

Introducing the American Red Cross Apparel Store from UniFirst!

We are pleased to introduce the new apparel eStore available from UniFirst! The functionality of the site offers several benefits for American Red Cross associates, including but not limited to:

- A modern design and navigation
- Product mouse-over zoom
- One screen product and logo selection
- “Quick Look” ordering feature
- User Address management
- Streamlined and sequential checkout process
- Downloadable resources from the Company Store home page
- Easy to locate UniFirst National Accounts contact information
- Order status information
- UPS tracking links

Please review the screen by screen instructions detailed below to ensure you are familiar with the transaction flow in your new company store.

If you have any questions pertaining to any orders you submit, you are encouraged to contact UniFirst’s Customer Service team at **(877) 864-2202 ext. 1**.

Simply follow the easy steps detailed below and you’ll be fully functional on the new UniFirst eStore....happy shopping!



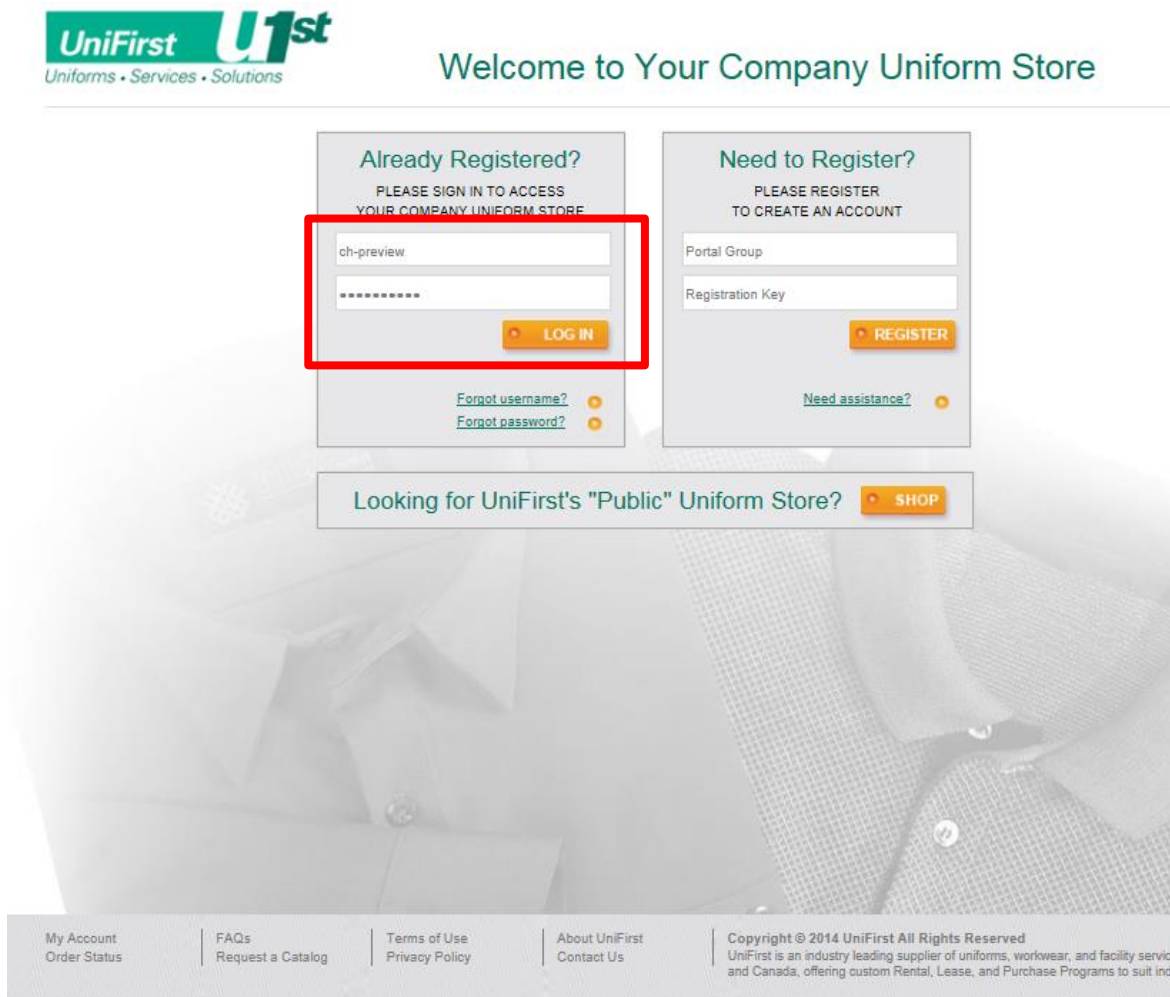


Step 1: Accessing the new site: Go to the following URL on your browser <https://companystore.unifirst.com> Please bookmark this URL for future use. When completed successfully, proceed to Step 2.

Step 2: Where prompted, enter your username and password. Your username and password are pre-configured. All usernames have a prefix of "arc", followed by your employee ID number. All passwords are initially set to the employees last name with the first letter capitalized, followed by 2015 (case sensitive). For example, if your name is John Smith and your Employee ID is 123456, the credentials would be:

Username: arc-123456
Password: Smith2015

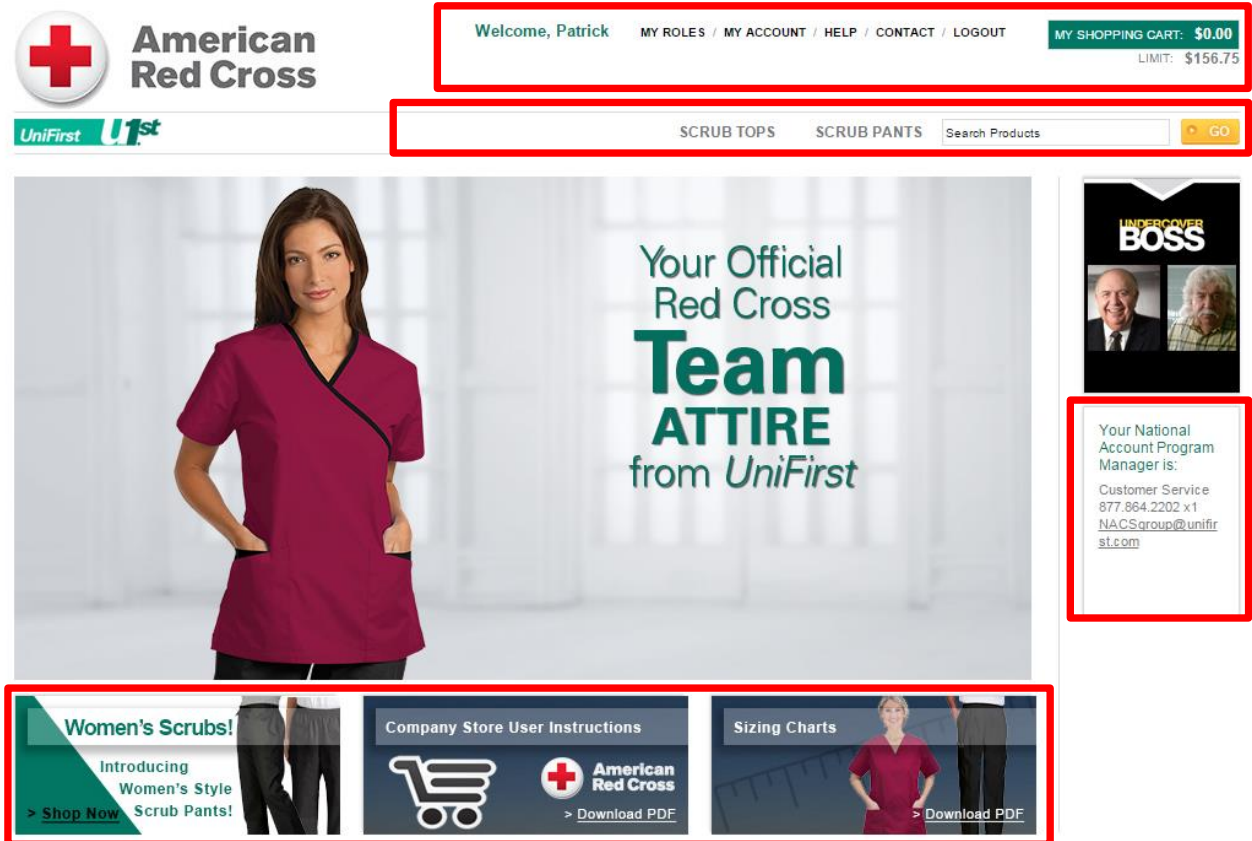
It is recommended that upon logging in the first time that you change your password and email address via [My Account](#) link on the Company Store Home page (see Step 3)



For technical support, please email UniFirst at NACSGroup@unifirst.com



Step 3 – The Company Store Home Page: Once a valid username and password is entered, you will enter the American Red Cross uniform Company Store, and view the home page. The Company Store home page has a variety of options to select from on various areas of the page, including:



Top Navigation:

- **My Roles (if applicable):** valid/visible for Managers only
 - *Manager Dashboard:* allows management personnel to register, edit, and delete/lock users
- **My Account:** allows the users to view/edit their user profile as appropriate, including managing their addresses and viewing past order history, order status, and tracking
- **Help:** provides assistance in using the Company Store as well as basic apparel program help topics
- **Contact:** listing of appropriate UniFirst contact information for your account
- **Shopping Cart:** allows the user to enter their cart by clicking from any page in the Company Store
- **Limit:** this balance shows the amount of credit available (i.e. Purchase Limit). Balances will be provided by American Red Cross corporate each year based on employment tenure for participants. Users can order more than their limit

For technical support, please email UniFirst at NACSGroup@unifirst.com

allows, however a **personal** credit card will be required to settle any overage balance.

Storefront Header:

- **Categories:** allows user to enter the storefront by selecting a category for which to shop. The categories remain on all storefront pages until checkout.
- **Search:** allows user to search for products based on description or style number

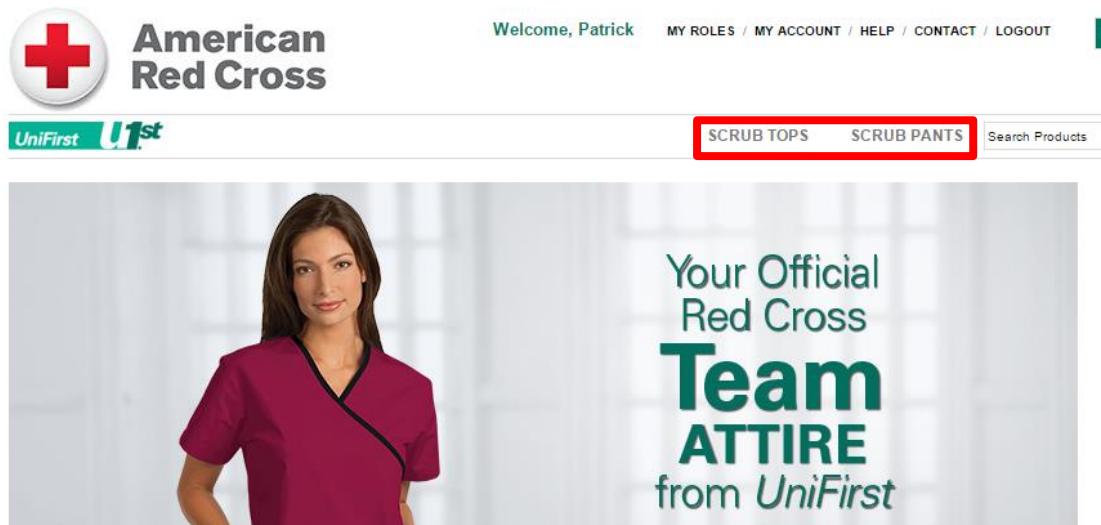
Right Navigation:

- **Account Contact:** contact information for your dedicated UniFirst Program Manager who can be contacted for assistance with any program related questions.

