

the UNIFORM PROGRAM

User Guide

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



THANK YOU FOR CHOOSING ARROW UNIFORM
 We are pleased to announce the Hankook Tire Uniform Purchase Program. You will see a variety of garments that have been selected for your program. Enjoy shopping as you browse through selections from many of the top garment manufacturers.

HOW IT WORKS
 You'll need to reach the landing page <http://arrow-uniform.com/hankook>. When you reach the landing page, click on the link for your desired program: Employee Purchase Site, your Hankook Tire sales rep, or the online login page for the site.

GETTING STARTED - USERNAME & PASSWORD
 When you arrive at the website login page, simply click on the "Create Account" button to create your login or you can also login with your previously created username and password. Please be sure to read the account creation instructions. As an association, you may purchase uniforms using your Hankook, Dealer or Retailer ID.

PLACING YOUR ORDER
 Simply enter as you normally would, adding items to your cart. You must select the size, the site and the affiliated dealer. There will be a dropdown menu to select your shipping method. When you are finished shopping, select "View Cart" from the menu on the left hand side of the screen and continue the checkout process.

SHIPPING AND RECEIVING
 It is preferred that you ship your order directly to your home. You will be able to enter your address during checkout. The address will automatically be rechecked and a label will be generated for you. You will be notified by email and text when your order is shipped.

ACCOUNT MANAGEMENT
 You have the ability to view all order history, track orders by order date, view shipments and change your password. In the event of any change to your account information, simply use the "Forgot my password" feature on our Arrow Customer Service.

CANCELLATIONS & RETURNS & EXCHANGES
 Hankook Uniforms products with your company logo are not returned except for delivery error or defective merchandise. Items without your company logo are returned for a full refund. Please refer to the "Return Policy" link in the right hand corner of your webpage.



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-CusService@unifirst.com

CONTACT CUSTOMER SERVICE TODAY!

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

PRINT-READY FLIERS

EMPLOYEE PURCHASE FLYER



Getting Started

Please visit www.arrowuniform.com/hankooktire



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 ← 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.

FOR ASSISTANCE:

ACCOUNT MANAGERS
Brian Dorris
Brian_Dorris@unifirst.com

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

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PRINT-READY FLIERS
EMPLOYEE PURCHASE FLYER ▶



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Getting Started - Username & Password

Hankook
driving emotion

Arrow Uniform
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Return Customers

Username
Password

Log In

Forgot Username or Password?

Welcome to Hankook Tire Employee Online Apparel Store!

Arrow Uniform is proud to partner with Hankook Tire for all your Uniform needs. Once you login you'll see a wide selection of products from some of the most reputable and recognized brands in the industry.

Don't have an account?
Use the button below to register and create a new account.

Create an Account

▶ 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!

