

the UNIFORM PROGRAM

User Guide

- Logging In
- Home Page Layout
- Checking Out
- Shipment Tracking and Order History
- Return Authorization
- Program Documentation
- Customer Service



the UNIFORM PROGRAM

WELCOME TO THE HANKOOK TIRE UNIFORM PROGRAM!

Welcome to the Hankook Tire Uniform Program, brought to you by Arrow Uniform. Please click on the appropriate link to access your site. If you need assistance with your username or password, please contact your account manager.

EMPLOYEE PURCHASE SITE
Click below to enter the employee purchase site, requiring you to create your own account and use a credit card at checkout.

[ENTER SITE](#)

MANAGER UNIFORM SITE
Click below to enter the manager uniform purchase site. You must be provided with a username and password to log into the site.

[ENTER SITE](#)

FOR ASSISTANCE:

ACCOUNT MANAGERS
Brian Dorris
Brian_Dorris@unifirst.com

DEDICATED CUSTOMER SERVICE
888.33.ARROW (888.332.7769)
Arrow-CustService@unifirst.com

[CONTACT CUSTOMER SERVICE TODAY!](#)

HOURS
Monday - Friday
8:00am - 5:00pm EST


PRINT-READY FLIERS
[EMPLOYEE PURCHASE FLYER](#)

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Getting Started

Please visit www.arrowuniform.com/hankooktire

the UNIFORM PROGRAM



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EMPLOYEE PURCHASE SITE

Click below to enter the employee purchase site, requiring you to create your own account and use a credit card at checkout.

ENTER SITE

This site will bring you to the employee purchase site. A personal credit card will be used for checkout.

MANAGER UNIFORM SITE

Click below to enter the manager uniform purchase site. You must be provided with a username and password to log into the site.

ENTER SITE

This site will be for new hire orders. A username/password will be provided.

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PRINT-READY FLIERS

EMPLOYEE PURCHASE FLYER

Arrow Uniform
A Division of UniFirst

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Getting Started - Username & Password

▶ To log into the employee site, you must first create an account.

Customer Service | Arrow-custservice@unifirst.com | 888-33-ARROW (27769) (M-F) 8:00am to 5:00pm

[CONTACT CUSTOMER SERVICE TODAY!](#)

▶ Once created, you will receive a 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.

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 will go to:
Arrow-CustService@unifirst.com

Getting Started - Username & Password



► You are now able to log in!

► In the instance of a forgotten username or password, there are multiple ways for you to retrieve it.

This link will send information directly to your email.

You can also contact customer service for assistance.



User Home Page



The navigation menu on the left will allow you to easily navigate through our categories and related documents

Hankook
driving emotion

Name: TEST USER TEST USER
Department: Hankook Tire Employee

Arrow Uniform
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in | | | | | |

Uniform Program

HOME / CART

Home

View Cart

ACCOUNT MANAGEMENT

My Orders

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Welcome to the Hankook Tire Employee Online Store!

Arrow Uniform is pleased to partner with Hankook Tire Employees and offer the garments pictured on this website.

To access your products, click on the categories to the left or below.



Uniform Program

Customer Service | Arrow-custservice@unifirst.com | 888-33-ARROW (27769) (M-F) 8:00am to 5:00pm

CONTACT CUSTOMER SERVICE TODAY!

The categories can be accessed by clicking on an image



Placing an Order

Selecting a garment



Name: TEST USER TEST USER
Department: Hankook Tire Employee

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Outerwear

T-Shirts

By clicking into categories you will be able to see available products.

T-Shirts

ST320 Sport-Tek® PosiCharge® Tough Tee®

STYLE: ST320HankookTire

- 4.7-ounce 100% polyester jersey with PosiCharge technology
- Removable tag for comfort and relabeling
- Set-in sleeves

| details...