Banners:

- **Featured Product:** click through access to new/featured product available in the American Red Cross program.
- **User Instructions:** click through access to these User Instructions for ease of use throughout the Company Store.
- **Scrub Size Charts:** easy to access sizing information from the manufacturer of the scrub tops and pants.

To begin the shopping session, click on any of the categories.

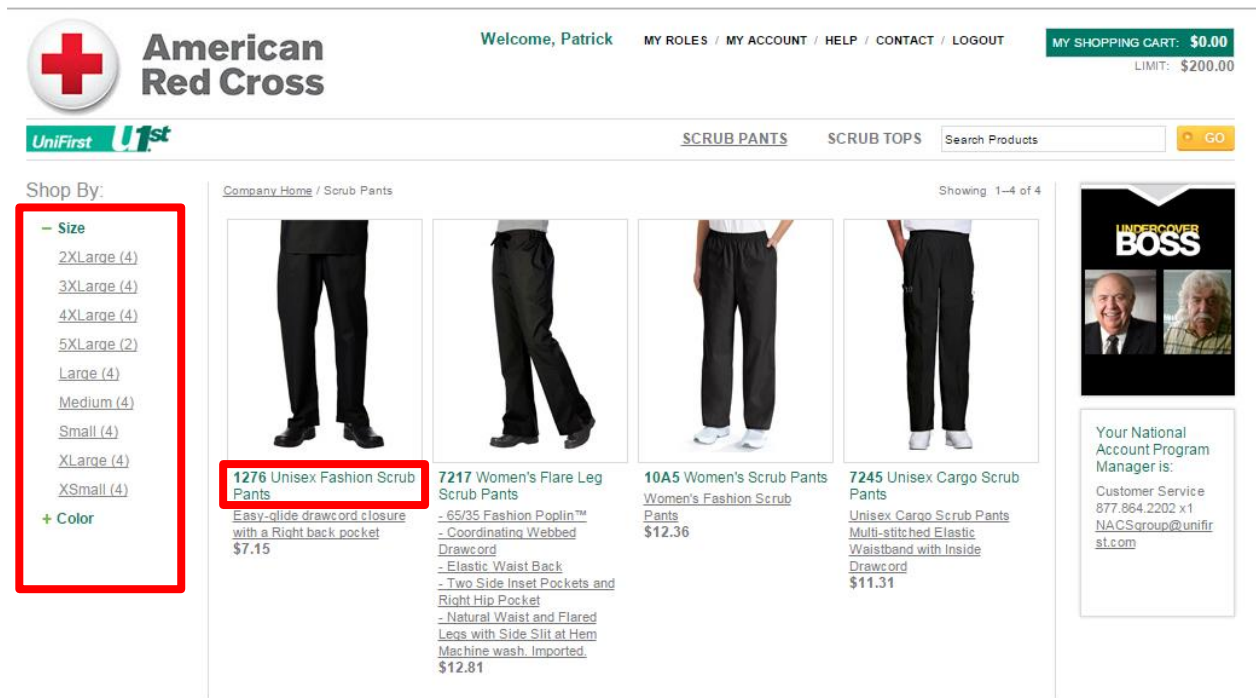


For technical support, please email UniFirst at NACSGroup@unifirst.com

Step 4: Once in the category, all products available in the category will be visible. Additionally, there are facets on the left navigation (size/color) that can be used to further screen the product (if applicable). Product can be selected to add to cart a number of ways:

- “Quick Look”: this is a feature that allows for fast product selection, it’s a condensed version of the product detail page
- Click thumbnail image to proceed to full Product Detail page
- Click product name to proceed to full Product Detail page

For this training, we will click the product name to access the full Product Detail page







The screenshot shows the UniFirst website interface for American Red Cross. The top navigation bar includes the American Red Cross logo, the user name "Welcome, Patrick", and links for "MY ROLES / MY ACCOUNT / HELP / CONTACT / LOGOUT". A shopping cart icon shows "MY SHOPPING CART: \$0.00" with a "LIMIT: \$200.00". Below the navigation is the UniFirst logo and a search bar with "SCRUB PANTS" and "SCRUB TOPS" filters. The main content area displays a grid of four scrub pant products. The first product, "1276 Unisex Fashion Scrub Pants", is highlighted with a red box. To the left of the grid is a "Shop By:" section with a "Size" filter highlighted by a red box, listing sizes from 2XLarge to XSmall. To the right of the grid is a "Showing 1-4 of 4" indicator and a promotional banner for "UNDERCOVER BOSS".

Shop By:

- Size
 - 2XLarge (4)
 - 3XLarge (4)
 - 4XLarge (4)
 - 5XLarge (2)
 - Large (4)
 - Medium (4)
 - Small (4)
 - XLarge (4)
 - XSmall (4)
- + Color

Company Home / Scrub Pants

Showing 1-4 of 4

 <p>1276 Unisex Fashion Scrub Pants Easy-glide drawcord closure with a Right back pocket \$7.15</p>	 <p>7217 Women's Flare Leg Scrub Pants - 65/35 Fashion Poplin™ - Coordinating Webbed Drawcord - Elastic Waist Back - Two Side Inset Pockets and Right Hip Pocket - Natural Waist and Flared Legs with Side Slit at Hem Machine wash. Imported. \$12.81</p>	 <p>10A5 Women's Scrub Pants Women's Fashion Scrub \$12.36</p>	 <p>7245 Unisex Cargo Scrub Pants Unisex Cargo Scrub Pants Multi-stitched Elastic Waistband with Inside Drawcord \$11.31</p>
---	---	--	---

