

# 3HC FAQ

## ACCESS TO THE SITE

- If you are a new user to the 3HC employee store, please request login access through the “Login Request” link on your landing page. After you have submitted this form and it is approved by the 3HC team, Regency will then be able to create the login and send you the information to access the site. Process typically takes 24-48 hours to complete after approval from the 3HC team.

## ISSUES WITH ORDERS

- If you should ever have any issues with your login, an order, or simply need help using the 3HC 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.

## 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.

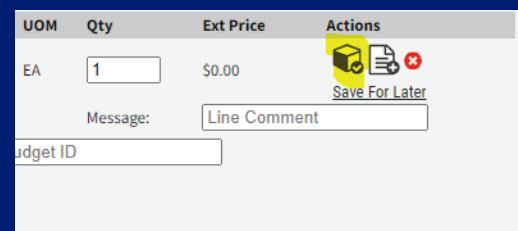
## PRODUCTION TIMES

### 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.



### ON-DEMAND ITEMS: MOST APPAREL, BAGS, HEADWEAR, SCRUBS & LAB COATS

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.

## 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.


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## ALLOCATING COST

- Once you have your items added to the shopping cart, please remember that you must assign a budget code to each line item. You can click the magnifying glass icon to see all the choices and either assign a budget code to the whole cart or different ones to each item.

**Order Level Information**

Enter any order level information required by your organization below.

Budget (Assign to All)   PO Number  Cart Name

- On the 2nd page of the shopping cart, you will also have to assign a cost center to the order. You may do that in the payment method section and clicking the magnifying glass icon for the drop down.

**Payment Details**


A payment method is required for system processing and will cover the balance due, if any, after discounts have been applied.

Select for credit card payment, then complete the Credit Card Payment section below.  
 Select to receive an invoice, then complete the Corporate Billing section below.

**Credit Card Payment**


**Card statement will show as ordered from Regency.**  
Click the **Add Card** link to choose an existing card or add a new card.  
Only enter the **Split Payment** amount if splitting order to multiple cards.

**Corporate Billing**

Use the search icon to select a Cost Center, if applicable. Cost Center  

**Gift Cards**

To apply a gift card, use the search icon to choose an available gift card and enter the amount you would like to apply from the remaining gift card balance.  
Repeat for as many available gift cards as you would like to apply to the current order.  
Click **Update** to show the adjusted balance due.

 Apply Amount

Click here, to add Gift Card or split payment using multiple Cards

- If you are using your own credit card for a personal purchase, please select code "00 – Personal Purchase" for both the Budget & Cost Center Code.
- All Apparel items should purchased via credit card and not invoiced to 3HC.

