Alternate Product Selection

Safety Gear & Apparel

Thank you for your order. Once the order is approved, you will receive a confirmation email.

Continue Shopping



SHIPMENT TRACKING

Your Logo



My Orders

Order Date: to

Search All

Search a Date Range

Results per page: 50

Click on Tracking to see line item tracking detail!

Showing 1 - 10 of 10 results

Pages: 1

Date	Order #	Username	Order Total	Actions
3/2/2013 12:01:30 PM	218533	ge1217	\$152.86	View Tracking
11/7/2012 11:56:34 AM	214951	ge1217	\$42.72	View Tracking
10/20/2012 12:54:17 PM	214412	ge1217	\$218.79	View Tracking
10/10/2012 3:17:49 PM	214047	ge1217	\$77.54	View Tracking
9/22/2012 4:10:28 PM	212922	ge1217	\$138.00	View Tracking
5/31/2012 9:02:43 AM	209186	ge1217	\$469.13	View Tracking
5/8/2012 1:11:55 PM	208671	ge1217	\$539.19	View Tracking

4/2
4/7
2/2

Qty	BO Qty	Shp	Description	Ship Date	Tracking Number
3	0	3	GEG-626 Polar Fleece Jacket	3/6/2013	RLY 03/05 RCV 03/06 CVMARK1
3	0	3	GEG-626 Polar Fleece Jacket	3/6/2013	RLY 03/05 RCV 03/06 CVMARK1
3	0	3	GEG-626 Polar Fleece Jacket	3/6/2013	RLY 03/05 RCV 03/06 CVMARK1
3	0	3	GEG-626 Polar Fleece Jacket	3/6/2013	RLY 03/05 RCV 03/06 CVMARK1

Accessories

Logos

Outerwear

Shirts

HOME / CART

Home

View Cart

ACCOUNT MANAGEMENT

Manage My Rental Account

Direct Purchase Overview

Direct Purchase Order Form

Rental Order Forms

Purchase Program Catalog

My Orders

SHIPMENT CONFIRMATION



Shipment Tracking Confirmation

Name,

Thank you again for trusting in Arrow Uniform for your apparel needs. Your order has shipped today. Please reference the information below.

Order Number	219650
Order Date	3/28/2013 3:59:24 PM
Ship Date	4/8/2013
Ship Carrier	UPS
Ship Via	
Tracking Number	1Z4185820357460932
Comments	

For questions related to your order, please contact our customer service department.

- ✓ You'll receive email confirmation once your order has shipped
- ✓ Your confirmation will include the tracking number



Customer Service
1-888-33-Arrow
M – F 8am to 5pm
6400 Monroe Blvd.
Taylor, MI 48180

[Email Customer Service](#) | [Log In To Your Account](#)

You are receiving this email because your ordered has shipped.



RETURN AUTHORIZATION

- Preferred Apparel
- Alternate Product Selection
- Safety Gear & Apparel
- Employee Purchase Mail
- HOME / CART
- Home
- View Cart
- ACCOUNT MANAGEMENT
- My Orders
- Change Password
- Sign Out
- OTHER INFO
- Logo Options
- Program Documents
- Size Chart (PDF)
- Tour of our Facility
- Return Authorization
- Privacy Policy

Click here

GARMENT SATISFACTION GUARANTEE

Every garment from Arrow Uniform is guaranteed to meet your satisfaction. If for any reason you are not satisfied with your order, return it within 30 days and we will issue you a refund.

Although we are sorry to hear that you have had some troubles with your purchases, at Arrow Uniform we will take care of it in no time! At Arrow Uniform, we deliver your total image. Click here to download our Return Authorization form!

Step 1:

- Fill out the Return Authorization form in its entirety and then call, fax or email it to our customer service department.
- Phone: 800-89-ARROW
- Fax: 313-299-5091
- Email: customer.service@arrowuniform.com

Step 2:

- Arrow will return the form to you with your R# number by either fax or email.

