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## Login / Create a Web Account

You need to be registered on the Web Store in order to place orders. The critical pieces of information that you need to know are:

- **Organization ID:** Branch code + AmeriPride account number, in the format B82-00001. Unsure of your branch code?
  - Check your invoice or monthly statement
  - Check the back cover of your catalog
  - Contact us via phone at 800-297-6266
  - Contact us via our Contact Us page
  - Contact your local branch office
- **Registration ID:** The postal code associated with your account number, in the format 55305.
- **First / Last Name**
- **Email**
- **Password**

For security reasons, newly registered web accounts will be *credit card only*. Contact your local branch to be switched to “pay on account” (charge to your account) status.

An asterisk (\*) indicates a required field.

**CREATE AN ACCOUNT**

You are required to have an AmeriPride account to register online. If you do not know the information below, please contact us at 800-297-6266 to immediately receive this information.

Organization ID No.: \*  [Help!](#)

Registration Number: \*

First Name: \*

Last Name: \*

Email Address: \*

Confirm Email: \*

Password: \*

Confirm Password: \*

## My Account and Order History

Once logged in to the system, a link to “My Account” will appear in the upper-right-hand corner of the screen. Navigating to My Account will present the screen shown below.

### Account Information

[Congratulations, you have successfully updated the selected address!](#)

<b>Personal Information</b> MILDRED PIERCE CAFE Violet Johnson twinkletoes88@ampcatalog.com <a href="#">edit</a>	<b>Billing Addresses</b> <b>Home</b> Violet Johnson 2113 9th Street Minneapolis, MN 55413 612-338-1245 <a href="#">edit</a>   <a href="#">delete</a> <b>Work</b> Violet Johnson 650 Industrial Blvd Minneapolis, MN 55413 612-555-2456 <a href="#">edit</a>   <a href="#">delete</a> <input type="button" value="Add"/>	<b>Shipping Addresses</b> <b>home</b> Violet Johnson 2113 9th St Minneapolis, MN 55413 612-555-2456 <a href="#">edit</a>   <a href="#">delete</a> <input type="button" value="Add"/>
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**Credit Cards**  
No Credit Card On File

**Order History** [View full history](#) >

Date:	Order Number:	Status:	Tracking Number:
January 27, 2009	<a href="#">80000161</a>	In Process	

From this page you can view, add, and update the following information:

1. Name and email address. All order history will follow even if the email address is changed.
2. Credit card information.
3. Billing addresses – for credit card orders only. The billing address remains the same for AmeriPride charge accounts.
4. Shipping addresses.
5. Change password.

## Customization Wizard

When choosing to customize, the system will only allow you to customize one color at a time (but allows multiple sizes). Below we will decorate the Large and Medium Slate shirts at the same time. To do this, enter the quantities and go to the box below “Looking to customize this item? Click [here](#) to begin.”



The screenshot shows a product page for a polo shirt. On the left is a large image of a man wearing a light blue polo shirt. Below it are four smaller thumbnails labeled "Product Views". To the right of the main image is a "Product Details" section with a bulleted list of features: 100% Pima cotton, generously cut and garment-washed, soft and breathable, tailored men's sport shirt, 3-pearlized button placket, Jacquard collar, wide welt sleeves, locker patch, drop tail hem, size S-3XL, and companion styles. To the right of the details is the "Retail Price: \$24.99" and a note about pricing. Below the details is a "Color:" section with a grid of color swatches (black, blue, red, green, dark blue, white). To the right of the colors is a "Quantities:" section with a table for sizes S, M, L, XL, 2XL, and 3XL. The M column has a quantity of 2, and the L column has a quantity of 1. Below the quantities is a large orange button that says "Looking to customize this item?" with a plus icon and a link to "here". Below this button is an "Add to Workspace" button. At the bottom of the page is a green button labeled "Enter Customization Wizard" with an arrow pointing to the "Looking to customize this item?" button.

**Product Details:**

- 100% Pima cotton
- Generously cut and then garment-washed for true sizing
- Incredible soft, cool, breathable, and comfortable
- Impeccably tailored men's sport shirt
- 3-pearlized button placket
- Jacquard, lay-flat collar
- Wide welt sleeves
- Locker patch
- Drop tail hem stays tucked in
- Size S-3XL
- His long-sleeve companion style 3600L
- Her short-sleeve companion style 3300

**Retail Price: \$24.99**

Pricing may decrease with volume and increase for customization and oversized items.