Starting at \$10.63

ST350LS Sport-Tek® Long Sleeve PosiCharge® Competitor™ Tee

STYLE: ST350LSHankookTire

- 3.8-ounce 100% polyester with PosiCharge technology
- Removable tag for comfort and relabeling
- Set-in sleeves

| details...

Starting at \$10.63

PC55 5XL and 6XL Short Sleeve 50/50 Blend T-Shirt

STYLE: PC55HankookTire

- 5.5-ounce 50/50 cotton/poly
- Made with up to 5% recycled polyester from plastic bottles

| details...

Starting at \$10.57

PC55LS 5XL and 6XL Long Sleeve 50/50 Blend T-Shirt

STYLE: PC55LSHankookTire

- 5.5-ounce 50/50 cotton/poly
- Made with up to 5% recycled polyester from plastic bottles

| details...

Starting at \$10.09

Customer Service | Arrow-custservice@unifirst.com | 888-33-ARROW (27769)

CONTACT CUSTOMER SERVICE TODAY!



Placing an Order

Selecting a garment

ST320 Sport-Tek® PosiCharge® Tough Tee® Starting at \$10.63

Style: ST320HankookTire

- 4.7-ounce 100% polyester jersey with PosiCharge technology
- Removable tag for comfort and relabeling
- Set-in sleeves

\$10.63

Select A Color

BLACK

Size

S

* Please Select a Required Embroidery Design

HANKOOK DRIVING EMOTION LC WH

101

Hankook
driving emotion

View Larger

View Larger

Qty 1 **Add To Cart**

Select a color and a size from the drop down menu.

Once selected, you will be able to see and select garment embroidery.

Select a quantity, then hit "Add to Cart"

Placing an Order

Confirming your Cart

Name: TEST USER TEST USER
Department: Hankook Tire Employee

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Cart > Billing / Shipping > Payment > Confirm

Qty	Description	Unit Price	Price	Remove
3	ST320 Sport-Tek® PosiCharge® Tough Tee®			
	ST320 (BLACK) (S) SKU:HankookTireST320-BLACK-S	\$10.63	\$31.89	
	HANKOOK DRIVING EMOTION LC WH (7-17054-101) (PERSONALIZATION) (N/A) SKU:7-17054-101-Hankook	\$0.00	\$0.00	

Update Cart Continue Shopping Subtotal: \$31.89

Ready to Checkout?

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

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

Customer Service | Arrow-custservice@unifirst.com | 888-33-ARROW (27769) (M-F) 8:00am to 5:00pm

CONTACT CUSTOMER SERVICE TODAY!

Placing an Order

Complete 'Bill To' and 'Ship To' Information.

Your address book will store your address, and will prepopulate for future use.

The "ATTN TO" Field will show up on the top of your package and will be required upon each order.

Shipping Info

Arrow Uniform does not ship to a PO BOX.
Please enter a valid shipping address in the fields below.

Your Address Book

Select previously stored address from drop down

Address Nickname

If you do not enter a name, the system will save to your address book as the street address entered below.
Only fields formatted in BOLD will show up on the shipping label

Company Name *

Address *
(Street Address, Suite, Apt)

Address 2

Attention *
(Enter Employee Name or Department)

☒ United States ☐ Outside US

City *

State *

Zip Code *

Country *

Notifications

The following notifications will be sent to the email you designate on the order

Order Notification

Please enter a required valid email address for the individual for whom should receive email notifications including backorders and shipment tracking

Email *

Please enter the best phone number to use if we have questions regarding this order.

Phone *

Format: (111-111-1111)

Please enter an optional fax number to attach to the order

Fax

Format: (111-111-1111)

Save and Proceed

Order Confirmation Email

- Order confirmations
- Back order notifications
- Shipping with tracking confirmation, you can track your UPS package
- Damage garment notifications

Informs the user that their order has shipped and provides tracking number.

Sent to the user informing them that an item they ordered is on backorder, and the time frame it should be back in stock. When garments are backordered, one of Arrow's customer care team member's will contact the purchasers to inform them the item is on backorder and will help find a substitute, if requested.

