

Detroit Public Schools

Office of School Nutrition

User Guide

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



THE OFFICE OF
SCHOOL NUTRITION

Arrow Uniform
DELIVERING YOUR TOTAL IMAGE

Welcome to Detroit Public Schools Office of School Nutrition's
Online Apparel Store!



Arrow Uniform is proud to partner with Detroit Public Schools Office of School Nutrition 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.

Returning Customers

Username

Password

[Forgot Username or Password?](#)

Customer Service | 6400 Monroe Boulevard | customer.service@arrowuniform.com | 888-33-ARROW (27769) (M-F) 8:00am to 5:00pm



Employee Purchase Site

GETTING STARTED
FROM ANY WEB BROWSER GO TO...



YOUR WEB ADDRESS:

[HTTP://WWW.DPSOSN.ARROWUNIFORM.COM](http://www.dpsosn.arrowuniform.com)

DPS – OSN LANDING PAGE



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Returning Customers

Username

Password

[Forgot Username or Password?](#)



YOU'LL GET A USERNAME 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.

Once your set up with a username and password, you'll get an email with your information, and a link to the site.

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 should go to
customer.service@arrowuiform.com

WHAT IF I FORGET MY USERNAME/PASSWORD?



USE THE FORGOT PASSWORD LINK ON THE LANDING PAGE, YOUR USERNAME/PASSWORD WILL BE EMAILED TO YOU



Welcome to Detroit Public Schools Office of School Nutrition's Online Apparel Store!



Arrow Uniform is proud to partner with Detroit Public Schools Office of School Nutrition 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.

Returning Customers

Username

Password

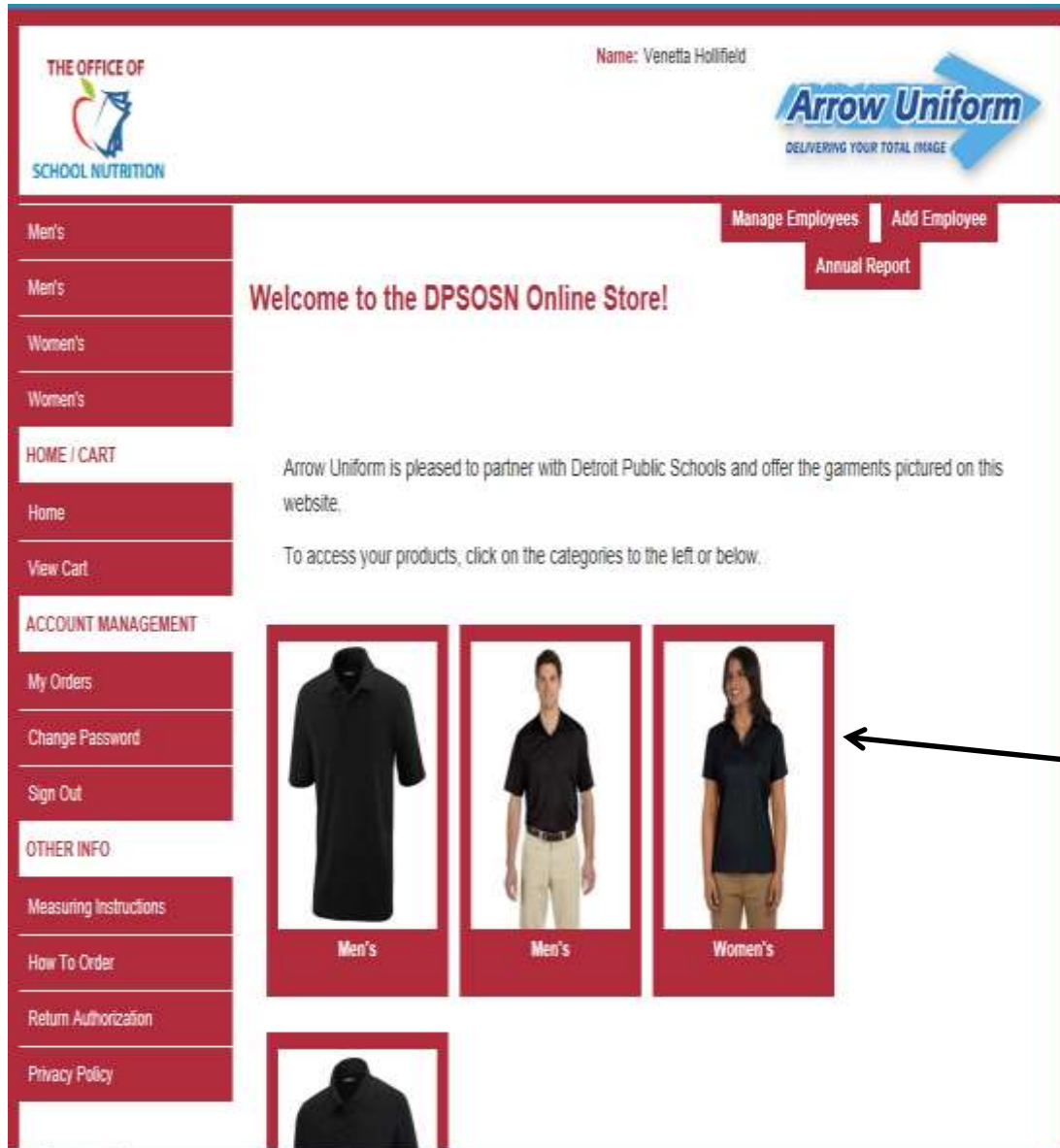
[Forgot Username or Password?](#)