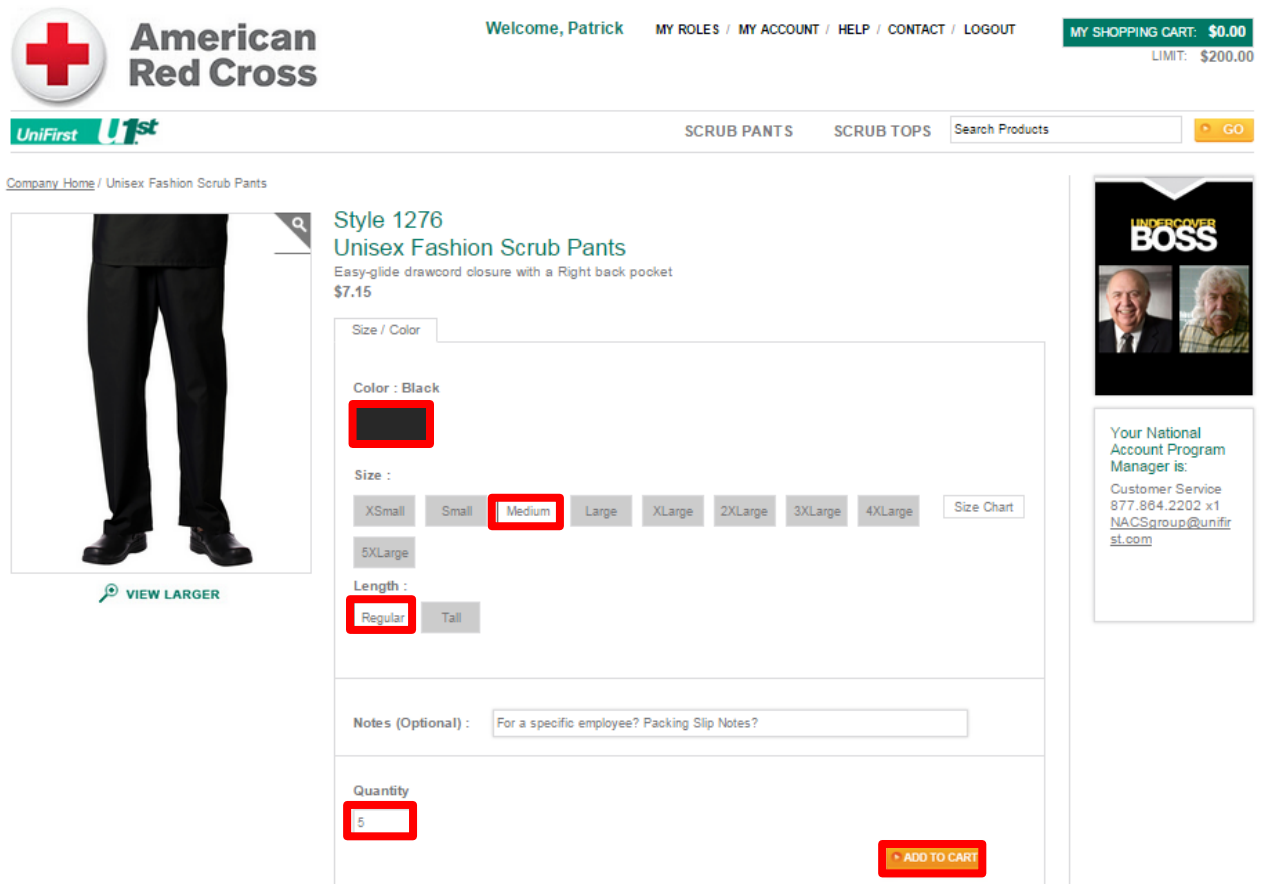
UNDERCOVER BOSS

Your National Account Program Manager is:
 Customer Service
 877.864.2202 x1
NACSGroup@unifirst.com

For technical support, please email UniFirst at NACSGroup@unifirst.com

Step 5: In the Product Detail page, a more detailed product view is offered, including a larger photo, detailed description, size options, size chart and pricing. Thumbnails of all colors and sizes offered for the item are available for selection. A full description of the item is listed at the bottom of the page as well for additional details. The quantity ordered can be entered in the text field shown.

The “Add to Cart” button will be grey/disabled if all required information associated with the product has not been completed. Once the button is orange in color, it means all required information has been completed. To place an item in your shopping cart, simply select the color, size, and quantity you would like and click “Add to Cart”.



American Red Cross Welcome, Patrick MY ROLES / MY ACCOUNT / HELP / CONTACT / LOGOUT MY SHOPPING CART: \$0.00 LIMIT: \$200.00

UniFirst **U1st** SCRUB PANTS SCRUB TOPS Search Products GO

Company Home / Unisex Fashion Scrub Pants

Style 1276
Unisex Fashion Scrub Pants
Easy-glide drawcord closure with a Right back pocket
\$7.15

Size / Color

Color : Black

Size :

XSmall Small **Medium** Large XLarge 2XLarge 3XLarge 4XLarge Size Chart

5XLarge

Length :

Regular Tall

Notes (Optional) : For a specific employee? Packing Slip Notes?

Quantity

5

ADD TO CART

UNDISCOVER BOSS

Your National Account Program Manager is:
Customer Service
877.864.2202 x1
NACSGroup@unifirst.com

Step 6: Once “Add to Cart” has been selected, you will observe a “mini-cart” visible under the “Shopping Cart” link on the top right of the screen detailing the last three (3) items that have been added to the cart (if applicable).