**Color:**


**Quantities:** (You may enter multiple sizes at the same time)

S	M	L	XL	2XL	3XL
<input type="text"/>	<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

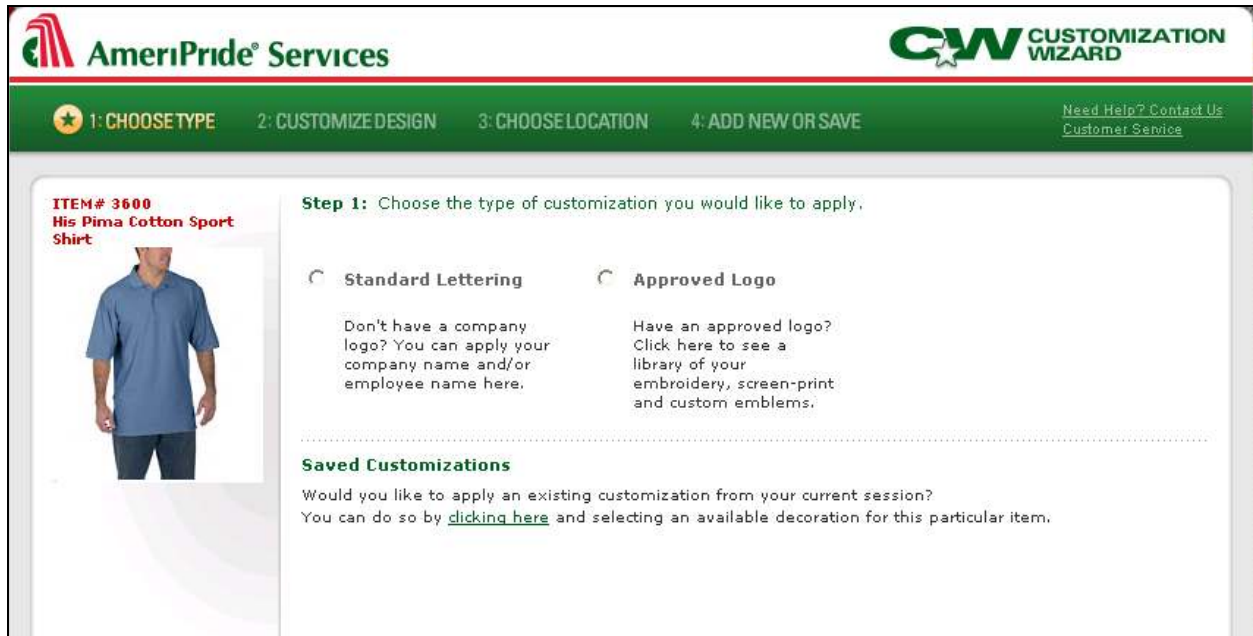
**Looking to customize this item?**  
Add your company's logo and/or custom text to these items! Click [here](#) to begin.

**Add to Workspace >**

Use the Workspace (appears below) to customize your items and/or add them to your shopping cart.

**Enter Customization Wizard**

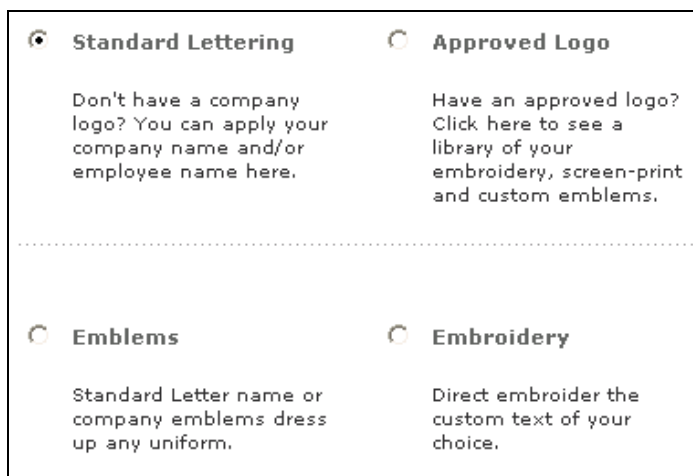
## Choosing Type



Customization Wizard Step 1 - Choose Type.

The Customization Wizard window opens.

