Employee Purchase Store

User Guide

Cleveland Clinic

- **≻**Logging In
- **≻**Home Page Layout
- **≻**Checking Out
- ➤ Shipment Tracking and Order History
- > Return Authorization
- **▶** Program Documentation
- > Customer Service





Welcome to Cleveland Clinic Self-Pay Online Apparel Site

Arrow Uniform is proud to serve the Cleveland Clinic as the preferred uniform supplier. We appreciate the opportunity to provide you with image, comfort and quality. Please log in to the company store to shop now at preferred discounted pricing. We value our partnership with Cleveland Clinic and are here to assist with any customer service needs you may have. For assistance with any questions please contact customer service at 800-55-ARROW ext 5445.

If you forgot your username or password email customerservice@arrowuniform.com

Returning Customers

Username

Password

Log In

Forgot Username or Password?

Don't have an account?

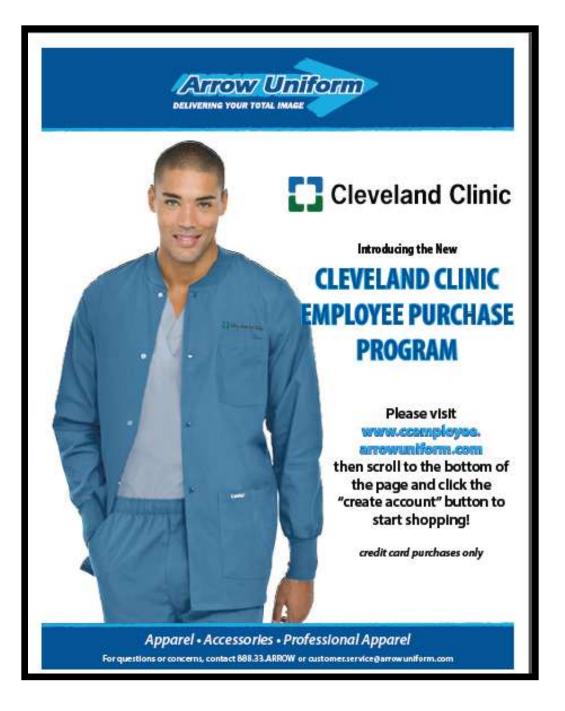
Use the button below to register and create a new account.

Create an Account





Sales Support | 6400 Monroe Boulevard | hospitalitysales@arrowuniform.com | 313-299-5445



GETTING STARTED

FROM ANY WEB BROWSER GO TO...







YOUR WEB ADDRESS:

www.ccemployee.arrowuniform.com

Questions or Concerns?

Call 1-888-33-Arrow



EMPLOYEE PURCHASE LANDING PAGE





Welcome to Cleveland Clinic Quest Online Apparel

Arrow Uniform is proud to serve the Cleveland Clinic as the preferred uniform supplier. We appreciate the opportunity to provide you with image, comfort and quality. Please log in to the company store to shop now at preferred discounted pricing. We value our partnership with Cleveland Clinic and are here to assist with any customer service needs you may have. For assistance with any questions please contact customer service at 800-55-ARROW ext \$445.

If you need to be measured for your uniform, please contact Maryann Harrison. Office: 216.351.0369 xi maryann.harrison@arrowuniform.com

If you forgot your username or password email customerservice@arrowuniform.com

Don't have an account?

Use the button below to register and create a new account.

Create an Account

Create your own for personal purchases

Returni	 	
		1000000
10.000		

Uncommon

Password

Login

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.

