



## Apparel & Safety Gear Program FAQ

*Question: Where do I go to access the Apparel & Safety Gear Program?*

*Answer:* [www.suddenlink.arrowuniform.com](http://www.suddenlink.arrowuniform.com)

*Question: Who are my contacts at Arrow Uniform?*

Robin Bonham

**National Account Administrator**

[Robin.Bonham@arrowuniform.com](mailto:Robin.Bonham@arrowuniform.com)

Hotline: (313) 299-5337

Natalie Desana

**Internal Support Manager**

[Customer.service@arrowuniform.com](mailto:Customer.service@arrowuniform.com)

Hotline: (313) 299-5119

Brian Dorris

**National Account Manager**

[Brian.dorris@arrowuniform.com](mailto:Brian.dorris@arrowuniform.com)

Cell Phone: (419) 205 – 7219

*Question: Who do I contact to obtain a user name and password to access the website?*

*Answer:* Send an e-mail to [customer.service@arrowuniform.com](mailto:customer.service@arrowuniform.com) and copy your regional administrative representative:

Region	Representative	E-mail
Atlantic Region	Jane Sanson	Jane.Sanson@suddenlink.com
Atlantic Region	Terri Stepp	Terri.Stepp@suddenlink.com
CAO	Jeane Stanesic	Jeane.Stanesic@suddenlink.com
Central Region	Gwendolyn Savoy	Gwen.Savoy@Suddenlink.com
Corporate Region	Ryan McCombie	Ryan.McCombie@suddenlink.com
Corporate Region	Peggy Woodruff-Migas	Peggy.Migas@suddenlink.com
Media	Joan Pushee	Joan.Pushee@suddenlink.com
Mid South Region	Chasta Irvin	Chasta.Irvin@suddenlink.com
North Carolina Region	Lisa Stokes	Lisa.Stokes@suddenlink.com
Texoma Region	Dana Cook	Dana.Cook@suddenlink.com
West Region: BU 30401	Wendy Purnell	Wendy.Purnell@suddenlink.com
West Region: BU 30501	Brian Borthwick	Brian.Borthwick@suddenlink.com
West Region: BU 30502	Jason Gebhart	Jason.Gebhart@suddenlink.com
West Region: BU 304503	Lauren Walker	Lauren.Walker@suddenlink.com

West Region: BU 30504	Monica Kincer	Monica.Kincer@suddenlink.com
West Region: BU 30505	Jr Torres	Arturo.Torres@suddenlink.com
West Region: BU 60100	Jason Oelkers	Jason.Oelkers@suddenlink.com
West Region: BU 30508	Dan Spoelman	Dan.Spoelman@Suddenlink.com
West Region: BU 30507	Andrew Wallace	Andrew.Wallace@suddenlink.com

*Question: Who should I contact with questions about the Apparel & Safety Gear Program roll out?*

*Answer:* Please contact your National Account Manager.

*Question: What should I do with my current apparel?*

*Answer:* Please continue to wear your current apparel. Place your new orders with Arrow based on your location's image and needs.

*Question: What should I do if I have an urgent or special order now or in the future?*

*Answer:* Arrow will be working with Suddenlink to accommodate urgent and special needs. Please contact your National Account Manager when these situations arise.

*Question: What if I need to place my order by phone?*

*Answer:* Please contact your dedicated Internal Support Manager who will work with you to ensure your order is placed.

*Question: What is the difference between the three options I see when I log into the website?*

*Answer:* **Suddenlink Preferred Garments** - Core items by position which allow a consistent branded look. These garments have been identified as ordered most often by representatives from your region.  
**Other Options** - Additional options by garment category which are available if the Suddenlink Preferred Garments does not meet all your needs.  
**Corporate Mall** - Image based garments by category designed to complement your program. These are special, personal items not part of your everyday uniform program. You will need to use your credit card to purchase items in this category.

*Question: What should I do if I need or want an item not shown on the website?*

*Answer:* Check the websites on the apparel & safety gear program additional options document. If you find the item you are looking for there, contact your Internal Support Manager to add the additional items to the other options section of the website. In the event you still cannot find what you are looking for, please contact your National Account Manager who will assist in finding the exact garment or an equivalent alternative.

*Question: How do I confirm my garment sizes, colors, and embroidery options sizes?*

*Answer:* Garment Sizes are shown in your shopping cart and the end of the sku as shown below.

**234180 V-Neck Wind Shirt**

SKU:Suddenlink234180-BIRCH-S

**11141 Black Thread Left Chest Embroidery**

**PT20 Mens Dura Kap Work Pants**

SKU:SuddenlinkPT20KH-30-30

*Question: Which logos are available from the site?*

*Answer:* The available logos are the Suddenlink standard green and blue, white and black. These logos apply to preferred/other options and the corporate mall.

*Question: What if I need to add a new logo?*

*Answer:* First, make sure you have internal approval from Suddenlink prior to requesting any new logos.

New logos will be created by working with your Internal Support Manager. Please contact them to make Arrow aware you need a new logo. It is important to discuss if this is going to be a permanent option for your location or a one-time/occasional need. After you have discussed with your internal account manager you will need to send them a JPEG image of the logo along with size, color, and location specifications.

*Question: What if my shipping address is not in the drop down menu?*

Answer: All shipping addresses available on the site are locked. You will need to contact your Internal Support Manager to add your shipping address.

*Question: What if I need to update a shipping address for my login?*

Answer: Please contact your dedicated Internal Support Manager.

*Question: What about shipping address for the personal account I created?*

Answer: Personal accounts allow you to create and change your shipping address.

*Question: How long will it take for my uniform purchase to arrive?*

Answer: Fully approved and finalized orders placed prior to 3:00 P.M. eastern will go into Arrow's order processing system the next business day. From that point, most orders ship out within 2 ½ weeks. If you have not received your order within three weeks of the order processing date, or if you want an update prior to this date, please call your Internal Support Manager. If you need rush processing of an order please also contact your Internal Support Manager.

*Question: Who should I contact regarding the status of a current order in process, special deliveries needs, billing, or general inquiries related to my orders?*

Answer: Please contact your dedicated Internal Support Manager.