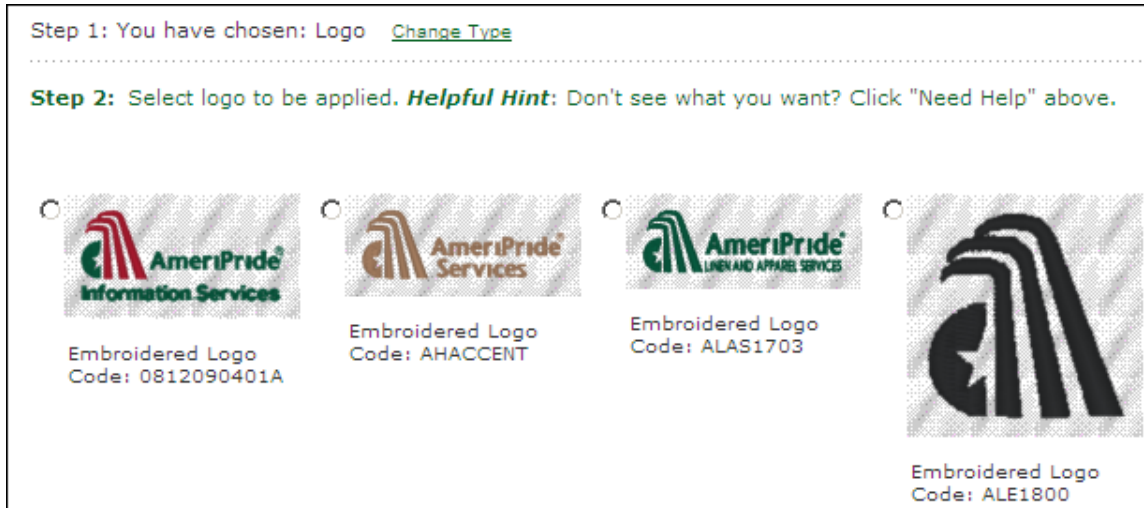
This figure shows the two main selections you can make: “Standard Lettering” and “Approved Logo”. “Standard Lettering” allows you to apply either embroidered text or company or name emblems. “Approved Logo” allows you to apply either pre-approved custom embroidered logos, screen print designs, or screen print emblems stored in your library. The figure below shows that after choosing “Standard Lettering”, the user will then see additional options to choose “Emblems” or “Embroidery”. Upon choosing “Emblems” the user may choose either embroidered emblems or screen print emblems.



Options available when choosing Standard Lettering.

## Adding a Logo

Select “Approved Logo” to use a custom embroidered logo, screen print design, or screen print emblem stored in your logo library. Click the “Proceed to STEP 2” yellow button in the lower right hand corner of the Customization Wizard.



**Step 2 - Example Logo Library. Select the approved logo to use for the Customization.**

Note that screen print will only show for materials that accept screen print (e.g. it will show for t-shirts, but not for caps). Embroidery will only show for those items that accept embroidery. When embroidered logos are chosen, at the bottom of the screen for Step 2, a checkbox allows the user to apply this logo using “tone-on-tone” colors. Choosing tone-on-tone is allowing our production team to select the closest thread color to the garment for a more subtle look. The Wizard will visualize the logo in full color or tone-on-tone depending on the selection.



**Visualization of the same logo in tone-on-tone and in full color.**

## Adding Standard Text

When Standard Lettering Embroidery is chosen, Step 2 presents you with a flexible interface for applying lettering.

The yellow message box at the top states how many items are left to customize. In this example, the user can individualize each of the 10 items with different names, titles, etc. The Wizard allows for up to 3 lines of text in different colors, lettering styles, and sizes. Again, the “tone on tone” option is enabled via a checkbox which will disable the text color box.

You have chosen: Standard Lettering [Change Type](#) You have 10 items remaining to personalize.

**Step 2: Standard Lettering**  
Customize your standard lettering, then apply to desired items below.

Use Tone On Tone

**Custom Text**

Enter Line 1 Text	Text Color	Style	Size
Enter Line 2 Text	Text Color	Style	Size
Enter Line 3 Text	Text Color	Style	Size