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

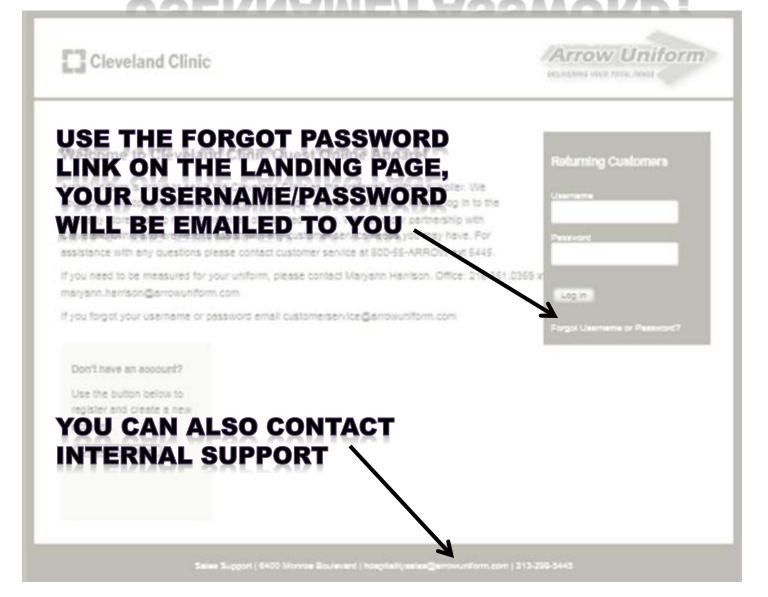
You are receiving this email because you requested your username or password or have been set up as a new user by your company administrator.

This should go to customer.service@arrowuiform.com

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

WHAT IF I FORGET MY USERNAME/PASSWORD?







USER – HOME PAGE





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







USER – HOME PAGE











All of the categories will show up for all users and administrators

 If you don't see a category or need to add a new category please contact transactional support.





VIEW YOUR PROGRAM DOCS

INCLUDING A PRINTABLE VERSION OF THE PROGRAM GUIDE AND OVERVIEW



All Products By Category

HOME / CART

Home

ACCOUNT MANAGEMENT

View Cart

My Orders

Change Password

Sign Out

OTHER INFO

Cleveland Clinic Program Documents

Measuring Instructions

How To Order

Return Authorization

Privacy Policy



Welcome to Suddenlink Online Ordering brought to you by Arrow Uniform

Below is an introduction to using the Arrow Uniform website for purchasing Apparel & Safety Gear flems online.

In addition to the website, custom catalogs and order forms can also be made available by contacting the Arrow Uniform account management team.

WEBSITE ADDRESS: WWW.SUDDENLINK.ARROWUNIFORM.COM

If you need assistance in setting up your account please contact the Arrow account management team shown below.

Once your account has been created you may visit the site by clicking on the link provided above and simply log in with your username and password. Please note that all log in and passwords are case sensitive.

If you have forgotten your password, simply click the "Forgot your log in information" link to request that the information if you have forgotien your password, sumply click line inorpassword via email. If you are logged in to your account, you be sent to your email address. You will then receive your password via email. If you are logged in to your account, you may change your password in the "My". Account" area by selecting "Change Password".

To place an order, you may use the "Products" area to find the item by category, then by position or garment style. When To blace an order, you may use any industrial series to another team by category, then by posteon or quanter sayle, which you find the term you are interested in viewing select the item, color, size, quantity and cick ADD TO CAST. At this point you will be directed to the shopping cart to check out or you may click CONTINUE SHOPPING to select additional terms. You will be unleased to the strapping use to unleas out of you may use your induct some revisit to needs administrating you can also place an order through the Suddentink dedicated internal support manager shown below via e-mail or phone.

From the SHOPPING CART select CHECKOUT to proceed to completing your order. Returning users preset ship to information will appear in the shipping area of the checkout.

This feature gives you the ability to view all order history, track orders by order date, view shipments and change your

Logo'd products cannot be returned except for delivery error or defective merchandise only. Cancellations prior to order fulfillment can be made by contacting your Arrow Uniform Representative. This information is located in the Contact Us MEMBERS WELL DE STREEM BY SUMMERSERS YOUR ARROW CITEDITY HERVISERSBURY. THIS MICHIGARD IS DOCUMENT OF THE CONTROL OF SECTION INCIDENT OF THE MICHIGAN WHICH are not logory can be done by using security exchange process included with your order.

