



### Uniform Allotment Re-ordering Starts April 1st!

#### 1. When can I place my order?

**Answer:** The ordering for your annual allotment of uniforms will begin on April 1, 2020. You will have until June 15th to order your full allotment of uniforms. After June 15th, you may still order additional uniforms using a personal credit card on the Employee Purchase website.

#### 2. How many sets of uniforms will I get?

**Answer:** Only staff hired prior to February 1st, 2020 will be given an allotment to reorder uniforms this year. Non-RN Clinical staff members will be given an allotment of a combination of 4 pieces. (scrub tops, jackets or pants). RN's, Rehab and Respiratory Therapists will have an option of ordering a combination of 4 standard pieces OR 2 pieces of the Cherokee Core Stretch scrubs in any combination of tops, pants or jackets. Unit Secretaries and office staff will be given an allotment of 2 shirts/sweaters.

#### 3. I would like to order the NEW Cherokee Core Stretch scrubs. How many sets will I get and where can I try them on?

**Answer:** As an RN, Respiratory or Rehabilitation department, you have the option of ordering 4 standard pieces OR 2 pieces of the Cherokee Core Stretch scrubs. The Core Stretch scrubs are available for fitting. Please email [uniforms@stanfordhealthcare.org](mailto:uniforms@stanfordhealthcare.org) to arrange time to try them on.

#### 4. How do I place my order?

**Answer:** You may place your order by visiting the landing page using the following link: [www.arrowuniform.com/stanfordhealthcare](http://www.arrowuniform.com/stanfordhealthcare) and then selecting the uniform allotment program or by going directly to the new site: <https://companystore.unifirst.com>. You will then be directed to enter your username and password. Your username and password are pre-configured. All usernames have a prefix of shc-, followed by the first letter of your first name and the first letter of your last name, then your employee ID. All passwords are initially set to the word Password1. See example below.

For Example – John Smith, Employee ID #4567

**Username:** shc-js4567

**Password:** Password1



### 5. What if I can't log in to my account or UniFirst Customer Service can't find my account?

**Answer:** First, please check to confirm you are using the correct password. If you forgot your password, you can click the "Forgot Username or Password" link on the website. If you still can't log in, please contact UniFirst Customer Service by phone at 844-667-9584 Ext 7794 or email [customer-care@unifirst.com](mailto:customer-care@unifirst.com). If they are unable to locate your account, they will report it to Stanford management and you will be contacted for a resolution.

### 6. How long will it take to receive my order?

**Answer:** Assuming inventory is in stock, most orders should ship within 11 business days. You will receive an order confirmation email when your order is booked, and you will receive a shipping confirmation email with a tracking # when your order ships. Notification of any back orders will also be sent that indicate the estimated ship date.

### 7. Can I ship the order to my home?

**Answer:** Orders placed using your Stanford provided allotment may only be shipped directly to your unit/department. The shipping address will already be filled in based on the information UniFirst has been provided. Only orders placed under the Employee Purchase billing method may be shipped to your home.

### 8. How will my order arrive?

**Answer:** Your order should arrive in a package to the attention of the name you listed in the Attention Line when placing the order. It is possible that not all of your items will arrive at once. Please check the packing slip in your box to confirm the contents you received.

### 9. What if I want to try on another size or a new item before placing my order?

**Answer:** Email [uniforms@stanfordhealthcare.org](mailto:uniforms@stanfordhealthcare.org) to schedule an appointment for a fitting.

### 10. How do I return an item I ordered?

**Answer:** Items are eligible for return/exchange within 60 days of receiving order. Return Forms will be provided and packaged with each order. If you need further assistance regarding returns and exchanges, please contact UniFirst Customer Service at 844-667-9584 Ext 7794 or email [customer-care@unifirst.com](mailto:customer-care@unifirst.com).



**11. What should I do if there is an error with my order?**

**Answer:** Please call Unifirst Customer Service at 844-667-9584 Ext 7794 or email [customercare@unifirst.com](mailto:customercare@unifirst.com). Please have your order # ready, and the Customer Service Advocate will assist you with correcting the error.

**12. Am I someone who is part of this program?**

**Answer:** If you are unsure whether you are part of this program or not, check with your manager or email [uniforms@stanfordhealthcare.org](mailto:uniforms@stanfordhealthcare.org).

**13. I am trying to order the WW Flex line of scrubs from last year and do not see them under my category?**

**Answer:** That line of scrubs is being discontinued from the Cherokee line. They have been replaced with the WW Originals. Due to this change there have been many other styles added to your choices. Please note that the fit is slightly different. Please email [uniforms@stanfordhealthcare.org](mailto:uniforms@stanfordhealthcare.org) to set up a time to arrange a fitting if you so desire.

**14. I am trying to order the Landau line of scrubs from last year and do not see them under my category?**

**Answer:** Landau options have been replaced with the WW Originals. Due to this change there has been many other styles added to your choices. Please note that the fit is slightly different. Please email [uniforms@stanfordhealthcare.org](mailto:uniforms@stanfordhealthcare.org) to set up a time to arrange a fitting if you so desire.

**15. I want to order more scrubs than I am allowed. How can I do that?**

**Answer:** After the allotment period is complete (June 15, 2020) you can process additional orders through the employee purchase website. A credit card will be required and shipped to your address. Personal orders will not be accepted at the hospital location.

**16. I was hired after February 1, 2017 but would like to purchase additional uniforms. How can I do that?**

**Answer:** If you wish to purchase before the allotment period is completed (June 14, 2020), please contact [uniforms@stanfordhealthcare.org](mailto:uniforms@stanfordhealthcare.org) for credit card form and order sheet. After June 15, 2020 you will be able to login and order on the employee purchase website.