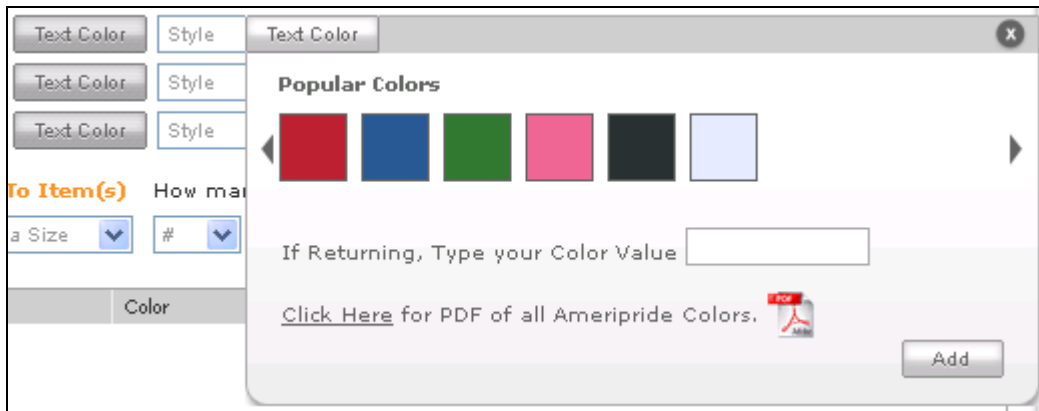
**Alignment**   **Apply To Item(s)**   How many items would you like to apply the above lettering to?

     #  

SKU Size	Custom Text	Color	Lettering Style	Size	Alignment	Qty	Clear All
----------	-------------	-------	-----------------	------	-----------	-----	-----------

Step 2 - Standard Lettering / Embroidery screen.

These examples show the Text Color and the Style and Size options. Notice that the Text Color allows the user to choose from a variety of our most common colors or to enter the thread color of their choice. All thread colors available are listed in the PDF document linked from this screen.

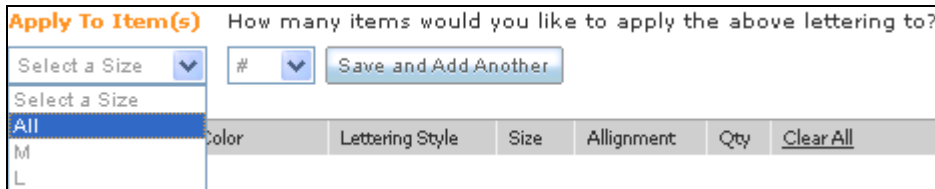


**Color Picker for Standard Lettering / Embroidery text.**



**Style and Size drop down boxes for Standard Lettering / Embroidery text.**

The “Apply to Item(s)” area shown below is where you will apply the entered text and alignment options to the line items being customized. Here we see that the “Select a Size” drop down shows the Medium and Large sizes that we chose to customize. The Wizard keeps track of how many items are left to customize and updates the Size and Quantity drop down boxes.



**Apply to Item(s) area of the Standard Lettering / Embroidery page.**

Below shows the Size drop down when Medium is selected (showing 5 items available of our original 5).



**Size drop down for the Apply to Item(s) area.**

After applying the customization to 3 of the Medium shirts, the below figure shows that only 2 of the Medium shirts remain to be customized.



Apply To Item(s)		How many
M	#	#
Item Text	Col	1
		2

Quantity remaining after 3 Mediums already customized.

The yellow area at the top of the screen keeps a running tally of what remains to be customized. Below shows 5 items remain to customize after we have completed the 5 Medium shirts.



Total quantity remaining to customize after 5 Mediums completed.

Below shows the area at the bottom of the screen that shows the details of each customization applied. Note that we started with two line items (5 Medium and 5 Large), but now we have three line items because we have split the Mediums into two different customizations.

SKU Size	Custom Text	Color	Lettering Style	Size	Alignment	Qty	Clear All
M	1. Fred 2. Manager	1637 Bright Red	BS	5/8	Center	3	<a href="#">edit</a> <a href="#">remove</a>
M	1. Bob	1637 Bright Red	BS	5/8	Center	2	<a href="#">edit</a> <a href="#">remove</a>
L	1. John	1637 Bright Red	BS	5/8	Center	5	<a href="#">edit</a> <a href="#">remove</a>

Standard Lettering line item detail after customizations are applied.

After having completed customizing all of the items, click on the yellow “Proceed to STEP 3” button to continue.