Natalie Desana Internal Support Manager customer.service@arrowuniform.com Brian Dorris National Account Manager Hotine: (313) 299-5119 brian.dorris@arrowuniform.com Cell Phone: (419) 205 - 7219



Apparel & Safety Gear Program Overview

Libertons can place orders online zwough your new Arrow Suddenink declared wicebs. In an inflort to Locations can place orders online brigging your new Arrow Suddening directions are secured, in an arrow splanning the process, you can access your woodule from the Selk Below. If you need your unempant and

In addition to the website, coastern cetalogs and the order forms can also be made evaluable. Please contact Your Username and Password

The bulcowing information will be utilized for your initial logic for the website.

Pawniame - Your Litermane will be your a med address. For dearpie, if your name is Skian Come, your

Memory - Once you logic to the website you'll have the ability to change your password. All passwords REMOVED CITIZEN STATE AND THE MINISTER AND LINES ARE SHE SHOULD SEE SHEET AND DESCRIPTION OF THE DESCRIPTION

his will be shipped via LDS. If you are ordered by employee, the employee name will be on the I will be anapped via LLOS. If you are ordinary by employee, the anappyose name will be on the of the box. All shapping information will be hard coded based on your bostons industrialists.

hard code all billing beard on Suddenine curporate standards and your location requirements.

one Manager

19 205 - 7213

Internal Support Manager Battere (313) 293-5118



VIEW YOUR PROGRAM DOCS

INCLUDING A PRINTABLE VERSION OF THE PROGRAM GUIDE AND OVERVIEW





Scrub Colors

Program Catalogs

Return Authorization Form





Step 1 – Select a Category



Thank you for shopping the Cleveland Clinic Company store. Here you will find great discounted pricing on preferred scrub styles. Our groduct is well necognized and husback throughout the medical field. Our uniforms are designed with high functionality, great feather and affordability in mind. Our utins soft brushed fabric is the difference. Please take soverlage preferred pricing for Ceveland Ciric. If you have any questions on your shopping experience please feel free to contact. Arrow Uniform's Customer Service at 500-55-ARROW aut 5445.