YOU CAN ALSO CONTACT INTERNAL SUPPORT

Customer Service | 6400 Monroe Boulevard | customer.service@arrowuniform.com | 888-33-ARROW (27769) (M-F) 8:00am to 5:00pm



USER – HOME PAGE




The screenshot shows the user's home page. At the top left is the logo for 'THE OFFICE OF SCHOOL NUTRITION'. At the top right, the user's name 'Name: Venetta Hollifield' is displayed next to the 'Arrow Uniform' logo. Below the name are three buttons: 'Manage Employees', 'Add Employee', and 'Annual Report'. A large red navigation menu is on the left side, containing categories like 'Men's', 'Women's', 'HOME / CART', 'ACCOUNT MANAGEMENT', and 'OTHER INFO'. The main content area features a welcome message and a grid of product images for men's and women's uniforms. An arrow points from the navigation menu to the product images.

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

Step 1 – Select a Category

THE OFFICE OF

SCHOOL NUTRITION

Name: DPSOSN TEST user




- Men's
- Women's
- HOME / CART
- Home
- View Cart
- ACCOUNT MANAGEMENT
- My Orders
- Change Password
- Sign Out
- OTHER INFO
- Measuring
- Authorization
- Privacy Policy


Welcome to the DPSOSN Online Store!

Arrow Uniform is pleased to partner with Detroit Public Schools and offer the garments pictured on this website.