Step 3:

- Place a copy of this form in the package with the merchandise being returned, and send it to:
 - Attention: Direct Sales Returns
 - Arrow Uniform
 - 6400 Monroe Blvd.
 - Taylor, MI 48180
- Keep a copy of the form for your records.
- Write the R# number on the outside of the carton. Returns sent without an R# number on the carton will be returned to sender.
- Your refund will be in the form of original payment.

Arrow Uniform RETURN AUTHORIZATION REQUEST FORM

Arrow Uniform Satisfaction Guarantee

Every garment from Arrow Uniform is guaranteed to meet your satisfaction. If for any reason you are not satisfied with your order, return it within 30 days and we will issue you a refund.*

FOR ADMINISTRATIVE USE ONLY

RAM: _____ Issue Date: _____ Date Received: _____

STEP 1 Complete Contact/Personal Information

Account # _____

Customer/Company Name: _____

Sales Method: Home Office Other

Street: _____

City: _____ State: _____ ZIP: _____

Phone: _____ Email: _____

If applicable, please provide the credit card details used on the original order:

Visa MasterCard American Express Discover

Card # _____

Name on Card _____

STEP 2 (Use the Box(es) you are returning and the reason for the return)

STYLE	ITEM DESCRIPTION	COLOR	SIZE	QTY	REASON FOR RETURN	QTY

Fax for processing of this return.

Fax Name: _____

Telephone: _____

Date: _____

INSTRUCTIONS

1. Call or complete this form in its entirety. Email completed form to customer.service@arrowuniform.com or fax to 313.299.5091.
2. Arrow Uniform will return this form with your RAM indicated in the administrative section.
3. Place a copy of this form in the package with the merchandise being returned, and write the RAM on the outside of the box.
4. Your refund will be in the form of original payment. If you used a credit card, please provide the information on the original card.
- 5* The following items are not eligible for refund:
 - Custom modified
 - Personalized (embroidered/silkscreened, etc.)
 - Custom manufactured garments
 - Garments that have been worn (laundered or dirt cleaned)
6. With exception to defective garments or order fulfillment errors, all returns are subject to a 20% restocking fee.

For questions regarding your return, please call 1.800.89.ARROW
Monday - Friday 9am - 6pm EST
customer.service@arrowuniform.com
Fax 313.299.5091

Mail all returns to: Arrow Uniform, Attn: Returns, 6400 Monroe Blvd, Taylor, MI 48180

MKT 10065TND

RETURN AUTHORIZATION

Step 1:

Fill out the Return Authorization form in its entirety and then call, fax or email it to our customer service department.

Phone: 888-33-ARROW

Fax: 313-557-0133

Email: customer.service@arrowuniform.com

Step 2:

Arrow will return this form to you with your RA number by either fax or email.

Step 3:

Place a copy of this form in the package with the merchandise being returned, and send it to:

Attention: Direct Sales Returns

Arrow Uniform

6400 Monroe Blvd.

Taylor, MI 48180

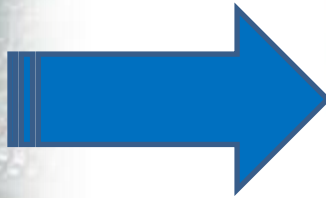
Keep a copy of the form for your records.

Write the RA number on the outside of the carton. Returns sent without an RA number on the carton will be returned to sender.

Your refund will be in the form of original payment.

BUNDLE BY MAN..


- ✓ In order to make sure your employees get their garments bundled by man, you'll need check out individual orders by employ



ADMINISTRATIVE HOME PAGE

Name: Testuser

Your Logo



[Add Employee](#) [Manage Employees](#) [Annual Report](#)

Welcome to the Apparel & Safety Gear Program!

Offer a wide selection of products. Please pay attention to the color of the product. It's time to select the appropriate embroidery option based on the color of the product. You can view all of your embellishment options in the "Logo Options" tab of the navigation bar to the left.