Approved Logou





Click on one of the displayed categories

















Arrow Uniform

DELIVERING YOUR TOTAL INCIGE

PLACING AN ORDER

Step 2 – Select a Sub Category

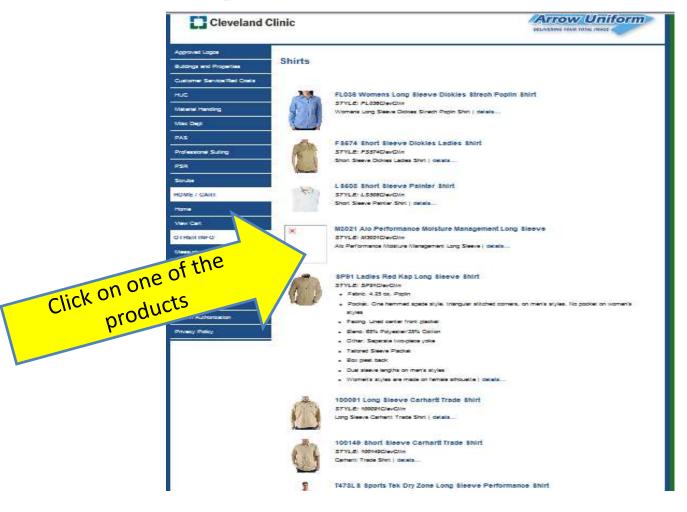






Arrow Uniform

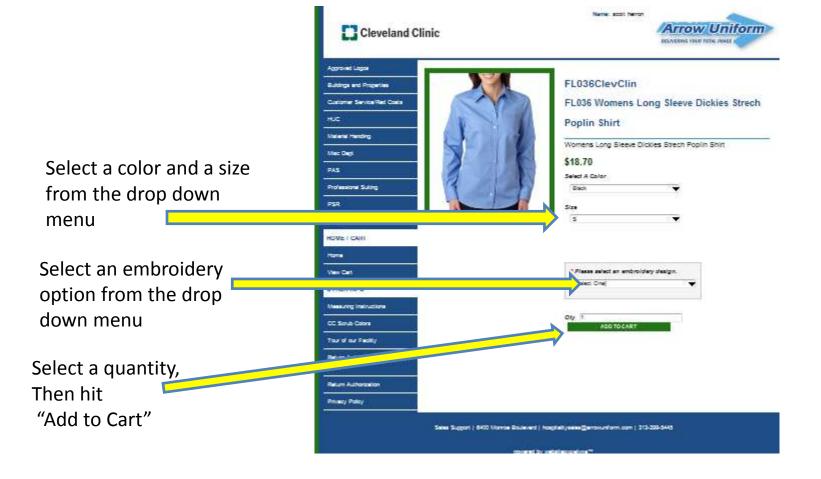
Step 3 – Select a Product







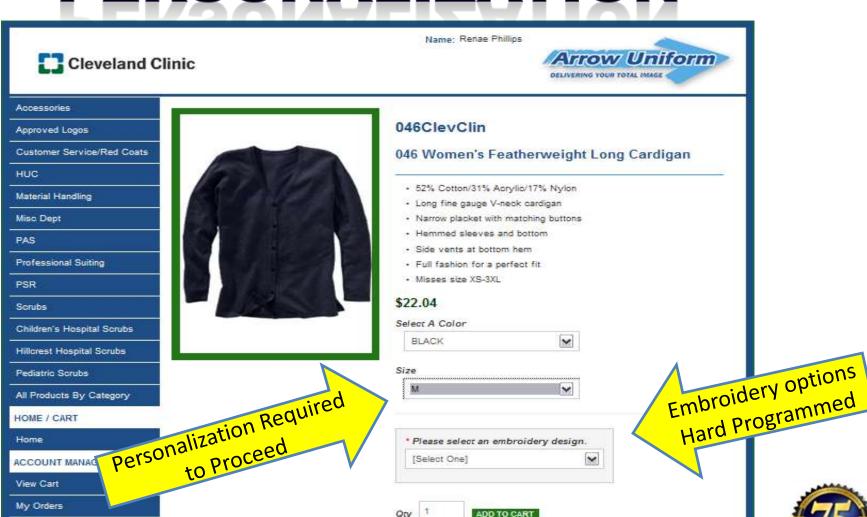
Step 4 – Select, color, size and quantity







HARD PROGRAMMED PERSONALIZATION



Change Password

Sign Out

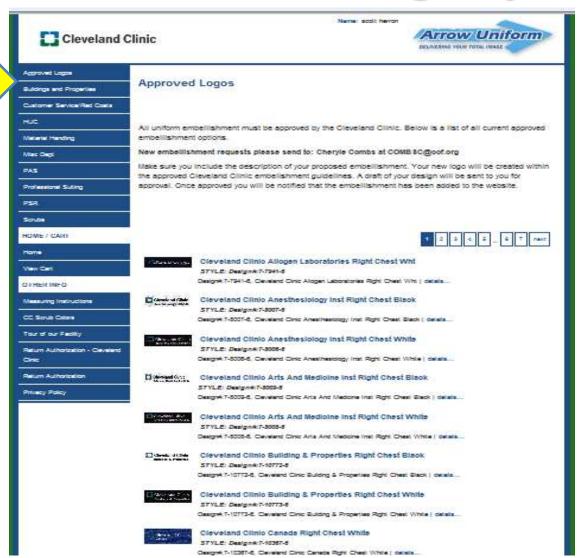


If Unsure - View the logo options!

Click Here

To view Approved Logos.