LOGIN

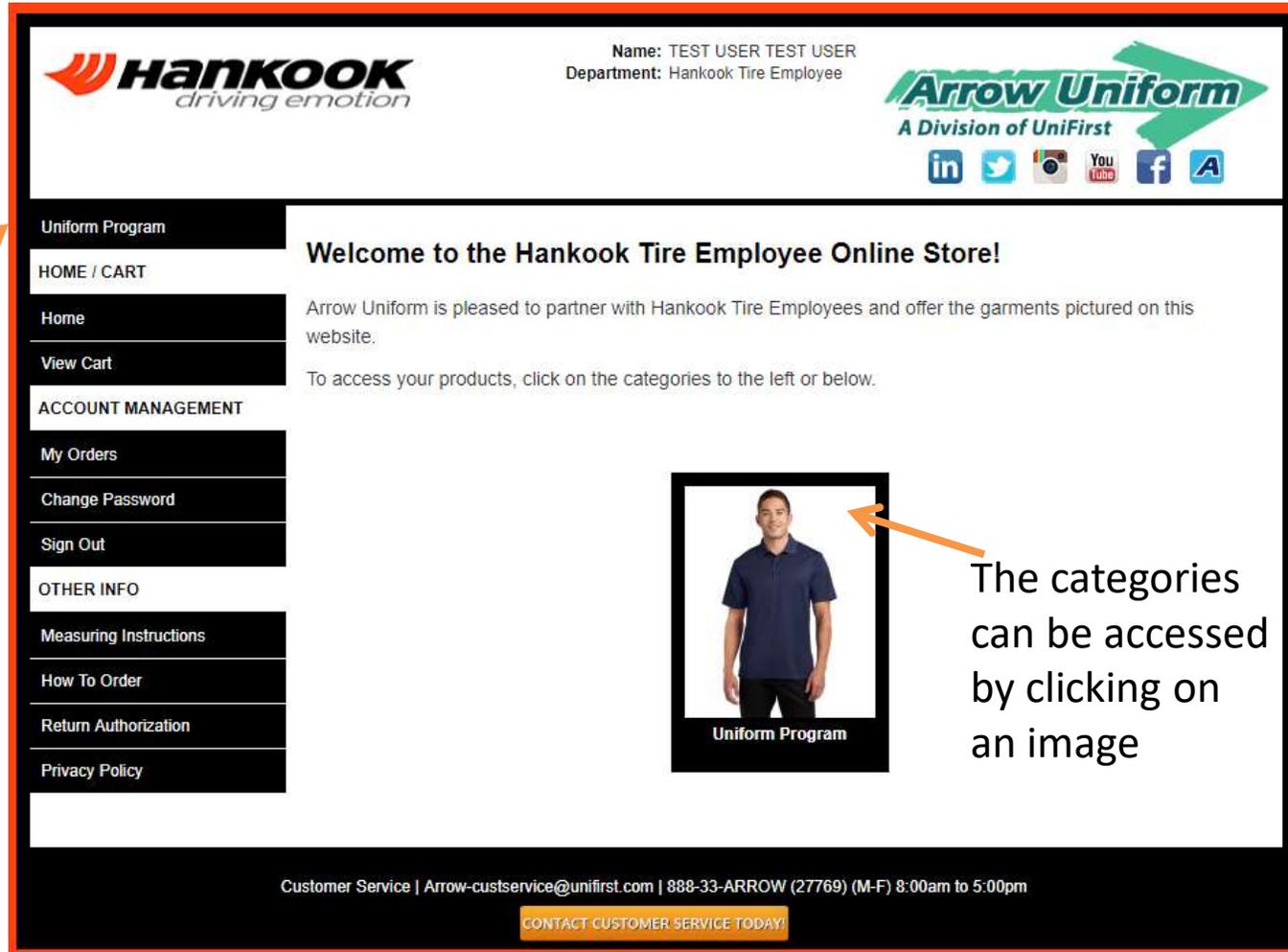
▶ In the instance of a forgotten username or password, there are multiple ways for you to retrieve it.

This link will send information directly to your email.

You can also contact customer service for assistance.



User Home Page



The screenshot shows the user home page for the Hankook Tire Employee Online Store. At the top left is the Hankook logo with the tagline "driving emotion". To the right, it displays the user's name "TEST USER TEST USER" and department "Hankook Tire Employee". Further right is the Arrow Uniform logo and a row of social media icons for LinkedIn, Twitter, Instagram, YouTube, Facebook, and a custom 'A' icon. A navigation menu on the left side is highlighted with an orange arrow. The main content area features a welcome message and a product image of a blue polo shirt, which is also highlighted with an orange arrow. At the bottom, there is a customer service contact line and a "CONTACT CUSTOMER SERVICE TODAY!" button.

Hankook
driving emotion

Name: TEST USER TEST USER
Department: Hankook Tire Employee

Arrow Uniform
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in | | | | | | |

Uniform Program

HOME / CART

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

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 see available products.

T-Shirts



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

| details...



ST350LS Sport-Tek® Long Sleeve PosiCharge® Competitor™ Tee
Starting at \$10.63

STYLE: ST350LSHankookTire

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

| details...



PC55 5XL and 6XL Short Sleeve 50/50 Blend T-Shirt
Starting at \$10.57

STYLE: PC55HankookTire

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

| details...



PC55LS 5XL and 6XL Long Sleeve 50/50 Blend T-Shirt
Starting at \$10.09

STYLE: PC55LSHankookTire

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

| details...