Informs the super user they have order to approve/deny for their employees.

Click here and go to your Pending Orders. Feel free to contact customer service if you have any questions.' At the bottom, there is a yellow button that says 'View Pending Orders' and a line of text: 'We are reviewing the order information and updating addresses that have changed.'"/>

Arise Uniforms

BACKORDERED ITEM NOTIFICATION

Thank you again for studying Arise Uniforms for your district needs. Your backordered garments ship date will be your selection to the manufacturer. The new expected ship date is listed below. If you would like to cancel or substitute product, please contact your customer service department.

Email Address: _____

Office: _____

Store Number: _____

Store Name: _____

Color: _____

Quantity: _____

Expected Ship Date: _____

Please contact your administrator, district manager or Arise Uniform customer service team if you have any questions.

Customer Service
 Email: CustomerService@ariseuniforms.com
 1-800-455-4555
 11000 Highway 101
 Suite 100
 San Diego, CA 92108

We are keeping the email contact your district administrator for your reference.

[SEND MESSAGE](#)

Placing an Order

Finish Checking Out

To check out, you will be prompted to enter your credit card information.

PO Examples

Employee Uniform
Marketing
Customer Goodwill



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

Qty	Description	Unit Price	Price
3	ST320 Sport-Tek® PosiCharge® Tough Tee®		
	ST320	\$10.63	\$31.89
	HankookTireST320-BLACK-S		
	HANKOOK DRIVING EMOTION LC WH (7-17054-101)	\$0.00	\$0.00
	7-17054-101-Hankook		

Sub Total

\$31.89

Shipping & Handling Total

\$0.00

Taxes

\$0.00

Grand Total

\$31.89

Shipping Options

Payment Info

☒ Credit Card

Choose a Card

New credit / debit card...

☐ Save this card to my profile so I don't have to type it again

Credit Card Nickname: *

Name on Credit Card *

Credit Card Type *

[Select One]

Credit Card Number *

Expiration Date *

1 / 2018

P.O. Number

Order Confirmation

- ✓ Order confirmation will go to the email specified on Billing/Shipping Information page



Hankook
driving emotion

Order Confirmation

Thank you for doing business with Arrow Uniform!
Thanks for your order, store #8507J

Order Information
Your order number is 218145. The order was placed on 3/16/2012 1:34:44 PM EST

Billing Information	Shipping Information
Store #8507 Front End Leader Grant Eagle #8507 Vendor250 247009 650 North State St Westerville, OH 43082 USA 614-885-0487 FrontEndLeader8507@arrowuniform.com	Grant Eagle #8507 Relay to Columbus Branch 785-516 JDE #233599 Westerville, OH 43082 USA 800-966-0224

Order Summary

Shipping Method: No Charge
Payment Method: Bill Me
Purchase Order: Front End Team Leader

Comments:

Description	Unit Price	Price
2 302-MVQZAPLY Class 2 Mesh Safety Vest 4 Pocket GrantEagle302-MVQZAPLY-L	\$6.35	\$12.70
2 302-MVQZAPLY Class 2 Mesh Safety Vest 4 Pocket GrantEagle302-MVQZAPLY-XL	\$6.35	\$12.70
2 302-MVQZAPLY Class 2 Mesh Safety Vest 4 Pocket GrantEagle302-MVQZAPLY-M	\$6.35	\$12.70
	Subtotal	\$38.10
	Tax	\$2.57
	Grand Total	\$40.67

Username: 08507

You are receiving this email because you placed an order with us



Privacy Policy

You will be able to download the form directly from the website.

[illegible]

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: Arrow-CustService@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.

FOR ADDITIONAL ASSISTANCE

ACCOUNT MANAGERS

Brian Dorris

Brian_Dorris@unifirst.com

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888.33.ARROW (888.332.7769)

Arrow-CustService@unifirst.com

M – F (8am to 5pm EST)