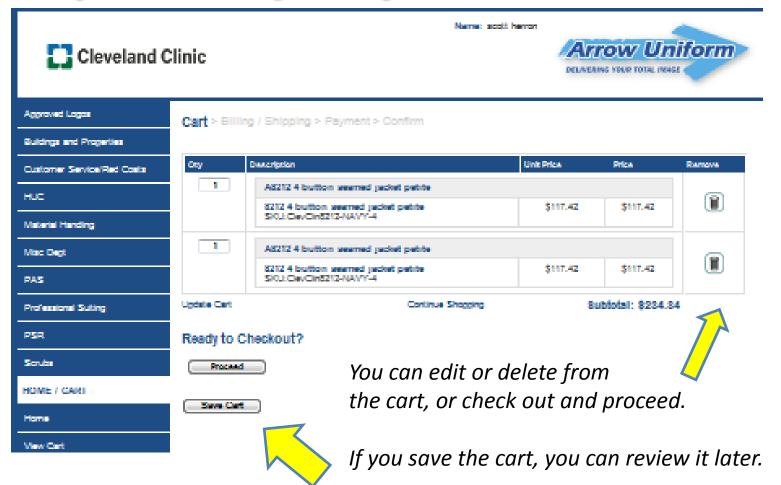
Make sure you pay attention to the color of the logo compared to the garment color!







Step 5 – Confirm your cart, Proceed







Step 6 - Complete Ship to / Bill to

Your address book will store your address, and should be prepopulated for the user.

You can use the address 2 field as an "ATTN: Jim Smith"

	Shipping Info		
>	Your Address Sook	8400 Monroe Souleward - address 1, 45150 (TEST ADDRESS	-00 N
	Address Nickname	TEST ADDRESS-DO NOT PROCESS	
	First Name	Generic first name	
	Phone @ "	212-293-8000	
	Email *	cuxatomersenrice@errowuniform.com2	
	Company Name	TEST ACCOUNT - company name	
	Address *	5400 Monroe Souleverd - address 1	
	Address 2	Ritention Bill Smith	
	City*	Taylor	
	State "	Michigan (MI)	
	Zig Code* NOTE: Chances will be permanently saved to	45150	
	THE R. LEWIS CO., LANSING STREET, SERVICE S.	Save and Proceed	
L			





PLACING AN ORDER Step 7 – Finish Checking Out

	Alternate Product Selection	Oty	Description	Und Price	Price
	Safety Gear & Apparel	- 1	828 In Mountain Wen's Scout Short Steeve Denon Sto	remained Shot W/ Lett	Cheef Pocket
		-81	528 Ledwe Low Hee Softmell Parts SuddenlinkSZS-SLACK-M	\$21.05	\$21,05
	Employee Purchase Med		11129 White Thread Left Chest Embroidery 7-11129-1	\$1.32	\$1.22
lease select a	HOME (GAR)			Bub To	otal \$22.0
	Home			Shipping To	0.08 late
hipping	View Cart	1		Coupon Disco	unt \$0.0
nethod from	ACCOUNT MANAGEMENT			Ta	xes 81.5
				Grand To	otal \$20.7
he drop down.	My Circlera	Shipping (Options		
' <u></u>	Change Password				
			(Select One)		
	OTHER INFO		Ground - Suddenlink (\$4.95)		
	Laga Options	Discounts	/ Offers		
	Program Documents				
	Size Check (POF)	Coupon Code	on code, enter it below.	Estado	
	Tour of our Facility			Apply	
	Return Authorization	Payment I	nfo		
	Return Authorization Physicy Policy	Payment I	nfo		
		Payment I	nfo		
		il.	nfo		
		G. C:00+*	Your Order		
		G. C:00+*	Your Order		