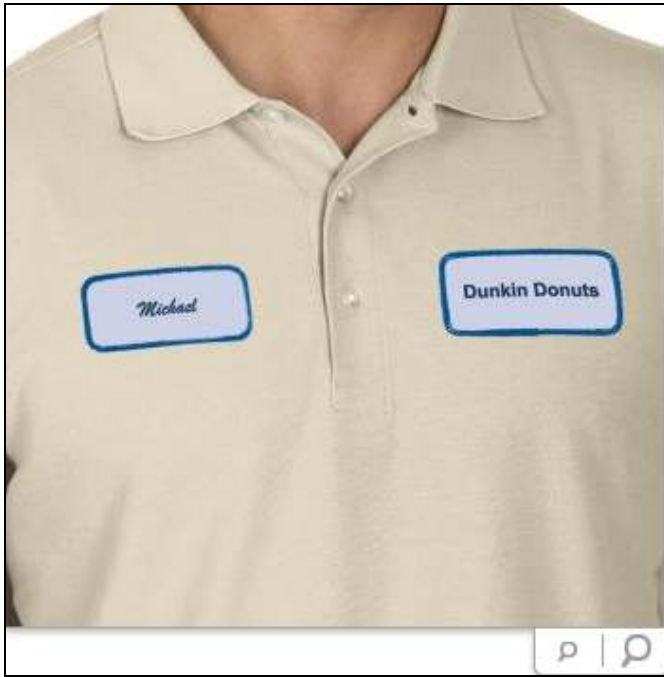
## Adding Emblems

The below figure shows the details of Step 2 when “Emblems” are chosen from within the “Standard Lettering” option.

Emblem Size	Custom Text	Emblem Background Colors
<input type="radio"/> Company (2x4) <input checked="" type="radio"/> Name (1% x 3%)	Michael <input type="text"/> <input type="button" value="edit"/> <input type="button" value="Brush Script (t"/>	<input type="button" value="1801 White"/>
	Enter Line 2 Text <input type="text"/> <input type="button" value="Text Color"/> <input type="button" value="Style"/>	<b>Emblem Border Color</b> <input type="button" value="1642 Blue"/>
<input type="button" value="Alignment"/>	<b>Apply To Item(s)</b> How many items would you like to apply this to? <input type="button" value="All"/> <input type="button" value="5"/> <input type="button" value="Save and Add Another"/>	

Step 2 - Emblem screen details.

Notice that much of Step 2 remains the same as described in the “[Embroidery](#)” section of this document. Review that section for more instructions on how to use this Emblem section. The differences are that for Emblems, the emblem size, background color, and border color must all be chosen. Text size is not an option in this area because size is automatically made as large as will fit when Emblems are made.



#### **Results of applying Emblems.**

Here are the results of applying Emblems as a customization. (Note: This is an approximation, final results may vary.)

### **Choosing the Location for Decoration - Step 3**

The next step allows you to take your designed customization, whether approved logo, Standard Text or Emblem and apply it to an allowed location. The Customization Wizard only allows customizations to be applied where they “fit” according to the maximum dimensions published in our catalog. For example an 8” x 8” screen print logo will not fit on LUF, so the Wizard will not allow that to be selected. Below is a two step process: (1) choose the angle of the product to decorate (front, back, left, right) using the four small thumbnail images; (2) the Wizard will show the available options. Select the desired location and the Wizard will give a preview of the customization. Only the current customization being worked on will be displayed. Step 4 will show multiple customizations at the same time.



**Step 3 - Choose Location screen of the Customization Wizard.**

Note that there is a check box “Decorate both layers of this item.” This will appear only for those items such as the 3-in-1 jackets that have multiple layers. Checking the box will apply that decoration to both layers (and apply duplicate charges to the order for those customizations).



**Two different perspectives shown and the decoration options allowed for a selected logo.**

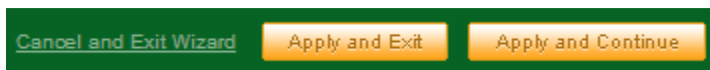
## Preview and Continue

Step 4: In this screen you will see all customizations applied. You can choose to visualize different perspectives by clicking on the small thumbnails. The large imaging window allows you to zoom in and out and scroll back and forth by dragging the image. The drop down box allows you to pick from multiple variations of the customization (in this case we have decorated shirts with three different custom text selections – “Fred / Manager”, “John”, and “Bob”). Clicking update will show that variation of the customization.



#### Step 4 - Preview customization results.

At the bottom of the Wizard in Step 4, you now has several choices. You may “Apply and Exit”, departing from the Wizard and continuing to the Workspace. Alternatively, you may choose to apply additional customizations. Clicking “Apply and Continue” will save the current customization and take you back to Step 1. If “Cancel and Exit Wizard” is selected, no customizations are applied and you will return to the Workspace without any changes being made.



