



ISSUES WITH ORDERS

- If you should ever have any issues with your login, an order, or simply need help using the TowneBank team website, please submit a support ticket through the support portal. The support portal is located on the top toolbar, as well as in the top right corner of the shopping cart.

UOM	Qty	Ext Price	Actions
EA	<input type="text" value="1"/>	\$0.00	  Save For Later
Message: <input type="text" value="Line Comment"/>			
Budget ID: <input type="text"/>			

- ON-DEMAND ITEMS: MOST APPAREL, BAGS, HEADWEAR, & ASSORTED ITEMS.**
All other products ("non- inventory" products) are customized at the time of purchase. These on-demand items require 7-10 business days of production, plus shipping time to your location.

PRINT ITEMS

Standard production time is 5-8 business days, plus shipping time.

RETURN POLICY

- Returns will be accepted if there are production-level issues. The following are examples of accepted and declined returns:

EXAMPLES OF ACCEPTED RETURNS:

- If item arrives damaged from shipping and/or from an error by the manufacturer.
- If you receive a different item (or different size and/or color) than you ordered, you can exchange the received item you originally ordered.
- The item has the wrong embroidery logo or color.

EXAMPLES OF DECLINED RETURNS:

- You received the size you ordered, but the item doesn't fit you.
- You received the item you ordered, but you change your mind or don't like it once you receive it.

ADMIN CENTER

- Note: Based on your login credentials, some of the items below may not pertain to you.
- Edocuments is where you can pull invoices from past orders.
- Order History is where you can see the details from past orders.
- Return Request is where you can process a return. Please see Return policy above for additional details.

PRODUCTION TIMES

INVENTORY ITEMS

Inventory items ship from the warehouse within 1-3 business days. Once the order is shipped you will receive an email notification with tracking information.

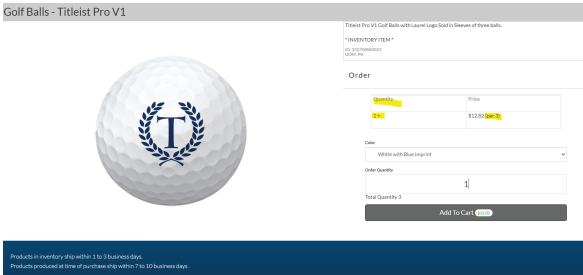
STOCK LEVELS

Please be sure to check stock levels for inventory items. You may do this by clicking the stock check icon within the shopping cart (see below). If an item is missing this icon it is considered "On Demand" and you may see the information below in regards to that timeline.

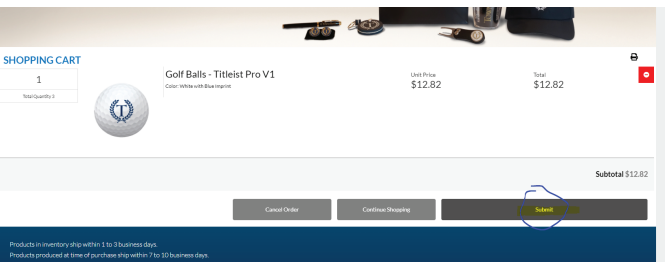


ORDER PROCESS

- When selecting an item please be sure to note the unit of measure (pack size). In the example below for golf balls the pack is a sleeve of 3 balls.

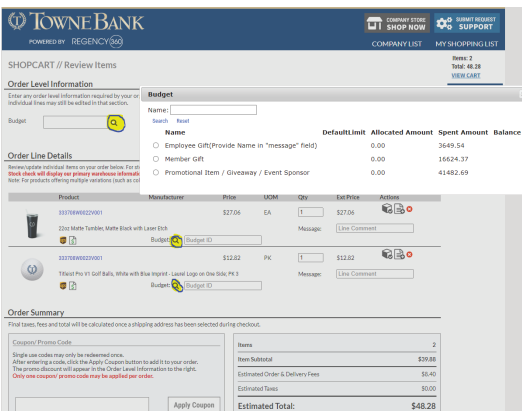


- Once you've selected all your item please click "Submit" to be sent to the TowneBank Shopping cart.



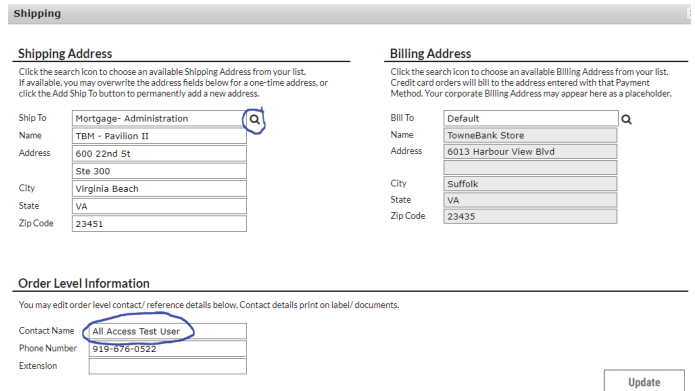
SHOPPING CART

Be sure to select the budget you want your order to fall under. You may do that by clicking the hour glass icon at the top to assign the same budget to the entire order or select the hour glass icon on each line item to assign each item.



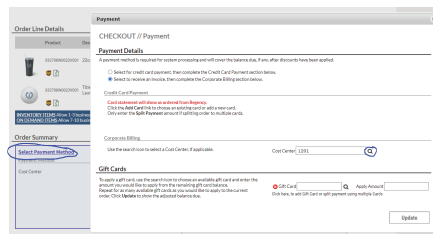
SHIPPING

- Most of the logins will have a shipping address assigned to them. To select a different ship to location, please click Edit Shipping (2nd page of the shopping cart). Then Click the house glass icon to see a drop down of all the ship to locations that have been assigned to your login.
- Be sure that your name is located under “Contact Name” as this is what will show up on shipping label.
- Remember to check the inventory levels using the Stock Check icon before proceeding to make sure there is enough in inventory to fill your order. More details on the first page of the FAQ.



COST CENTER

- To apply a cost center to your order click “Select Payment Method” and click the hour glass icon or type in the cost center. Note the cost center have to be pre loaded so if you receive an error message the code either doesn’t match or isn’t loaded into the system.



PLACE ORDER

- Don't forget to click "Place Order" at the very end. If done correctly, the webpage will refresh automatically and give you a summary of your order along with the order number. You should also receive a copy of this page via email.