To begin your shopping experience, click on one of the categories to the left or below.

Preferred Apparel

Alternate Product Selection

Safety Gear & Apparel

Employee Purchase Mail

HOME / CART

ACCOUNT MANAGEMENT

My Orders

Change Password

Sign Out

OTHER INFO

Logo Options


Program Documents

Size Chart (PDF)


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Return Authorization


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Preferred Apparel



Alternate Product Selection



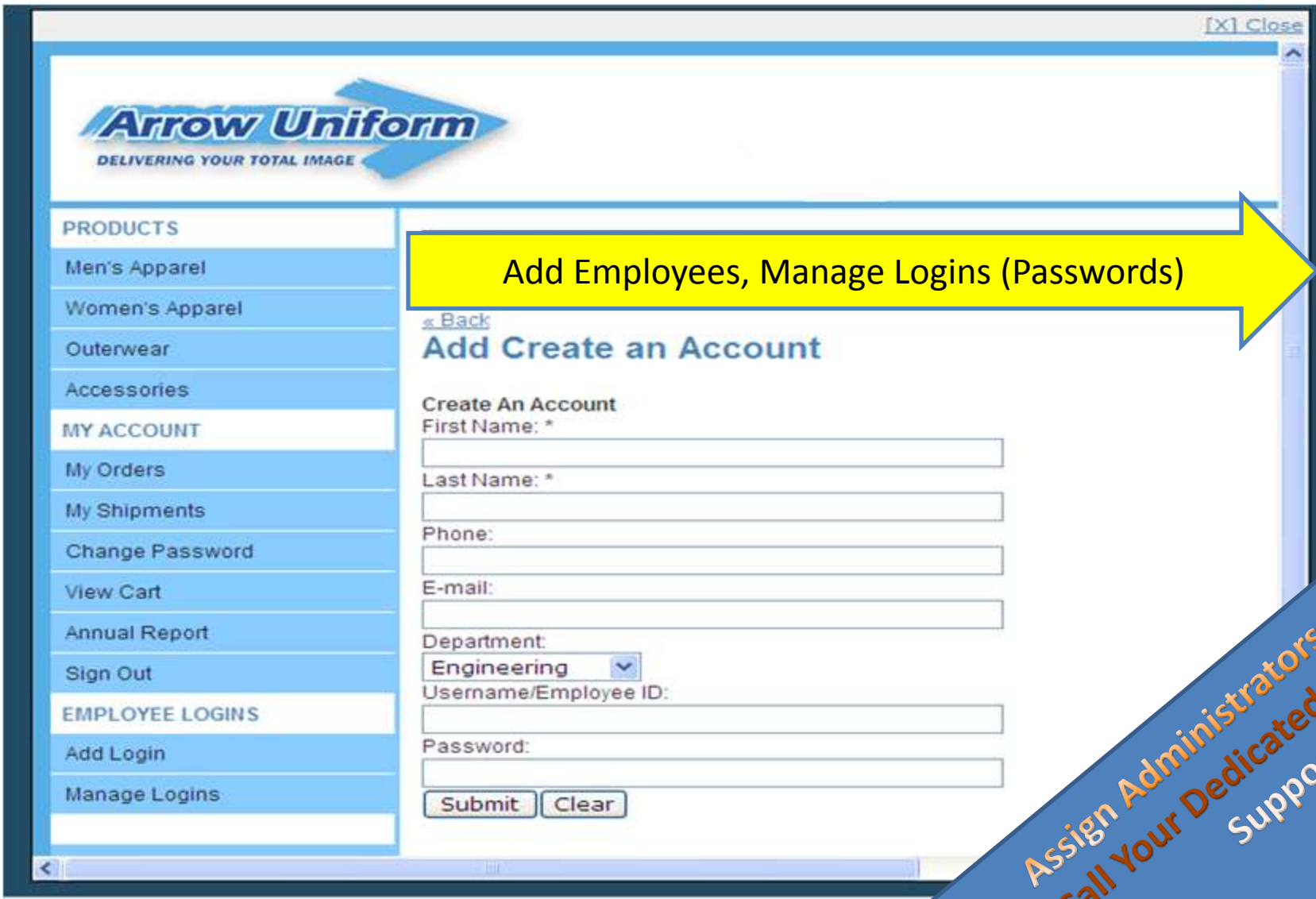
Safety Gear & Apparel



Employee Purchase Mail

Add Employees, Manage Logins (Passwords)