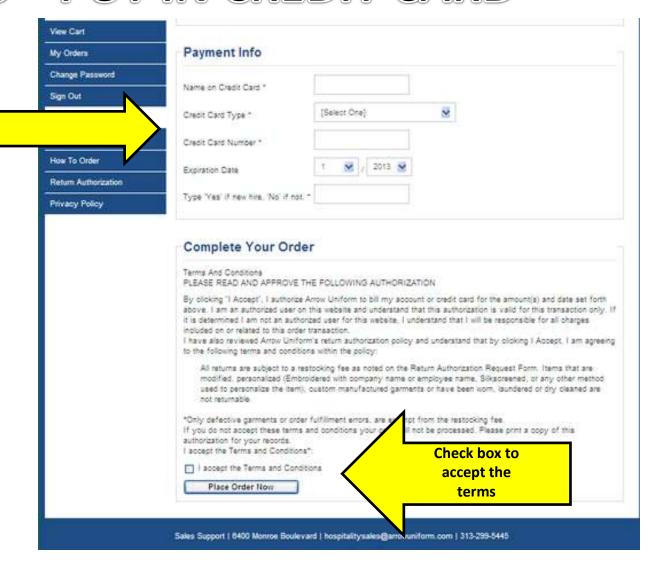


PLACING AND ORDER Step 8 – PUT IN CREDIT CARD



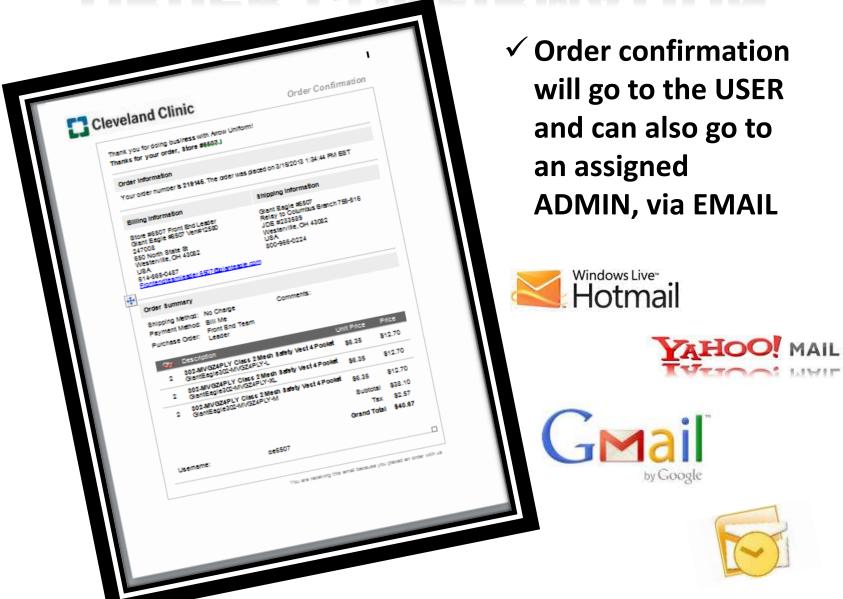
Name on Credit
Card, Credit Card
Type, Credit Card
Number, and
Expiration Date are
all required to
proceed.







ORDER CONFIRMATION





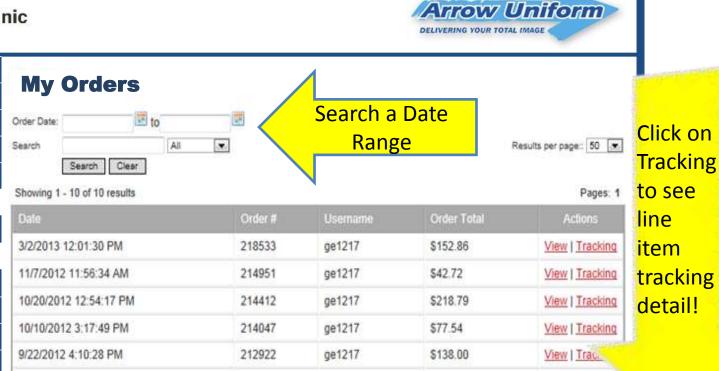


SHIPMENT TRACKING

209186

Name: Renae Phillips





ge1217

Qty	BO Qty	Shp	Description	Ship Date	Tracking Number
3	0	3	GEG-626 Polar Fleece Jacket	3/6/2013	RLY 03/05 RCV 03/06 CVMARK1
3	0	3	GEG-626 Polar Fleece Jacket	3/6/2013	RLY 03/05 RCV 03/06 CVMARK1
3	0	3	GEG-626 Polar Fleece Jacket	3/6/2013	RLY 03/05 RCV 03/06 CVMARK1
3	0	3	GEG-626 Polar Fleece Jacket	3/6/2013	RLY 03/05 RCV 03/06 CVMARK1

\$469.13

View | Tracking

SHIPMENT TRACKING EMAIL



Shipment Tracking Confirmation

Name,

Thank you again for trusting in Arrow Uniform for your apparel needs. Your order has shipped today. Please reference the information below.