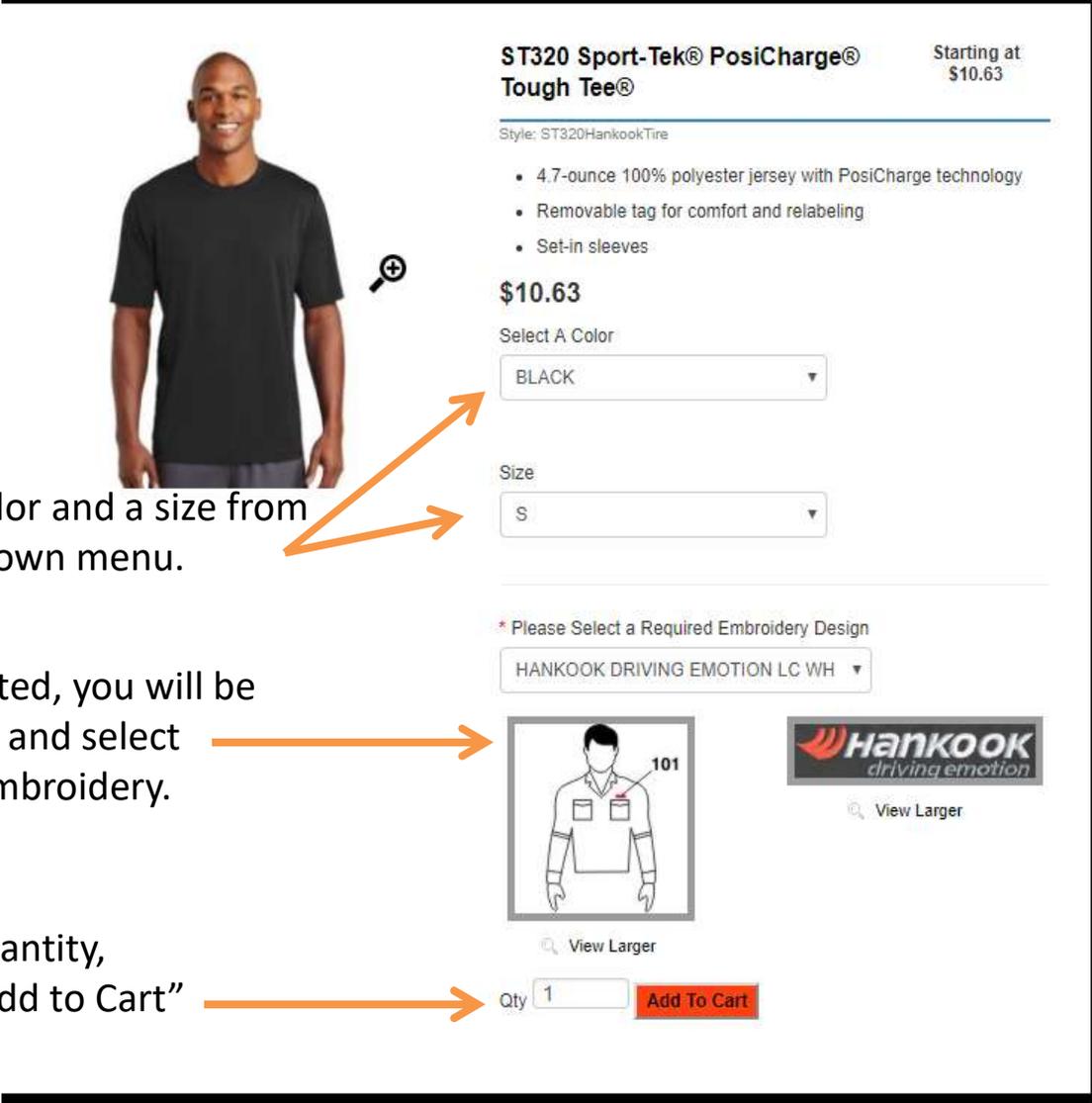
Customer Service | Arrow-custservice@unifirst.com | 888-33-ARROW (27769)

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

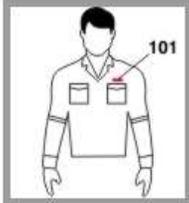
BLACK

Size

S

* Please Select a Required Embroidery Design

HANKOOK DRIVING EMOTION LC WH



101



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



Hankook
driving emotion

Name: TEST USER TEST USER
Department: Hankook Tire Employee



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Uniform Program

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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	

Subtotal: \$31.89

Update Cart
Continue Shopping

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!



75
Arrow Uniform

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

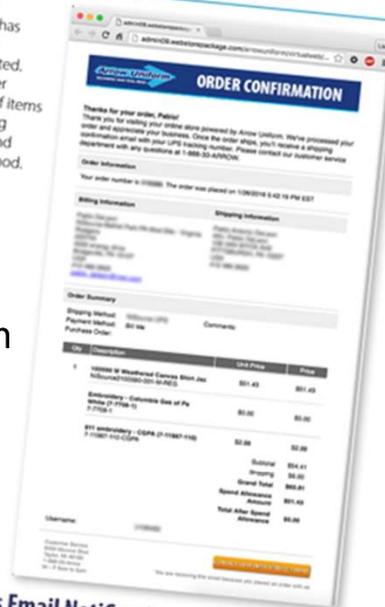
Notifications

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

Arrow Uniform's Website Communications
Arrow Uniform is able to provide a multitude of different forms of communication, to help make the users experience as simple and pleasant as possible.