ADMINISTRATIVE PRIVILEGES



Arrow Uniform
DELIVERING YOUR TOTAL IMAGE

PRODUCTS

- Men's Apparel
- Women's Apparel
- Outerwear
- Accessories

MY ACCOUNT

- My Orders
- My Shipments
- Change Password
- View Cart
- Annual Report
- Sign Out

EMPLOYEE LOGINS

- Add Login
- Manage Logins

« Back

Add Create an Account

Create An Account

First Name: *

Last Name: *

Phone:

E-mail:

Department:

Engineering

Username/Employee ID:

Password:

Submit Clear

Add Employees, Manage Logins (Passwords)

**Assign Administrators, Or Just
Call Your Dedicated Customer
Support!**

ADMINISTRATIVE PRIVILEGES



Add/Disable Employees

- PRODUCTS
- Men's Apparel
- Women's Apparel
- Outerwear
- Accessories
- MY ACCOUNT
- My Orders
- My Shipments
- Change Password
- View Cart
- Annual Report
- Sign Out
- EMPLOYEE LOGINS

View Contacts

[<< Back](#) | [Show Disabled](#) | [View All](#)

Click ↓ to sort descending or click ↑ to sort ascending.

Enabled: 15 | Disabled: | Total: 0

First Name [↓ ↑]	Last Name [↓ ↑]	Phone [↓ ↑]	Email [↓ ↑]	Actions
Brenda Phone:	Cleary Phone:		brenda.cleary@twcable.com	Account Disable Account
Brenda Phone:	Cleary Phone:		brenda.cleary@twcable.com	Account Disable Account
Brenda Phone:	Cleary Phone:		brenda.cleary@twcable.com	Account Disable Account
Brenda Phone:	Cleary Phone:		brenda.cleary@twcable.com	Account Disable Account
Mark Phone: 555-555-5555	Hoyt Phone: 555-555-5555	555-555-5555	mark.hoyt@websitepipeline.com	Account Disable Account
Renee Phone:	Licause Phone:		Renee.Licause@twcable.com	Account Disable Account



ADMINISTRATIVE PRIVILEGES

Employee Information

First Name: *	<input type="text" value="Carl"/>
Last Name: *	<input type="text" value="Aiello"/>
Location: *	<input type="text" value="Columbia Gas of Massachusetts"/> <input type="button" value="Find"/>
Phone:	<input type="text" value="508-922-2927"/>
Fax:	<input type="text"/>
Employee Email: *	<input type="text" value="ptimony@nisource.com"/>
Administrator Email:	<input type="text" value="kesposito@nisource.com"/>

Spending Allowance

Use Spending Allowance	<input checked="" type="radio"/> Yes <input type="radio"/> No
Spending Allowance	<input type="text" value="94.68"/> (\$94.68)

Update Allowance

Bill Spend Usage and Shipping To

P Card / Credit Card:	<input type="text" value="Paul Timony (2099)"/> <input type="button" value="Find"/>
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VIEW YOUR PROGRAM DOCS

INCLUDING A PRINTABLE VERSION OF THE PROGRAM GUIDE AND OVERVIEW



- Preferences
- Alternative Billing
- Safety Catalogs
- Employee Purchase Mail
- HOME / CART
- Home
- View Cart
- ACCOUNT MANAGEMENT
- My Orders
- Change Password
- Sign Out
- OTHER INFO
- Logo Options
- Program Documents
- Size Chart (PDF)
- Tour of our Facility
- Return Authorization
- Privacy Policy





DELIVERING YOUR TOTAL IMAGE

Welcome to Suddenlink Online Ordering brought to you by Arrow Uniform

Below is an introduction to using the Arrow Uniform website for purchasing Apparel & Safety Gear items online. In addition to the website, custom catalogs and order forms can also be made available by contacting the Arrow Uniform account management team.