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



Men's



Women's

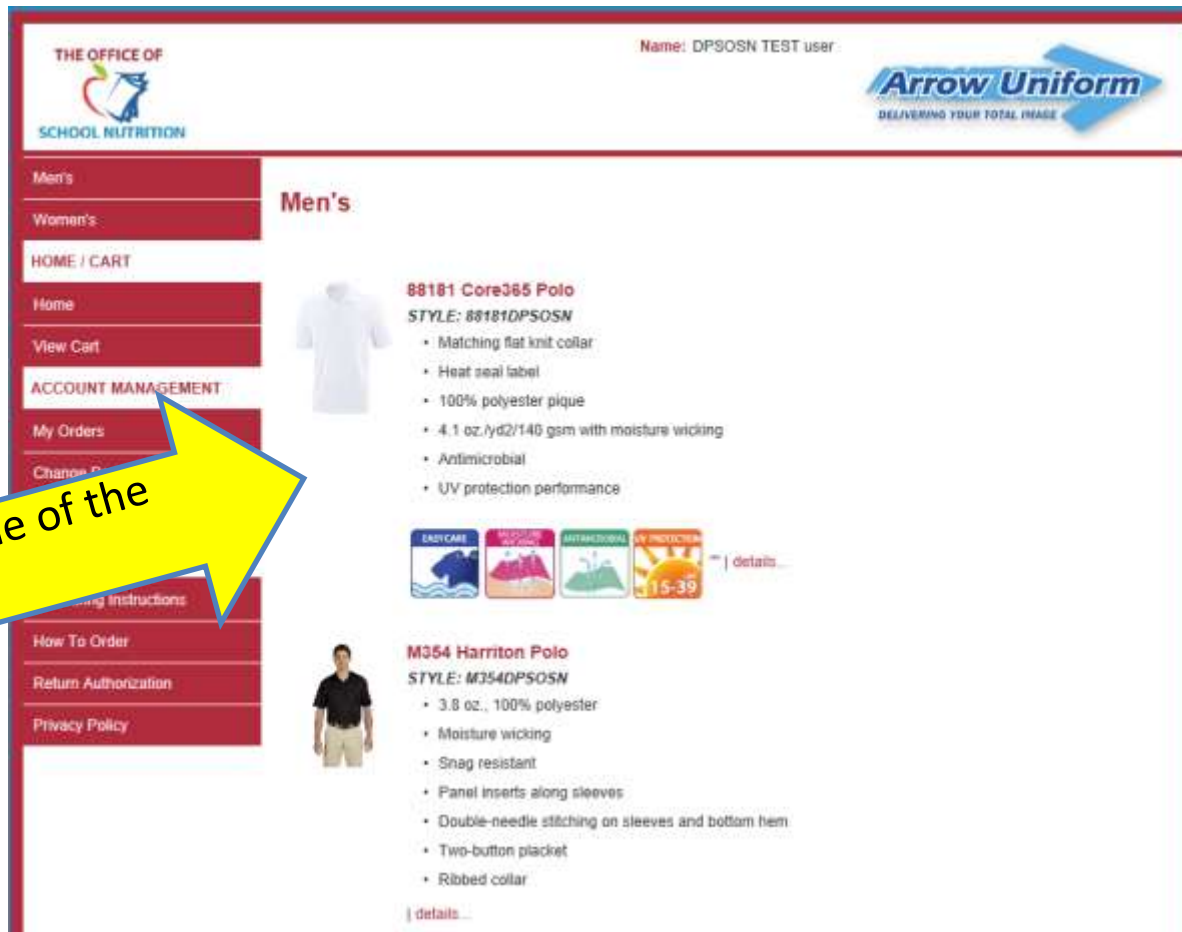
Click on one of the displayed categories

Customer Service | 6400 Monroe Boulevard | customer.service@arrowuniform.com | 888-33-ARROW (27769) (M-F) 8:00am to 5:00pm



PLACING AN ORDER

Step 2 – Select a Product



The screenshot shows the Arrow Uniform website interface. At the top left is the logo for 'THE OFFICE OF SCHOOL NUTRITION'. At the top right, it says 'Name: DPSOSN TEST user' and the Arrow Uniform logo with the tagline 'DELIVERING YOUR TOTAL IMAGE'. A left-hand navigation menu includes links for 'Men's', 'Women's', 'HOME / CART', 'Home', 'View Cart', 'ACCOUNT MANAGEMENT', 'My Orders', 'Change Password', 'Shipping Instructions', 'How To Order', 'Return Authorization', and 'Privacy Policy'. The main content area is titled 'Men's' and displays two product listings. The first listing is for the '88181 Core365 Polo' (STYLE: 88181DPSOSN), featuring a white polo shirt image and a list of features: Matching flat knit collar, Heat seal label, 100% polyester pique, 4.1 oz./yd²/140 gsm with moisture wicking, Antimicrobial, and UV protection performance. Below the features are four icons representing 'EASY CARE', 'MOISTURE WICKING', 'ANTIMICROBIAL', and 'UV PROTECTION 15-39'. The second listing is for the 'M354 Harriton Polo' (STYLE: M354DPSOSN), featuring a dark polo shirt image and a list of features: 3.8 oz., 100% polyester, Moisture wicking, Snag resistant, Panel Inserts along sleeves, Double-needle stitching on sleeves and bottom hem, Two-button placket, and Ribbed collar. A yellow arrow points from the text 'Click on one of the products' to the first product listing.