The mini-cart stays visible until you perform an action or hover over the mini-cart. From the mini-cart, actions that can be taken are:

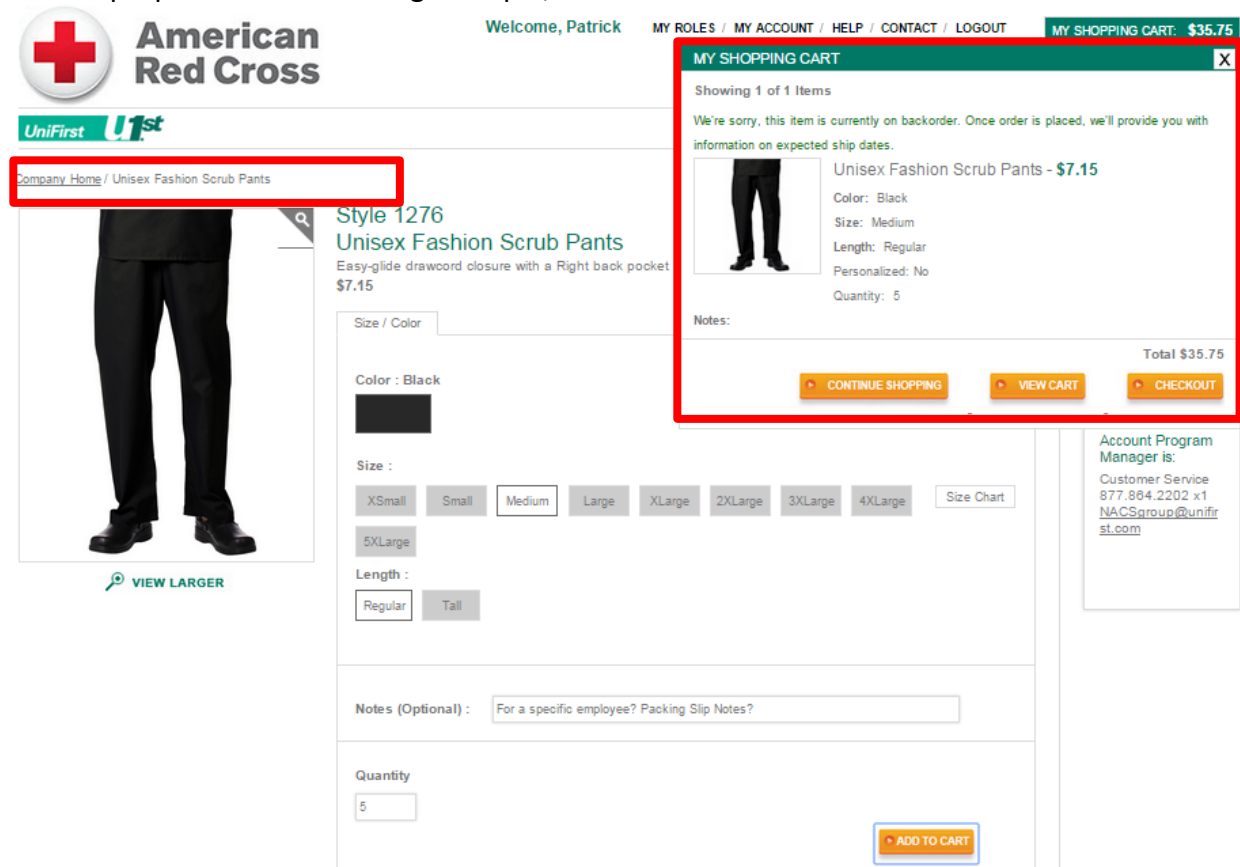
“**Continue Shopping**” - which will minimize the cart and allow you to keep shopping (simply click another category, or use the breadcrumbs above the image to navigate back to the category you were in)

“**View Cart**” - shows all items in the shopping cart on a new page

“**Checkout**” - begins the checkout process.

The mini-cart is available for viewing on any screen by hovering over the “Shopping Cart” link on the top right of the screen.

For the purposes of this training example, we will click “View Cart”.



The screenshot displays the UniFirst website interface. At the top left is the American Red Cross logo. The top navigation bar includes the text "Welcome, Patrick" and links for "MY ROLES / MY ACCOUNT / HELP / CONTACT / LOGOUT". On the top right, a green box indicates "MY SHOPPING CART: \$35.75".

The main content area shows a product page for "Style 1276 Unisex Fashion Scrub Pants". The breadcrumb trail "Company Home / Unisex Fashion Scrub Pants" is highlighted with a red box. The product image shows a pair of black pants. Below the image are options for "Color: Black" and "Size: Medium". The price is listed as "\$7.15".

A floating "MY SHOPPING CART" window is open, also outlined in red. It shows "Showing 1 of 1 Items" and a message: "We're sorry, this item is currently on backorder. Once order is placed, we'll provide you with information on expected ship dates." The item listed is "Unisex Fashion Scrub Pants - \$7.15" with a quantity of 5. The cart total is \$35.75. At the bottom of the cart window are three buttons: "CONTINUE SHOPPING", "VIEW CART", and "CHECKOUT".