#### Step 4 navigation options.

After Exiting the Customization Wizard, the screen will refresh to show the details of the Customization for each item in the Workspace. Note that there are now three lines of detail for the Slate items we customized because we split the 5 Mediums into two lines by applying “Fred – Manager” to 3 of the items and “Bob” to the other two items.

Color: Slate  
 Size: M  
 SKU: 3600SLTM

[EDIT CUSTOMIZATION](#)

	Custom Embroidery	Custom
LUF	0210100401	\$1.24
	<b>Standard Lettering</b>	<b>Custom</b>
RUF	<input style="width: 100%;" type="text" value="- Alignment: Center"/>	\$3.22
	1. Fred - Font Color: 1637 Bright Red - Style: BS - Size: 5/8 2. Manager - Font Color: 1637 Bright Red - Style: BS - Size: 5/8	

---

Color: Slate  
 Size: M  
 SKU: 3600SLTM

[EDIT CUSTOMIZATION](#)

	Custom Embroidery	Custom
LUF	0210100401	\$1.24
	<b>Standard Lettering</b>	<b>Custom</b>
RUF	<input style="width: 100%;" type="text" value="- Alignment: Center"/>	\$2.30
	1. Bob - Font Color: - Style: BS - Size: 5/8	

**Workspace after returning from the Customization Wizard.**

You may now continue to use any of the Workspace buttons as described in the [Workspace](#) section to update the quantity, clear any lines, return to the Customization Wizard to edit already applied customizations, or add the items to the Cart.

To continue to the shopping cart, select all the items ready to move and click the “Add Items to Cart” button.

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To return to your site, please click the back button on your browser.

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## Checkout Navigation

When finished reviewing the details of your Cart and adjusting any quantities, clicking the “Checkout” button will begin the check out process.

### Step 1: Billing Information

The first page reached is the Billing Information page. There are a couple important features to note about this page:

### Billing Information

An asterisk (\*) indicates a required field.

Click here to Pay on Account (billing address cannot be modified)

**IF PAYING BY CREDIT CARD, ENTER YOUR BILLING ADDRESS.**

Company Name:  
  Use this as my Shipping Address.

First Name: \*

Last Name: \*

Address Line 1: \*

Address Line 2:

City: \*

State: \* Zip Code: \*

Phone Number (xxx-xxx-xxxx):

Tax ID Number:

I certify that this is a valid tax ID number and this order qualifies for sales tax exemption.

**Billing Information page.**

First, notice the ability to use multiple saved addresses using the drop down box under the title “Billing Address: \*”. Once shipping addresses have been added to the “My Account” page or saved here on this page, you will be able to choose from multiple addresses in this drop down to automatically fill in the data.

Reference Name:

Save address for future use

Second, see the checkbox at the top titled “Click here if Paying By Account”. This checkbox *only* appears if you’ve have been given the explicit ability to pay on account/charge to this account. *If you are a charge customer but unable to charge via the web, contact your local branch to activate this feature for you.* By

checking this box, a few things occur: (1) all address information is automatically filled in by the system such that it matches the “bill to” address information. The customer name, address, etc. text boxes all become disabled from editing, and the drop down selector disappears, as does the “Reference Name” text box at the bottom. *You may not change the bill to information when choosing to pay on account. If you find an error, please contact your local branch to correct.* (2) The Reference Name information at the bottom of the screen also disappears. **If you are paying with credit card, the bill to information MUST match the charging credit card.**

Third, see the “Tax ID Number” text box and checkbox. If you are tax exempt, you must check this box and enter your tax ID #.

## Step 2: Shipping Information

As on the Billing Information page, you may select a saved address or enter a new one with the option to save that address for future use. Select a shipping method (Ground, 2-day, Next Day). Notice that the Bill To information shows on the right hand side of the screen for your reference.

### Shipping Information

An asterisk (\*) indicates a required field.

Shipping Address: *	Shipping Method: *
<input type="text" value="home"/>	<input type="text" value="UPS Ground \$17.99"/>

First Name: \*

Last Name: \*

Address Line 1: \*

Address Line 2:

City: \*

State: \*  Zip Code: \*

Phone Number (xxx-xxx-xxxx): \*

Reference Name:

Save changes to this address

[Continue >](#)

Shipping Information page.