THE OFFICE OF SCHOOL NUTRITION

Name: DPSOSN TEST user

Arrow Uniform
DELIVERING YOUR TOTAL IMAGE

Men's

Women's

HOME / CART

Home

View Cart

ACCOUNT MANAGEMENT

My Orders

Change Password

Shipping Instructions

How To Order

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Privacy Policy

Men's

88181 Core365 Polo
STYLE: 88181DPSOSN

- Matching flat knit collar
- Heat seal label
- 100% polyester pique
- 4.1 oz./yd²/140 gsm with moisture wicking
- Antimicrobial
- UV protection performance

EASY CARE | MOISTURE WICKING | ANTIMICROBIAL | UV PROTECTION 15-39

M354 Harriton Polo
STYLE: M354DPSOSN

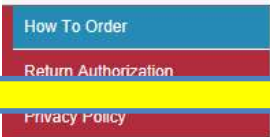
- 3.8 oz., 100% polyester
- Moisture wicking
- Snag resistant
- Panel Inserts along sleeves
- Double-needle stitching on sleeves and bottom hem
- Two-button placket
- Ribbed collar

Click on one of the products

PLACING AN ORDER

Step 3 – Select, color, size and quantity

Select ebundle option



\$11.48

[Click here to eBundle your order](#)

Type Employees Name
First, Last (Capitalized)



ebundle
[Please Click Here To Learn More.](#)

eBundle by: (employee name, department or other sorting criteria)

Select a color and a size
from the drop down
menu



Select A Color

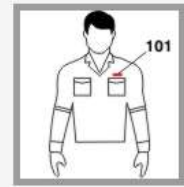


Size

Select an embroidery
option from the drop
down menu.



* Please select an embroidery design.

Select a quantity,
Then hit
"Add to Cart"




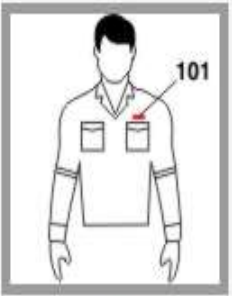
Qty [ADD TO CART](#)

HARD PROGRAMMED PERSONALIZATION

Personalization Required
to Proceed

* Please select an embroidery design.

The Office of School Nutrition Logo (7-1) ▼



Qty 1 **ADD TO CART**

Embroidery options
Hard Programmed



PLACING AN ORDER

Step 4 – Continue Shopping

Name: DPSOSN TEST user

Men's

Women's

HOME / CART

Home

View Cart

ACCOUNT MANAGEMENT

My Orders

Change Password

Sign Out

OTHER INFO

Measuring Instructions

How To Order

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Cart > Billing / Shipping > Payment > Confirm

Qty	Description	Unit Price	Price	Remove
1	88181 Core365 Polo Bundle By: Susie Smith 88181 Core365 Polo (WHITE) (XL) SKU:DPSOSN88181T-701-XL	\$11.48	\$11.48	
	The Office of School Nutrition Logo (7-11646-1) (PERSONALIZATION) (N/A) SKU:7-11646-1	\$0.00	\$0.00	
1	DPSOSN-eBundle Fee SKU:DPSOSN-eBundle Fee SKU:DPSOSN-eBundle Fee	\$0.00	\$0.00	

Update Cart

➔

←

Continue Shopping

Subtotal: \$11.48

Ready to Checkout?

