

> PRODUCTION TIMELINES

APPAREL ITEMS

- Standard turnaround times for apparel is 7-10 business days until it ships.
- The reason for this is that the apparel item must go to production to be decorated before delivery.
- Note that turnaround times could increase around the holiday season.
- If an item out of stock or has been discontinued you'll be notified via email and that item will be cancelled from your order.

CUSTOM ORDERS

- Expect 7-10 business days before item ships if not otherwise stated on the product level.

QUICK SHIP ITEMS

- Determined by your geographic location, plan for 1-3 business days before this item ships if orders are submitted by 4pm EST. Add an extra day if order is submitted after 4pm EST.

> NEED HELP COMING UP WITH IDEAS FOR YOUR EVENT?

Looking for new unique ideas to set yourself apart for an upcoming event, reach out to **Lucy Wines** Lucy.Wines@htb.com with event details listed below.

- Date of the event?
- Details of the event?
- Budget?
- Order quantities?

> ISSUE WITH ORDERS

Trouble with your login, an order, or simply need help please submit a support ticket through the support portal on your landing page.

<https://www.htbwebstore.com/>

> RETURN POLICY

Return Policy for HomeTrust Bank promotional items.

Returns will be accepted if there are any issues with production. To follow are examples of returns that will be Accepted and those that would be declined.

EXAMPLES OF ACCEPTED RETURNS

- If item shows up damaged from shipping and/or from an error by the manufacturer.
- If you receive a different item than you originally ordered, then you can exchange that item for the correct item originally ordered.
- Did not receive the correct embroidery logo or color. Received a different size and/or color than you originally ordered.:

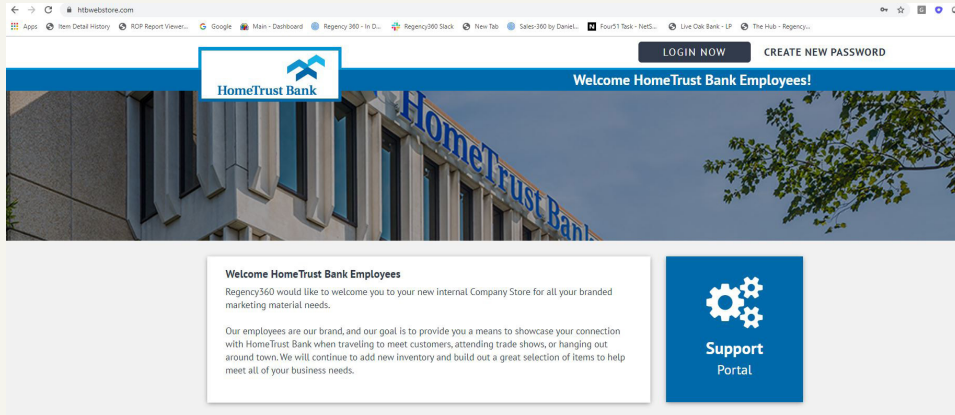
EXAMPLES OF NON ACCEPTED RETURNS:

- Ordered the wrong size and your item doesn't fit.
- If you don't like the item after you receive it.

> LOGIN INSTRUCTIONS

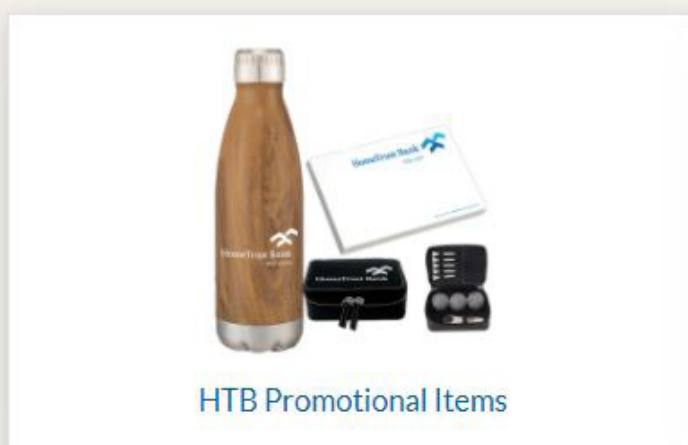
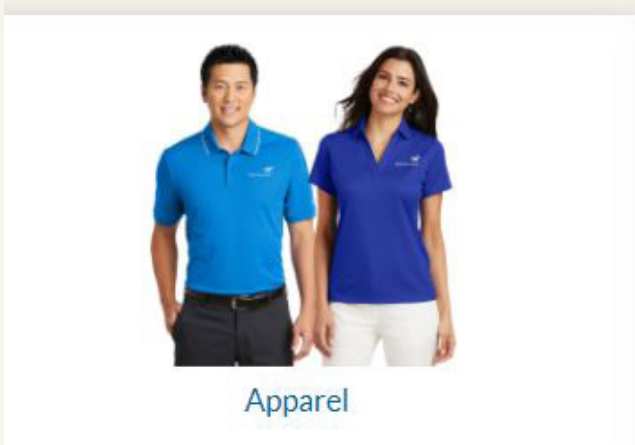
STEP 1