WEBSITE ADDRESS: WWW.SUDDENLINK.ARROWUNIFORM.COM

DONT HAVE AN ACCOUNT? NEW USER SET UP
If you need assistance in setting up your account please contact the Arrow account management team shown below.

HOW TO LOGIN - RETURNING USERS
Once your account has been created you may visit the site by clicking on the link provided above and simply log in with your username and password. Please note that all log in and passwords are case sensitive.

PASSWORDS
If you have forgotten your password, simply click the "Forgot your log in information" link to request that the information be sent to your email address. You will then receive your password via email. If you are logged in to your account, you may change your password in the "My Account" area by selecting "Change Password".

PLACING AN ORDER
To place an order, you may use the "Products" area to find the item by category, then by position or garment style. When you find the item you are interested in viewing select the item, color, size, quantity and click ADD TO CART. At this point you will be directed to the shopping cart to check out or you may click CONTINUE SHOPPING to select additional items. You can also place an order through the Suddenlink dedicated internal support manager shown below via e-mail or phone.

COMPLETE YOUR ORDER
From the SHOPPING CART select CHECKOUT to proceed to completing your order. Returning users preset ship to information will appear in the shipping area of the checkout.

ACCOUNT MANAGEMENT
This feature gives you the ability to view all order history, track orders by order date, view shipments and change your password.

CANCELLATIONS/RETURNS/EXCHANGES
Logo'd products cannot be returned except for delivery error or defective merchandise only. Cancellations prior to order fulfillment can be made by contacting your Arrow Uniform Representative. This information is located in the Contact Us section located in the bottom right corner of your screen. Exchanges for items which are not logo'd can be done by using the return/exchange process included with your order.

CONTACT US

Brian Dorris National Account Manager brian.dorris@arrowuniform.com Cell Phone: (419) 205-7219	Natalie Desana Internal Support Manager customer.service@arrowuniform.com Hotline: (313) 299-5119
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DELIVERING YOUR TOTAL IMAGE

Apparel & Safety Gear Program Overview

Order Placement

Locations can place orders online through your new Arrow-Suddenlink dedicated website. In an effort to streamline the process, you can access your website from the link below. If you need your username and password, please contact your dedicated account manager, Brian Dorris.

www.suddenlink.arrowuniform.com

In addition to the website, custom catalogs and fax order forms can also be made available. Please contact your account management to work with you on additional supporting documents.

Your Username and Password

The following information will be utilized for your initial login to the website.

Username - Your Username will be your e-mail address. For example, if your name is Brian Dorris, your username is brian.dorris@suddenlink.com

Password - Once you login to the website you'll have the ability to change your password. All passwords are pre-loaded into our system and randomly assigned. You will be given your password when you login to the website. **Please change the password upon your initial login.**

Shipping and Receiving

Orders will be shipped via UPS. If you are ordering by employee, the employee name will be on the top of the box. All shipping information will be hard coded based on your locations requirements.


Hard code all billing based on Suddenlink corporate standards and your location requirements.

Useful Links

Account Manager brian.dorris@arrowuniform.com (419) 205-7219	Natalie Desana Internal Support Manager customer.service@arrowuniform.com Hotline: (313) 299-5119
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SPEND ALLOWANCE PROGRAMS!

The screenshot displays the Arrow Uniform website interface. At the top right, it shows the user's name as "Generic Testuser" and an "Annual Balance: \$250.00". A yellow arrow points from this information to a central yellow-bordered box that repeats the name and balance. Below this, a black-bordered box contains the text "Automatically Prompts Credit Card if an employee goes over his/her allowance". At the bottom right, logos for VISA, MasterCard, and DISCOVER NOVUS are visible. The left sidebar contains navigation links for Logos, Welders - Accessories, Welders - Outerwear, Welders - Pants, and Welders - Shirts. The main content area shows a grid of product images with labels like "Welders - Accessories" and "Welders - Outerwear".