Order Number 219650

Order Date 3/28/2013 3:59:24 PM

Ship Date 4/8/2013

Ship Carrier UPS

Ship Via

Tracking Number <u>1Z4185820357460932</u>

Comments

Click Here to Track your Shipment

For questions related to your order, please contact our customer service department.

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

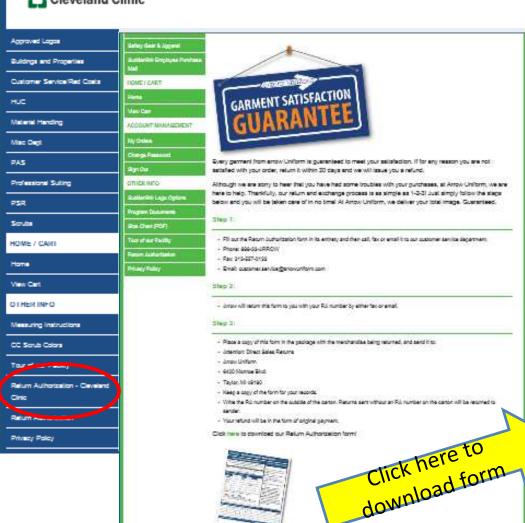
You are receiving this email because your ordered has shipped.



RETURN AUTHORIZATION



Make sure you open the custom "Cleveland Clinic Form"



MODW	Uniform Satisfaction	Guarantee			INSTRUCTIONS	
If for any reason you a	more litellarm is quantante re not spitished with your o and we will take you a ref	indes retarn it wit	other street	cor	lor complete this form in its en specied form to former sent to germowen form.	35.915
	FOR ADMINISTRATIVE USE	ONLY		310	1,299,5091	
SARbox	as Date:	Date Reserved			ow Uniform will return this flan loated in the estministrative sec	
per	sales, so don to military has	editeriore		I. Pa	us a copy of this form in the par	ckeps with the
STEP 1	Complete Contact Person	or Information			ethandse being returned, and the outside of the box.	write the RAF
riet.	PER:	Date		-	the ontains or the ook	
contt.	200.00	0.00		4. 100	a retund will be in the form of a	original
above largue flave.	370	311 - 1			ment. If you used a credit card the information on the origin	
destini by:	tonomi	PORTING AND A	7m C40	- 100	e can reach which the cargo	an Care
bet		522		5.9 Th	tollowing time are not eligible	in for refund
F	Statis	38:		73	Conform modified	
tow	Tenalt.			1 8	Personalized (embroideres) silks	premer etc.)
2 3 3	ППП		П	E W	dividented In exception to delective garra Ultrent errors, all returns are su socking lee.	
2 3 3	STEP 2 last	e Bearlo) year air	وطحام	G. With	h exception to delective garra filment errors, all refurms are so tocking lies.	
ione on Card	STEP 2 land	COLOR	100 p	G. With	h exception to delective garra filment errors, all refurms are so tocking lies.	
lane on Card	1190-00-00-00-00-00-00-00-00-00-00-00-00-0			E. With	h exception to delective garma thment errors, all returns are so cooking live.	ibject to a 20%
ione on Card	1190-00-00-00-00-00-00-00-00-00-00-00-00-0			E. With	h exception to delective garma thment errors, all returns are so cooking live.	ibject to a 20%
and the second s	1190-00-00-00-00-00-00-00-00-00-00-00-00-0			E. With	h exception to delective garma thment errors, all returns are so cooking live.	ibject to a 20%
100 to 10	1190-00-00-00-00-00-00-00-00-00-00-00-00-0	CORDS		E. With	h exception to delective garma thment errors, all returns are so cooking live.	ibject to a 20%

MKT 3000STND



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

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.





CUSTOMER SERVICE

Kay Account Manager

Andrew.Spurling@arrowuniform.com

National Account Administrator

Robin Bonham

1-888-33-ARROW

Customer.service@arrowuniform.com

M - F (7am to 6pm EST)