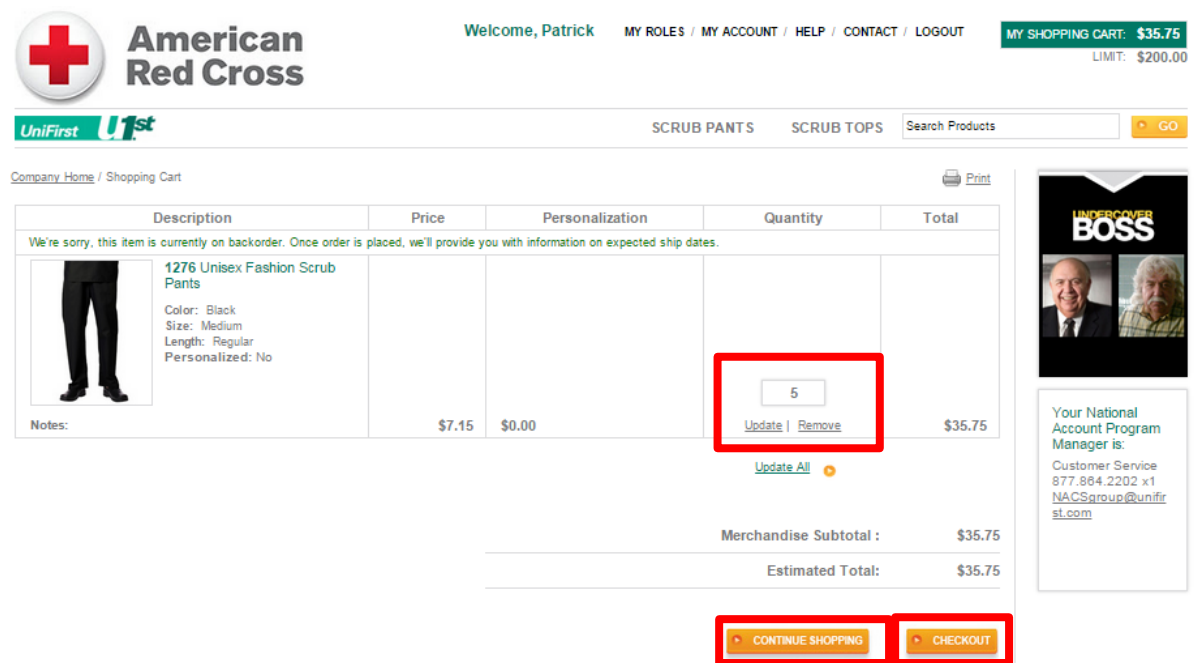
At the bottom of the product page, there is a "Notes (Optional)" field with the text "For a specific employee? Packing Slip Notes?" and a "Quantity" field set to "5". An "ADD TO CART" button is visible at the bottom right of the product page.

For technical support, please email UniFirst at NACSGroup@unifirst.com

Step 7: Clicking “View Cart” will bring you to the Shopping Cart page.

Once on the page, you can review all items that you have pending for purchase, as well as modify quantities if necessary, by entering a new quantity in the text field and clicking “Update”, and remove items by clicking “Remove”. Please note the text from the “Notes” field on the product detail screen is stored beneath the product thumbnail image for ease of reviewing.


From the Shopping Cart page, you can click on “Continue Shopping” to shop for more items, or click “Checkout” to commence the checkout process and place your order.



Welcome, Patrick MY ROLES / MY ACCOUNT / HELP / CONTACT / LOGOUT MY SHOPPING CART: **\$35.75** LIMIT: \$200.00

UniFirst **U1st** SCRUB PANTS SCRUB TOPS Search Products GO

Company Home / Shopping Cart Print

Description	Price	Personalization	Quantity	Total
We're sorry, this item is currently on backorder. Once order is placed, we'll provide you with information on expected ship dates.				
 1276 Unisex Fashion Scrub Pants Color: Black Size: Medium Length: Regular Personalized: No Notes:	\$7.15	\$0.00	<input type="text" value="5"/> Update Remove	\$35.75
Merchandise Subtotal :				\$35.75
Estimated Total:				\$35.75

Update All

CONTINUE SHOPPING CHECKOUT

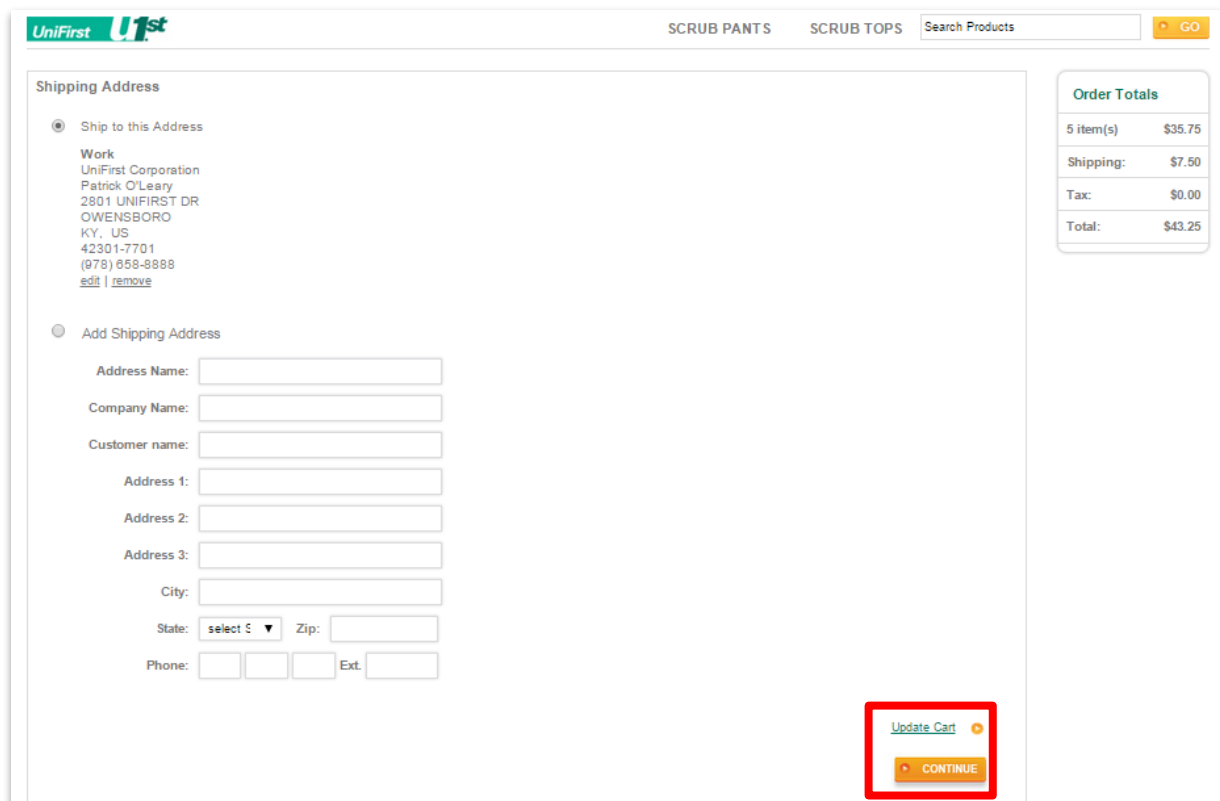
UNDERCOVER BOSS

Your National Account Program Manager is:
Customer Service
877.864.2202 x1
NACSGroup@unifirst.com

Step 8: The first part of the checkout process will prompt you to enter your shipping address. Once a shipping address is entered into the eStore, the website will store that address for ease of future ordering.