Your Logo  Name: Generic Testuser
Annual Balance: \$250.00

Logos
Welders - Accessories
Welders - Outerwear
Welders - Pants
Welders - Shirts

HOME / CART
Home
View Cart

ACCOUNT MANAGEMENT
Direct Purchase Overview
My Orders
Change Password
Sign Out

OTHER INFO
How To Order

Arrow Uniform website.

Name: Generic Testuser
Annual Balance: \$250.00

Automatically Prompts Credit Card if an employee goes over his/her allowance

VISA MasterCard DISCOVER NOVUS

Welders - Accessories
Welders - Outerwear

ALLOWANCE TRACKING

Upon checking out, your spend allowance will be adjusted.

- ✓ Remaining balance shows up on the order confirmation
- ✓ Remaining balanced recalculated and displayed upon login
- ✓ Remaining balanced can be viewed by the admin once updated.



SUPER-USER DESIGNATED APPROVAL PROCESS

As a superuser, you'll have the responsibility to approve an order from a designated list of users prior to the order being sent to Arrow Uniform for processing.

You'll receive an email letting you know that you have orders pending approval. You'll need to go to the main landing page and login in using your superuser login and password. Once you login, you'll have the ability to:

- ✓ Approve Order (Click on Review / Then approve)
- ✓ Reject Orders
- ✓ Modify Orders
- ✓ Move to a "Pending" stage

SUPER-USER DESIGNATED APPROVAL PROCESS

Pending Orders

Placed On to

Pending Rejected

Search All

Search Clear

Showing 1 - 2 of 2 results

You can approve, modify, reject or move line items to a pending status!

You can then later approve the item, this is perfect for grace periods!

Results per page: 50



Click on Review to get to Approve

	PO NUMBER	PLACED ON	PLACED BY	STATUS	
20130319-620847	123456	3/19/2013 6:56:52 PM	Lamb, Gary (wspstest)	Pending	Review Reject
M354 Harriton Men's Micro-Piqué Polo	1	CTDM354-BLACK-S	\$14.50	\$14.50	<input checked="" type="checkbox"/>
10486 Central Transport Left Chest Embroidery	1	7-10486-1	\$0.00	\$0.00	