*Use the Continue Shopping Option to **add additional Employees BY SCHOOL** to the same order.*



PLACING AN ORDER

Step 5 – Confirm your cart, Proceed

Name: DPSOSN TEST user

Men's

Women's

HOME / CART

Home

View Cart

ACCOUNT MANAGEMENT

My Orders

Change Password

Sign Out

OTHER INFO

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Privacy Policy

Cart > Billing / Shipping > Payment > Confirm

Qty	Description	Unit Price	Price	Remove
1	88181 Core365 Polo Bundle By: Susie Smith			
	88181 Core365 Polo (WHITE) (XL) SKU:DPSOSN88181T-701-XL	\$11.48	\$11.48	
	The Office of School Nutrition Logo (7-11646-1) (PERSONALIZATION) (N/A) SKU:7-11646-1	\$0.00	\$0.00	
1	DPSOSN-eBundle Fee SKU:DPSOSN-eBundle Fee SKU:DPSOSN-eBundle Fee	\$0.00	\$0.00	

Update Cart [Continue Shopping](#) **Subtotal: \$11.48**

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.



PLACING AN ORDER

Step 6 – Complete Ship to / Bill to

Your address book is a drop down menu. The address' are prepopulated and the school name is in parenthesis at the end of the street number..

[Manage Employees](#) | [Add Employee](#)

[Annual Report](#)

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

Ordered By

First Name *	<input type="text" value="Venetta"/>
Last Name *	<input type="text" value="Hollifield"/>
Phone * <small>Format: (111-111-1111)</small>	<input type="text" value="3134053251"/>
Email *	<input type="text" value="venetta.hollifield@detroitk12.org"/>

An order confirmation and confirmed shipment email will be sent to the above address

Fax <small>Format: (111-111-1111)</small>	<input type="text"/>
--	----------------------

Shipping Info

How To Ship	<input type="text" value="New Address..."/>
-------------	---

Select previously stored address from drop down

Address Nickname	<input type="text"/>
------------------	----------------------

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 *	<input type="text"/>
----------------	----------------------