- Login using your username and password on your landing page (htbwebstore.com).
- NOTE, if you should ever have any issues at all on the site please submit a support ticket in the “Support Portal”. After you submit the ticket you’ll receive an email notification letting you know Regency has received your request and within that email you’ll be provided a Link to check ETAs and steps we are taking to resolve the issue.
- See Screenshot below.



STEP 2

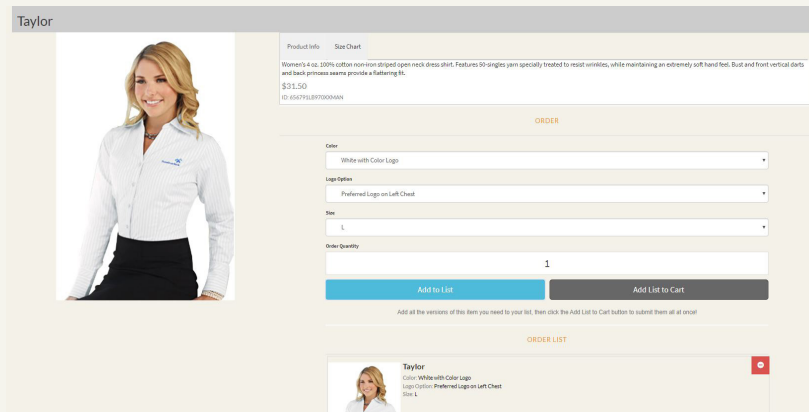
- Based on your login credentials you’ll see different product categories. Click on the appropriate categories to find your item.



> ORDERING INSTRUCTIONS

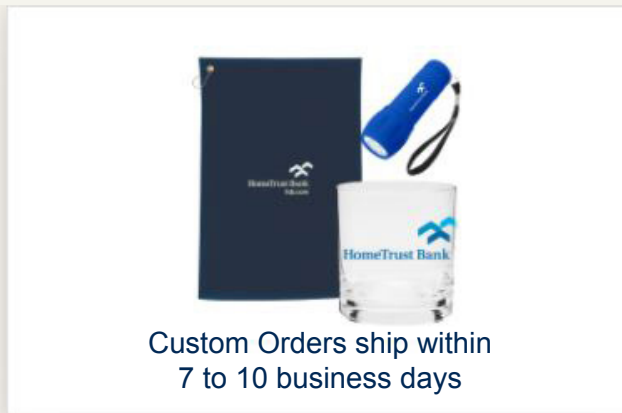
STEP 3

- One you have chosen the item you want please fill out all information on the template (Item and Decoration Color, Logo, Size, and order quantity) Once you have filled the template out complete the image will update to show you your choice.
- Remember to click “Add to List” and then “Add List to Cart” to have the item added to your shopping cart.
- Once you click “Add list to Cart” you’ll proceed to the shopping cart.