Approve Modify

Approve or Edit, orders will be placed on hold until released

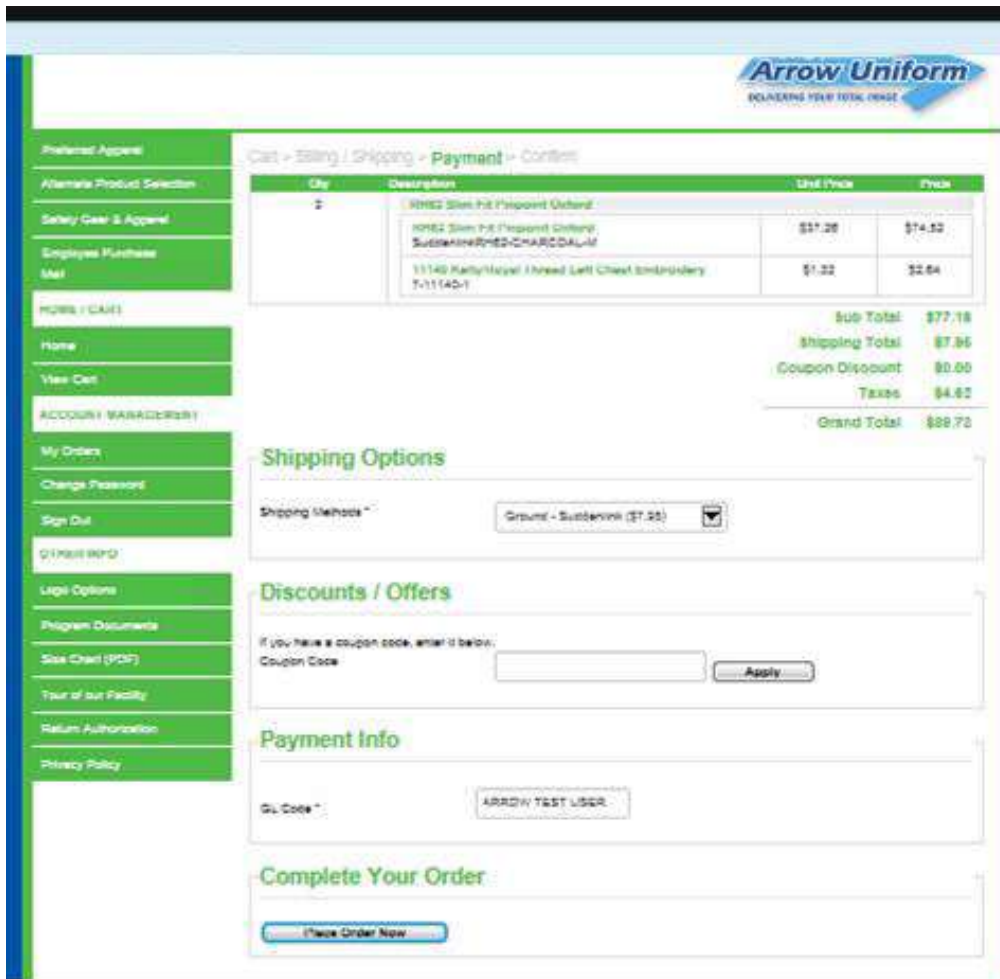
20130314-670313

ding

[Review](#) | [Reject](#)

Showing 1 - 2 of 2 results

SUPER-USER DESIGNATED APPROVE AN ORDER



Arrow Uniform
DELIVERING YOUR TOTAL IMAGE

Cart > Billing / Shipping > Payment > Confirm

Qty	Description	Unit Price	Price
1	RMS2 Slim Fit (Prepound) Uniform		
	RMS2 Slim Fit (Prepound) Clothing SustainerRMS2-CHARCDAUM	\$17.28	\$14.52
	13140 Kelly/Mazel Thread Left Chest Embroidery T-11142-1	\$1.32	\$2.64

Sub Total: \$77.18
Shipping Total: \$7.95
Coupon Discount: \$0.00
Taxes: \$4.62
Grand Total: \$89.75

Shipping Options

Shipping Method:

Discounts / Offers

If you have a coupon code, enter it below:
Coupon Code:

