

## ACCESS TO THE SITE

- If you are a new user to the Clancy & Theys' employee store you may gain instant access to the site by clicking "New Login Request" link on the landing page. From there you will need to fill out the simple form and once you click "Register" at the bottom of the page you will gain access to the employee store.

## ISSUES WITH ORDERS

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

## 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.

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

### 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.

## 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.

## ORDER PROCESS

- SHOPPING**

Coupon: To add a coupon please type in the code into the field and click "Apply Coupon". If done correctly, the webpage will update showing the discount in the estimated total.

**Coupon/ Promo Code**

Single use codes may only be redeemed once.  
 After entering each code, click the Apply Coupon button to add it to your order.  
 The promo discount will appear in the Order Level Information to the right.  
**Max limit of two coupon/ promo codes per order.**

- SHIPPING**

Most of your logins will have the shipping address defaulted to your home office. To select a different ship to location, please click Edit Shipping (2nd page of the cart). Then, click the hour glass icon to see a drop down of all the ship to locations that you've been assigned.

<p><b>Shipping Address</b></p> <p><small>Click the search icon to choose an available Shipping Address from your list. If available, you may overwrite the address fields below for a one-time address, or click the Add Ship To button to permanently add a new address.</small></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 100px;">Ship To</td> <td>Orlando </td> <td style="text-align: right;"><input type="button" value="Add Ship To"/></td> </tr> <tr> <td>Name</td> <td colspan="2">Clancy and Theys - Corporate</td> </tr> <tr> <td>Address</td> <td colspan="2">1401 Beulah Road</td> </tr> <tr> <td></td> <td colspan="2">Suite 124</td> </tr> <tr> <td>City</td> <td colspan="2">Winter Garden</td> </tr> <tr> <td>State</td> <td colspan="2">FL</td> </tr> <tr> <td>Zip Code</td> <td colspan="2">34787</td> </tr> </table>	Ship To	Orlando	<input type="button" value="Add Ship To"/>	Name	Clancy and Theys - Corporate		Address	1401 Beulah Road			Suite 124		City	Winter Garden		State	FL		Zip Code	34787		<p><b>Billing Address</b></p> <p><small>Click the search icon to choose an available Billing Address from your list. Credit card orders will bill to the address entered with that Payment Method. Your corporate Billing Address may appear here as a placeholder.</small></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 100px;">Bill To</td> <td>Orlando - Clancy &amp; Theys </td> </tr> <tr> <td>Name</td> <td>Orlando - Clancy &amp; Theys</td> </tr> <tr> <td>Address</td> <td>7308 GREENBRIAR PKWY</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td>City</td> <td>Orlando</td> </tr> <tr> <td>State</td> <td>FL</td> </tr> <tr> <td>Zip Code</td> <td>32819</td> </tr> </table>	Bill To	Orlando - Clancy & Theys	Name	Orlando - Clancy & Theys	Address	7308 GREENBRIAR PKWY			City	Orlando	State	FL	Zip Code	32819
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If your login has access to create a ship to location you will see the "Add Ship To" link in this section. Click the link and then fill out the form and at that point you can click "Submit" to have the new ship to created and applied to the order. Note: only your login will be able to see addresses that are created.

Fill out the fields below and click Submit to save your new Ship To address.  
**NOTE: All addresses must be a physical street address to ensure proper shipment delivery. P.O. Box addresses are not valid for shipping.**

Must be a unique value, up to 26 characters

Ship To ID	Linda's House	
Shipping Label Name	Clancy & Theys	
Address	123 Main St.	
Address Line 2		
City	Raleigh	
State	NC	
Zip Code	27612	

- PAYMENT**

Click "Select Payment Method" on the second page of the shopping cart. Depending on your login credentials, you may select which option (Credit Card or Gift Card) you would like to process the order.

To pay with credit card, please click "Add Card." If this is the first time ordering, you'll need to click "Add New Card," fill out the form, and click "Save Card for future use." At that point, you can select the saved card information and click update.

Please reference the training video "Shopping Cart" on the landing page to see this demoed.

- PLACE ORDER**

Don't forget to click "Place order" at the very end. If done correctly, the webpage will refresh automatically giving you a summary and an order number. Please save this number in case you have any questions later. Depending on if we have your email address setup for your login, you should also receive an order confirmation email.

## INVENTORY ISSUES

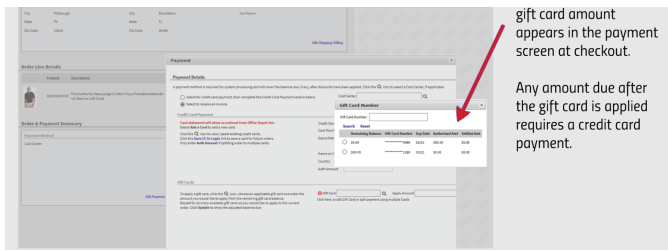
Due to COVID, the industry overall is experiencing supply chain / inventory issues that could extend production time-lines, as well as make it more likely for items to be out of stock. If an item is out of stock, you will receive an email notification and the item will be automatically taken off the order.

If you used a coupon code for the order and an item was out of stock, a replacement code will be automatically sent to you via email. The code will be included in the out-of-stock notification email.

## GIFT CARD

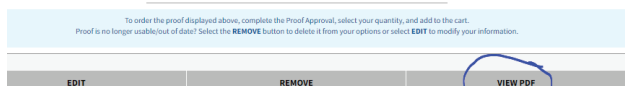
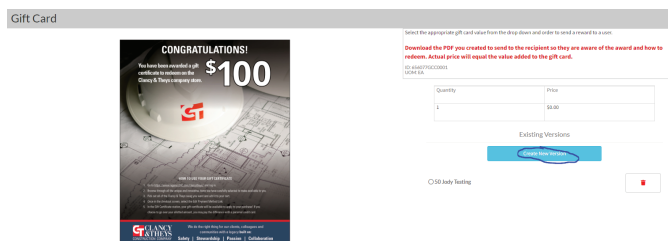
- PAYING VIA GIFT CARD**

To apply a gift card to your order, please click "Select Payment Method" on the second page of the shopping cart. Towards the bottom of the pop-up window, you will see a section titled "Gift Cards." Please click the hour glass icon to see all the gift cards that have ever been assigned to your login and the remaining balance. Select which gift card you want to apply to the order, and any remaining amount due will require a credit card.



• **ASSIGNING A GIFT CARD**

Depending on your login credentials, you may be able to assign a voucher to an existing login. To do that, you will navigate to the “Gift Card” section and click “Create New Version.”



After the item is added to your shopping cart and you place the order completely, Regency will then assign the dollar amount to the existing login and notify the employee once completed.

You can submit a support ticket if you have any questions or need help looking up the correct email address.

Please then fill out the template and make sure that you list the person’s correct email address that matches the employee’s login so that the Regency team will be able to send a notification and know where to assign the dollar amount. Please make sure the login already exists.

After you click submit, you will need to approve the proof and add the item to your cart. The proof has instructions on how to use the voucher, so we suggest downloading the PDF proof and sending it to the recipient.