PLACING AN ORDER

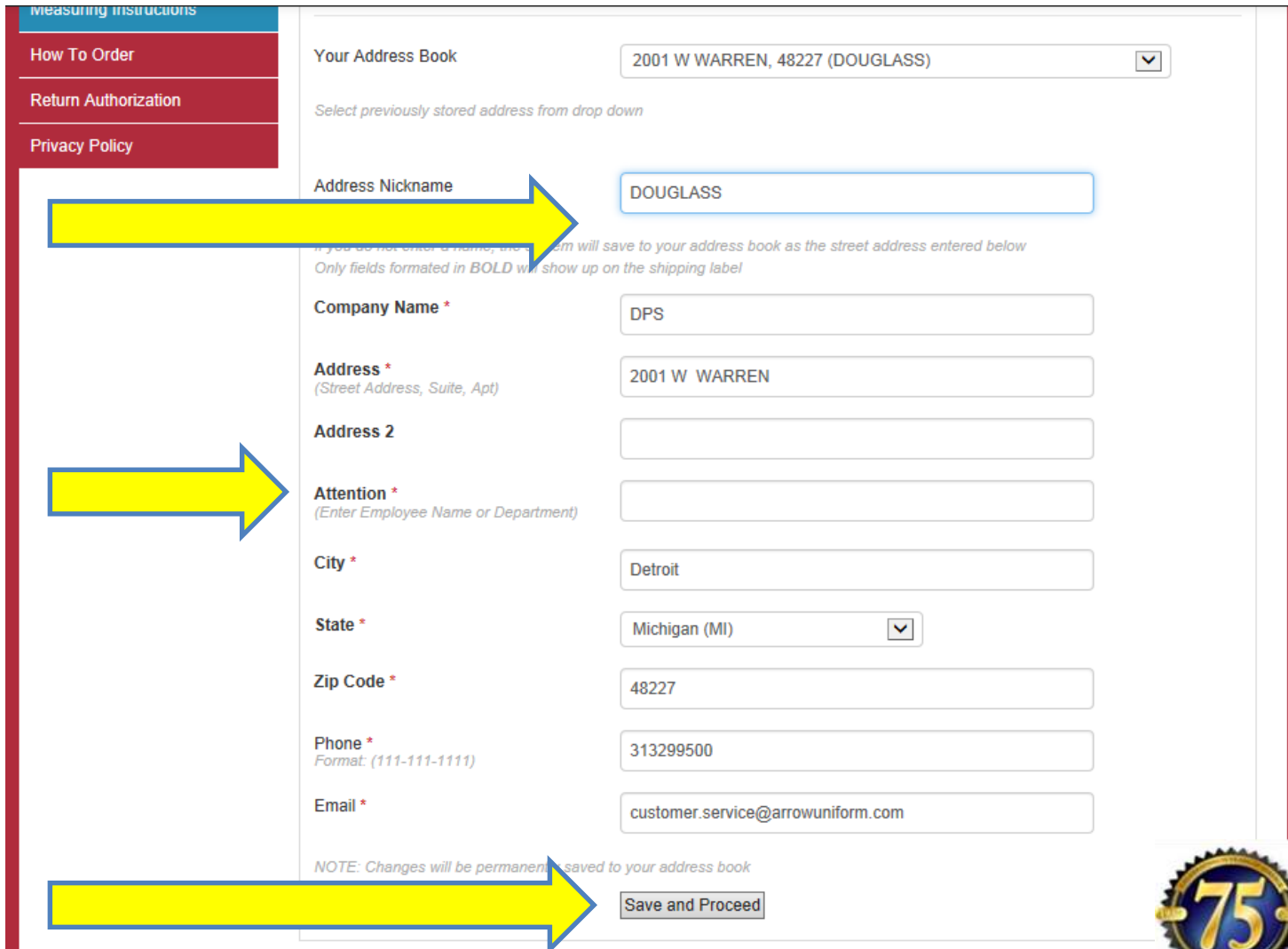
Step 7 – Complete Ship to / Bill to

Once you select the School from a drop down menu.

The address' will Prepopulate in the Ship to field.

The Attention Field Will need to be the Name of the P.I.C. Who will be responsible For receiving the shipment

Click Save and Proceed



Measuring Instructions

How To Order

Return Authorization

Privacy Policy

Your Address Book: 2001 W WARREN, 48227 (DOUGLASS)

Select previously stored address from drop down

Address Nickname: DOUGLASS

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 *: DPS

Address *: 2001 W WARREN
(Street Address, Suite, Apt)

Address 2

Attention *: *(Enter Employee Name or Department)*

City *: Detroit

State *: Michigan (MI)

Zip Code *: 48227

Phone *: 313299500
Format: (111-111-1111)

Email *: customer.service@arrowuniform.com


NOTE: Changes will be permanently saved to your address book

Save and Proceed


73CC8494D8BA9601D7C64ACF8

PLACING AN ORDER

Step 8 – Finish Checking Out



Name: Venetta Hollifield



HOME / CART

ACCOUNT MANAGEMENT

OTHER INFO

Manage Employees
Add Employee

Annual Report

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

Qty	Description	Unit Price	Price
1	88181 Core365 Polo Bundle By: Susie Smith 88181 Core365 Polo DPSOSN88181T-701-XL	\$11.48	\$11.48
	The Office of School Nutrition Logo (7-11646-1) 7-11646-1	\$0.00	\$0.00
1	DPSOSN-eBundle Fee DPSOSN-eBundle Fee	\$0.00	\$0.00

Sub Total \$11.48

Shipping & Handling Total \$6.81

Taxes \$0.68

Grand Total \$18.97

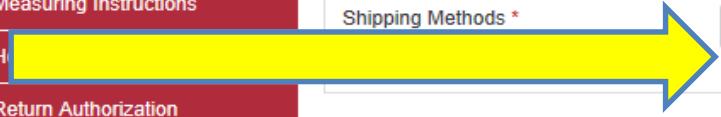
Shipping Options

Shipping Methods * Calculate Shipping - Arrow UPS G

General Ledger Account

Select P.O. * Uniforms

Please select
The Calculated
Shipping –
Arrow UPS
shipping
method from
the drop down.



Select P.O.



PLACING AN ORDER

Step 9 – Finish Checking Out

[Privacy Policy](#)

General Ledger Account

Select P.O. *
Uniforms

Payment Info

Complete Your Order

Terms And Conditions
PLEASE READ AND APPROVE THE FOLLOWING AUTHORIZATION

By clicking "I Accept", I authorize Arrow Uniform to bill my account or credit card for the amount(s) and date set forth above. I am an authorized user on this website and understand that this authorization is valid for this transaction only. If it is determined I am not an authorized user for this website, I understand that I will be responsible for all charges included on or related to this order transaction.