If necessary, you can also return to the Shopping Cart by clicking “Update Cart” on the right side of the page. Additionally, in the right margin of the page the Order Totals are displayed for your reference.

Once your address is entered, please click “Continue” to proceed.



The screenshot shows the UniFirst eStore checkout page. At the top, there are navigation links for "SCRUB PANTS" and "SCRUB TOPS", a search bar with "Search Products" and a "GO" button. The main content area is titled "Shipping Address" and contains two radio button options: "Ship to this Address" (selected) and "Add Shipping Address". Under "Ship to this Address", there is a list of address details: "Work", "UniFirst Corporation", "Patrick O'Leary", "2801 UNIFIRST DR", "OWENSBORO", "KY, US", "42301-7701", "(978) 658-8888", and links for "edit" and "remove". The "Add Shipping Address" section contains several input fields: "Address Name:", "Company Name:", "Customer name:", "Address 1:", "Address 2:", "Address 3:", "City:", "State:" (with a dropdown menu set to "select"), "Zip:", "Phone:" (with three input boxes), and "Ext." (with one input box). On the right side, there is an "Order Totals" table:

Order Totals	
5 item(s)	\$35.75
Shipping:	\$7.50
Tax:	\$0.00
Total:	\$43.25

At the bottom right of the form, there are two buttons: "Update Cart" (with a plus icon) and "CONTINUE" (with a right arrow icon). The "CONTINUE" button is highlighted with a red box.



Step 9: The first time (ONLY) that a new address is entered for delivery, an address selection confirmation box will appear to confirm the address. This occurs because the address is validated by UPS's database to ensure accuracy; the UPS supplied address typically contains the zip-code extension.

Simply select the appropriate address and click "OK" to proceed. Again, this is a one-time occurrence with each new address that is associated with an account.

Shipping Address

Ship to this Address

Work
UniFirst Corporation
Miguel Lopez
68 JONSPIN RD
WILMINGTON
MA, US
01887-1090
(978) 658-8888
[edit](#) | [remove](#)

Add Shipping Address

Address Name: Work2

Company Name: UniFirst Corporation

Customer name: Miguel Lopez

Address 1: 2801 UniFirst Drive

Address 2:

Address 3:

City: Owensboro

State: KY Zip: 42301

Phone: 978 658 8888 Ext.

Verify Your Shipping Address

Please verify that the address you have entered is correct, or select the alternative address below.

Miguel Lopez
2801 UniFirst Drive
Owensboro, KY 42301
[modify my address](#)

Miguel Lopez
2801 UNIFIRST DR
OWENSBORO, KY 42301-7701

CANCEL OK

Update Cart

CONTINUE



Step 10: The next step in the checkout is acknowledging/supplying/verifying payment information. American Red Cross will be loading Purchase Limits (i.e. “corporate credit”) based on tenure.

The screenshot shows the UniFirst checkout interface. At the top, the American Red Cross logo is on the left, and navigation links like 'Welcome, Patrick', 'MY ROLES / MY ACCOUNT / HELP / CONTACT / LOGOUT', and 'MY SHOPPING CART: \$35.75' are on the right. Below the logo is the UniFirst U1st branding. The main content area is divided into 'Shipping Address' and 'Payment' sections. The 'Payment' section displays: '\$43.25 will be deducted from your current purchasing limit of \$200.00. Your available balance will be \$156.75.' To the right, an 'Order Totals' table lists: 5 item(s) \$35.75, Shipping: \$7.50, Tax: \$2.60, and Total: \$45.85. At the bottom right, there is a 'CONTINUE' button highlighted with a red box.

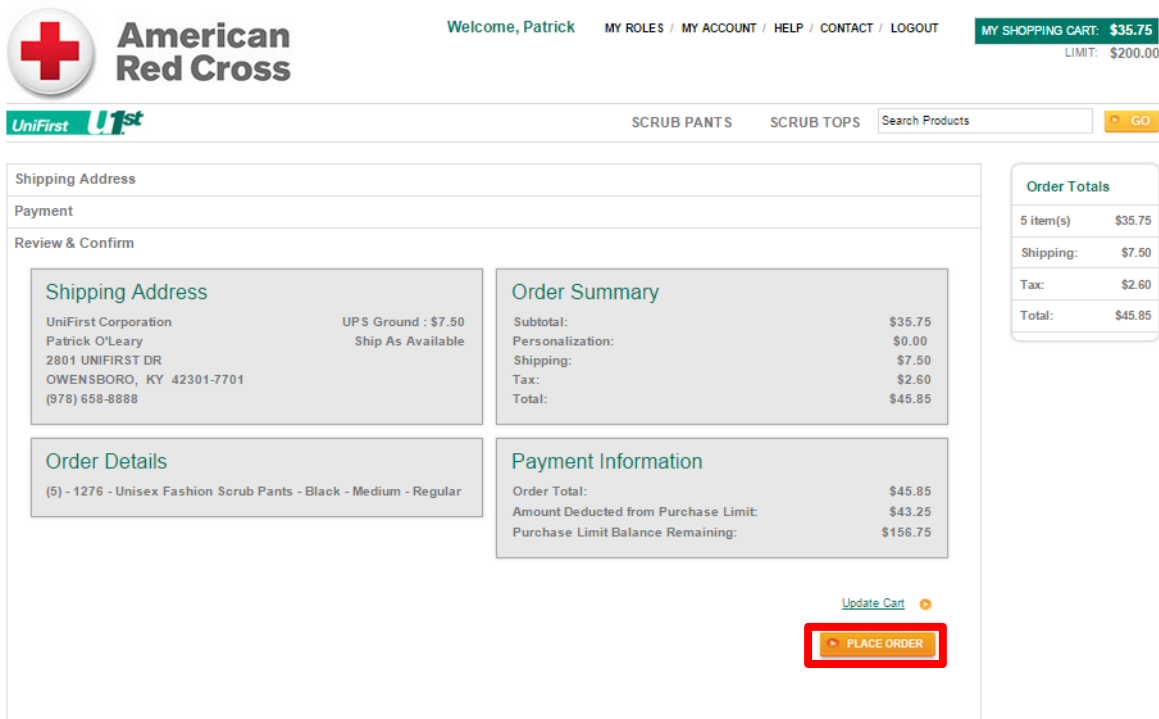
Whenever your Purchase Limit has been exceeded, you will see the following screen with selections to settle the overage balance which include; providing a **personal** credit card or returning to the shopping cart to remove items. **(American Red Cross company issued cards are not to be used on the UniFirst site)**