## Step 3: Payment Information

The Payment Information page changes depending on whether the order will be paid via Account or Credit Card.

## Payment Information

### ENTER YOUR PAYMENT METHOD.

PO Number:

Continue >

### PAYMENT SUMMARY

Item(s) Subtotal:	\$149.95
UPS Ground:	\$15.00
Sales Tax:	\$11.13
.....	
<b>Order Total:</b>	<b>\$176.08</b>

Payment Information page for Pay on Account.

## Payment Information

An asterisk (\*) indicates a required field.

### ENTER YOUR PAYMENT METHOD.

Payment Type \*

Card Type \*

Cardholder Name \*

Card Number \*

Expiration Date \*

Security Code \*

 [What's this?](#)

Reference Name:

Save this card for future use

Continue >

### PAYMENT SUMMARY

Item(s) Subtotal:	\$426.76
UPS Ground:	\$15.00
Sales Tax:	\$27.53
Discount:	\$42.68
.....	
<b>Order Total:</b>	<b>\$426.61</b>

Payment Information page for Credit Card purchases.





## Step 4: Review Order

The review order page displays the summary of all the information taken during the shopping and checkout process up to this point. The left side of the screen shows the information from the Shopping Cart with the detail of the customizations. The right side shows the bill to, ship to, and payment information. The bottom shows the complete total for the order including any discounts applied, tax, and shipping charges. You are now ready to place your order by clicking "Process Order".

### Review Order

Please note that your order is not complete until you click the "Process Order" button.

Product	Price	Qty	Cust Fee	Subtotal	
 3302 - Her Essential Easy-Care Polo Red / S Sku: 3302REDS	\$14.99	12	\$0.00	\$179.88	<b>BILL TO</b> <a href="#">Edit</a>
 F8 - Full-Length 2-Pocket Adjustable Bib Apron Royal Blue / OSFA Sku: F8RBLOSFA	<del>\$8.99</del> \$6.96	25	\$0.00	\$174.00	<b>SHIP TO</b> <a href="#">Edit</a>
				Item(s) Subtotal:	\$353.88
				UPS Ground:	\$17.99
				Sales Tax:	\$0.00
				<b>Order Total:</b>	<b>\$371.87</b>

[Process Order >](#)

**PAYMENT** [Edit](#)  
Payment on Account  
\$371.87

Figure 1: Review Order page with order summary information.

## Step 5: Order Confirmation

After placing the order, you will see an Order Confirmation page. The confirmation number displayed at the top of the page is the order number.

You may print the page by clicking the Print icon in the upper right hand corner. This will open a print dialog box.

### ***Emailed Order Confirmation***

Once the order is placed, an order confirmation will be sent to the email address registered to the account.




### ***Emailed Shipping Confirmation***

Once the order is shipped, a shipment confirmation with UPS tracking number will be sent to the registered email address.

## Order Tracking

In Order History, you can view full order history by clicking on the order number. See example below.

**Order Detail: #9039697**

Product	Price	Qty	Cust Fee	Subtotal	Line Status	
 977 - 3-in-1 Waterproof 3/4-Length Parka Black/Grey / M Sku: 977BGRM	\$104.99	1	\$0.00	\$104.99	Shipped	<b>BILL TO</b>  786 RANDOLPH AVENUE SAINT PAUL, MN 55102  <b>SHIP TO</b>  Stephanie Voth 17550 Bernardo Oaks Dr San Diego, CA 92128-2112 877-517-9340  <b>PAYMENT</b>  Payment on Account Enter Your PO / Reference Number: po # TEST \$238.09
 5020 - DRI Duck Men's Hooded Canvas Jacket Black / L Sku: 5020BLKL	<del>\$54.99</del> \$49.99	1	\$0.00	\$49.99	Shipped	
 3300 - Her Pima Cotton Sport Shirt Black / L Sku: 3300BLKL <a href="#">[+] View Customization</a>	\$24.99	1	\$28.00	\$52.99	Shipped	
<b>Tracking Number:</b>		Item(s) Subtotal:		\$207.97		
<a href="#">1Z557E420350011326</a>		UPS Ground:		\$13.99		
		Sales Tax:		\$16.13		
		<b>Order Total:</b>		<b>\$238.09</b>		

### Order Detail from Order History

Click on the Tracking Numbers to be automatically redirected to the UPS website for tracking the package. If the order is shipped in multiple shipments, each tracking number will show here.