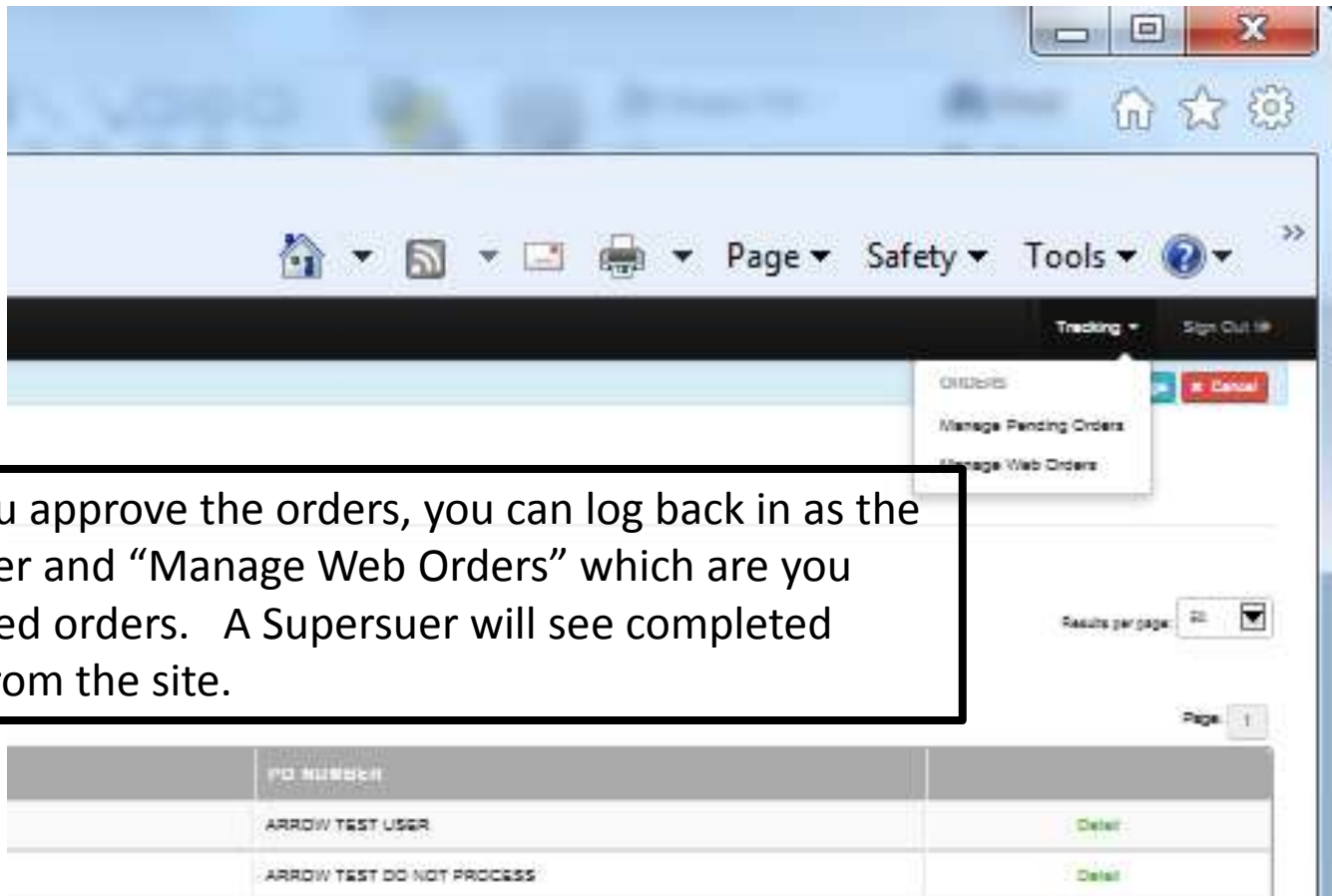
Payment Info

GL Code:

Complete Your Order

Once you click Approve, you'll see "Logged in as..."
Scroll to the bottom and click place order now to complete the process. You can also cancel this order on this screen.

SUPER-USER DESIGNATED CONGRATULATIONS!



The screenshot shows a web application interface. At the top, there is a navigation bar with icons for home, RSS, email, printer, and a dropdown menu containing 'Page', 'Safety', 'Tools', and a help icon. Below this is a dark bar with 'Tracking' and 'Sign Out' options. A dropdown menu is open, showing 'ORDERS', 'Manage Pending Orders', and 'Manage Web Orders'. A 'Cancel' button is visible next to the dropdown. Below the navigation, there is a 'Results per page' dropdown set to '20' and a 'Page' indicator set to '1'. At the bottom, a table displays order information:

PO NUMBER	
ARROW TEST USER	Detail
ARROW TEST DO NOT PROCESS	Detail

Once you approve the orders, you can log back in as the Superuser and “Manage Web Orders” which are you completed orders. A Supersuer will see completed orders from the site.

CUSTOMER SERVICE

FOR QUESTIONS OR CONCERNS

PLEASE CALL 1-888-33 ARROW

CUSTOMER.SERVICE@ARROWUNIFORM.COM