The screenshot shows the UniFirst checkout interface with a purchase limit exceeded message. The top navigation and branding are identical to the previous screenshot. The 'Payment' section now displays: '\$200.00 will be deducted from your current purchasing limit of \$200.00. Your available balance will be \$0.00. Your current purchasing limit of \$200.00 has been exceeded by \$175.37. You may remove item(s) from your shopping cart, or exceeded amount will be billed to your Credit Card.' Below this text, a radio button next to 'Bill Credit Card' is highlighted with a red box. The 'Order Totals' table on the right shows: 50 item(s) \$357.50, Shipping: \$17.87, Tax: \$22.52, and Total: \$397.89. A 'CONTINUE' button is visible at the bottom right.

Step 11: The payment method has been confirmed, you will be taken to the final order review screen; this will detail the items purchased, order total, personal credit card information, and shipping information.

Upon reviewing your order, if there are any errors, you can click the “Update Cart” link to bring you back to the Shopping Cart, or click on any of the other checkout sequence tabs to go back to the appropriate checkout step.

If the order is correct, simply click “Place Order” and your order is now entered with UniFirst!



The screenshot shows the UniFirst checkout page. At the top, there is a navigation bar with the American Red Cross logo, the text "Welcome, Patrick", and links for "MY ROLES / MY ACCOUNT / HELP / CONTACT / LOGOUT". A shopping cart summary shows "MY SHOPPING CART: \$35.75" and a "LIMIT: \$200.00". Below the navigation bar, there are tabs for "SCRUB PANTS" and "SCRUB TOPS", a search bar, and a "GO" button. The main content area is titled "Review & Confirm" and contains several sections:

- Shipping Address:** UniFirst Corporation, Patrick O'Leary, 2801 UNIFIRST DR, OWENSBORO, KY 42301-7701, (978) 658-8888. Shipping method: UPS Ground : \$7.50, Ship As Available.
- Order Summary:**

Subtotal:	\$35.75
Personalization:	\$0.00
Shipping:	\$7.50
Tax:	\$2.60
Total:	\$45.85
- Order Details:** (5) - 1276 - Unisex Fashion Scrub Pants - Black - Medium - Regular
- Payment Information:**

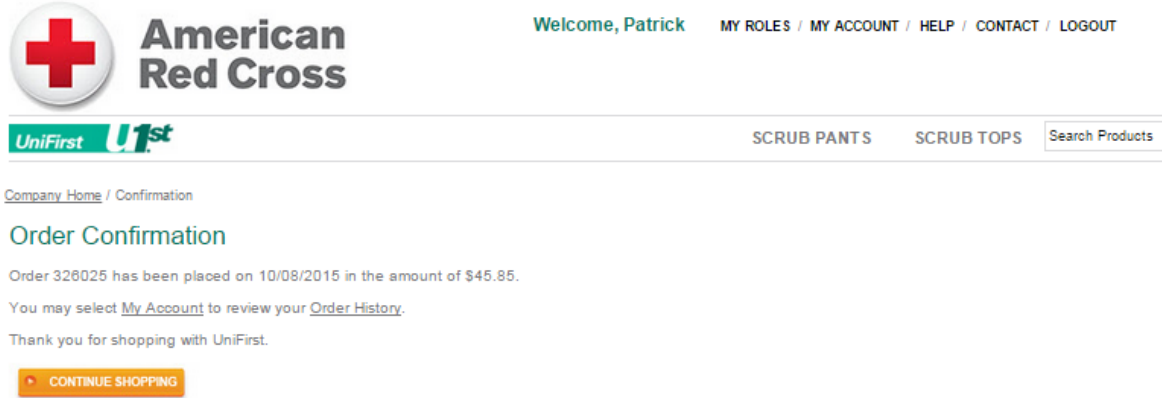
Order Total:	\$45.85
Amount Deducted from Purchase Limit:	\$43.25
Purchase Limit Balance Remaining:	\$156.75

At the bottom right of the "Review & Confirm" section, there is an "Update Cart" link and a red-bordered "PLACE ORDER" button. To the right of the main content area, there is a separate "Order Totals" box:

5 item(s)	\$35.75
Shipping:	\$7.50
Tax:	\$2.60
Total:	\$45.85



SUCCESS!!! Upon placing your order, you will see the below screen indicating that your order has been placed successfully. All orders are subject to Order Approval by Jackie Wagensomer. Please allow 7-10 business days for receipt.



A shipment notification email with tracking number will be sent to the email address we have on file for each user when the order ships. Additionally, all order status and shipment/tracking information can be accessed by clicking “My Account” and then clicking “Order History” from the top navigation.

If you have any questions after you place your order, simply call the UniFirst Customer Service Team at **(877) 864-2202 ext. 1**

NOTES:

- **If you forget your password at any time, simply go to the login screen and select “Forgot Password” and a new one will be emailed to you**
- **For any technical support, simply email NACSGroup@unifirst.com for assistance**