I have also reviewed Arrow Uniform's return authorization policy and understand that by clicking I Accept, I am agreeing to the following terms and conditions within the policy:

All returns are subject to a restocking fee as noted on the Return Authorization Request Form. Items that are modified, personalized (Embroidered with company name or employee name, Silkscreened, or any other method used to personalize the item), custom manufactured garments or have been worn, laundered or dry cleaned are not returnable.

*Only defective garments or order fulfillment errors, are exempt from the restocking fee.
If you do not accept these terms and conditions your order will not be processed. Please print a copy of this authorization for your records.

I accept the Terms and Conditions*:

I accept the Terms and Conditions



Check
I Accept the
Terms and
Conditions
And then
Click,
Place Order
Now



ORDER CONFIRMATION

✓ Order confirmation will go to the USER and can also go to an assigned ADMIN, via EMAIL



RETURN AUTHORIZATION

THE OFFICE OF
SCHOOL NUTRITION

Men's

Men's

Women's

Women's

HOME / CART

Home

View Cart

ACCOUNT MANAGEMENT

My Orders

Change Password

Sign Out

OTHER INFO

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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 below and you will be taken care of in no time! At Arrow Uniform, we deliver your total image. Guaranteed.

Step 1:

- Fill out the Return Authorization form in its entirety and then call, fax or email it to our customer service department.
- Phone: 800-69-ARROW
- Fax: 313-299-5091
- Email: customer.service@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 Return
- Arrow Uniform
- 6400 Monroe Blvd.
- Taylor, MI 48190
- 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.

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



Click here to download form

Arrow Uniform 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 and we will issue you a refund.*

FOR ADMINISTRATIVE USE ONLY

RA#: _____ Issue Date: _____ Date Received: _____

Use circles to dot from the top line down above

STEP 1. Complete Contact/Package Information

Order #: _____ RA#: _____ Date: _____

Account #: _____

Customer/Company Name: _____

Submitted by: Sales Retail Other

Store: _____

City: _____ State: _____ ZIP: _____

Phone: _____ Email: _____

If applicable, please provide the credit card details used on the original order:

Visa MasterCard American Express Other: _____

Card #: _____

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	ISSUED

Facilities processing this return.

Print Name: _____

Signature: _____

Date: _____

INSTRUCTIONS

1. Call or complete this form in its entirety. Email completed form to customer.service@arrowuniform.com or fax to 313.299.5091.
2. Arrow Uniform will return this form with your RA# indicated in the administrative section.
3. Place a copy of this form in the package with the merchandise being returned, and write the RA# 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 fulfillment errors, all returns are subject to a 20% restocking fee.

For questions regarding your return, please call 1.800.33.ARROW

Monday - Friday 9am - 6pm EST

customer.service@arrowuniform.com

Fax: 313.299.5091

Mail all returns to: Arrow Uniform, Attn: Returns, 6400 Monroe Blvd, Taylor, MI 48190

MKT 30065TND

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: customer.service@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

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Taylor, MI 48180


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Your refund will be in the form of original payment.

VIEW YOUR PROGRAM DOCS

INCLUDING A PRINTABLE VERSION OF THE PROGRAM GUIDE AND OVERVIEW

THE OFFICE OF

SCHOOL NUTRITION

Men's

Men's

Women's

Women's

HOME / CART

Home

View Cart

ACCOUNT MANAGEMENT

My Orders

Change Password

Sign Out

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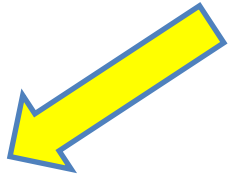


Measuring Instructions

How To Order

Return Authorization Form

Privacy Policy



CUSTOMER SERVICE

Dedicated Account Manager

Megan S. Schroeder

[\(313\) 498-5310](tel:(313)498-5310)

Megan.Schroeder@arrowuniform.com