Order Confirmation Email

Sent to user when order has been placed and transmitted. Provides order number, list of items order, shipping information and payment method.



Shipping Confirmation Email

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



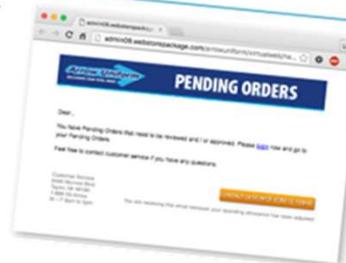
Backorder Item Email Notification & Customer Service Follow-up Communication

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.



Pending Orders Email Notification

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



Placing an Order

Finish Checking Out

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

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



PO Examples
Employee Uniform
Marketing
Customer Goodwill



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 #86507

Order Information
Your order number is 218145. The order was placed on 3/16/2013 1:34:44 PM EST

Billing Information	Shipping Information
Store #86507 Front End Leader Grant Eagle #86507 Vendor2530 247008 650 North State St Westerville, OH 43082 USA 614-865-0487 GrantEagle@FrontEndLeader86507@arrowuniform.com	Grant Eagle #86507 Relay to Columbus Branch 755-516 JDE #233659 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-MVQZ4PLY Class 2 Mesh Safety Vest 4 Pocket GrantEagle302-MVQZ4PLY-L	\$6.35	\$12.70
2 302-MVQZ4PLY Class 2 Mesh Safety Vest 4 Pocket GrantEagle302-MVQZ4PLY-XL	\$6.35	\$12.70
2 302-MVQZ4PLY Class 2 Mesh Safety Vest 4 Pocket GrantEagle302-MVQZ4PLY-M	\$6.35	\$12.70
	Subtotal	\$38.10
	Tax	\$2.57
	Grand Total	\$40.67

Username: ee6507

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



RETURN AUTHORIZATION



Name: TEST USER TEST USER
Department: Hankook Tire Employee










Return Authorization



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 are here to help. Thankfully, our return and exchange process is as simple as 1-2-3! Just simply follow the steps or your total image. Guaranteed.

Click [here](#) to download our Return Authorization form!

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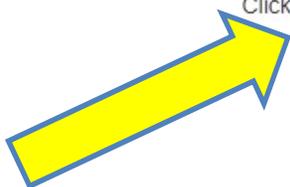
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You will be able to download the form directly from the website.

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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 from delivery and we will issue you a refund.*

FOR ADMINISTRATIVE USE ONLY
RA#: _____ Issue Date: _____ Date Received: _____
*RAA expires 30 days from the RA issue date above.

STEP 1: Complete Contact/Purchaser Information

Order #: _____ P.O. #: _____ Date: _____
Account #: _____
Customer/Company Name: _____
Submitted by: _____
Street: _____ Has garment labels attached: YES NO
City: _____ State: _____ ZIP: _____
Phone: _____ Email: _____
If applicable, please provide the credit card details used on the original order:
 Card # _____ Expire: _____
Name on Card: _____

STEP 2: List the item(s) you are returning and the reason for the return

STYLE	ITEM DESCRIPTION	COLOR	SIZE	QTY	REASON FOR RETURN	REFUND

I authorize processing of this return.
Print Name: _____
Signature: _____
Date: _____

For questions regarding your return, please call
1.888.33.ARROW
Monday - Friday 9am - 5pm EST
Arrow-CustService@unifirst.com
Fax 313.299.5091

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

INSTRUCTIONS

1. Call or complete this form in its entirety. Email completed form to Arrow-CustService@unifirst.com or fax to 313.299.5091.
2. Arrow Uniform will return this form with your RAA indicated in the administrative section.
3. Place a copy of this form in the package with the merchandise being returned, and write the RAA 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, silk-screened, etc.)
 - custom manufactured garments
 - Garments that have been worn, laundered or dry cleaned
6. With exception to defective garments or order restocking fee, all returns are subject to a 20% fulfillment error.

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

DEDICATED CUSTOMER SERVICE

888.33.ARROW (888.332.7769)

Arrow-CustService@unifirst.com

M – F (8am to 5pm EST)