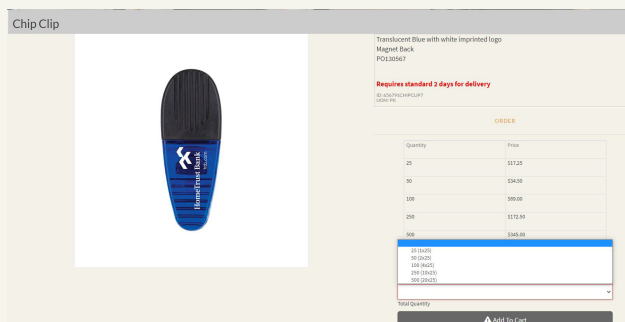


STEP 4

- In the promotional Item section please note the difference between “Quick Ship” & “Custom Order”. Quick ship items are items that have already gone through production and are sitting in one of Regency’s warehouses as an Inventory item. Custom Orders (On Demand) means that the item must first go through production before shipping to you.



- When placing a promotional item order please note that unit of measurement or pack size for that item. As you can see in the image below, this Chip Clip is packed in quantities of 25 and in the drop down you have options to select the number of packs (ex. 25 (1x25) = 1 pack of 25)






> ORDERING INSTRUCTIONS

STEP 5

- Once you are ready to place your order click Submit to be punched into the shopping cart to fill out shipping and payment information.

SHOPPING CART 🛒

1		<p>Taylor Color: White with Color Logo Logo Option: Preferred Logo on Left Chest Size: L</p>	Unit Price \$31.50	Total \$31.50	🛒
Total Quantity 1					

Subtotal \$31.50

Cancel Order
Continue Shopping
Submit

STEP 6


- Based on your login credentials you may be required to have a budget in the highlighted field (see image below).
- Please note that you are able to check the stock levels for all Quick Ship Items (inventory) by clicking the box icon to the right of the item. (see image below) note that this icon will not show up for Custom Order Items (on demand).
- Please note that this is also where you can find your order history link and find previous orders tracking information once it's uploaded.

SHOPCART // Review Items Items: 1
Total: 24.75
VIEW CART

Order Level Information
Enter any order level information required by your organization below.

Budget (Assign to All): Adam Shores -2020 to 2021 PO Number: Cart Name:

Order Line Details
Review/update individual items on your order below. For stocked inventory, available quantities can be found by clicking the stock icon shown under Actions. Note: For products offering multiple variations (such as color), a default image may display due to the large selection offered.

Product	Manufacturer	Price	UOM	Qty	Est Price	Actions
	Chip Clip W/ Magnet Blue PK25	\$17.25	PK	<input type="text" value="1"/>	\$17.25	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Save For Later

Message:

Project: Budget:

ORDERING CENTER

- [Quick Order](#)
- [Express Quick Order](#)
- [View Cart](#)
- [Scheduled Orders](#)
- [Order History](#)

ADMIN CENTER

- [Manage Account](#)
- [Change Password](#)
- [Order Approval Wizard](#)
- [Return Request](#)
- [Budget Summary](#)
- [EDocuments](#)
- [Report Subscription](#)
- [Contact Us](#)

Order & Payment Summary
Final taxes, fees and total will be calculated once a shipping address has been selected during checkout.


<p>Coupon/ Promo Code: <input type="text" value=""/></p> <p>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.</p> <p><input type="button" value="Apply Coupon"/></p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Items</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Item Subtotal</td> <td style="text-align: right;">\$17.25</td> </tr> <tr> <td>Estimated Order & Delivery Fees</td> <td style="text-align: right;">\$7.50</td> </tr> <tr> <td>Estimated Taxes</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Estimated Total:</td> <td style="text-align: right;">\$24.75</td> </tr> </table>	Items	1	Item Subtotal	\$17.25	Estimated Order & Delivery Fees	\$7.50	Estimated Taxes	\$0.00	Estimated Total:	\$24.75
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Item Subtotal	\$17.25										
Estimated Order & Delivery Fees	\$7.50										
Estimated Taxes	\$0.00										
Estimated Total:	\$24.75										



> ORDERING INSTRUCTIONS

STEP 7

- The 2nd page of the shopping cart is where you'll fill out your shipping and billing information.
- Depending on your login credentials your Ship to ID and Cost Center may already be defaulted. Other Logins may not even have a cost center assigned to their logins.
- Please make sure you Contact Name is correct as this is the name that will be on the shipping label.
- If you need to edit anything or pay via credit card you'll click the blue links in that section (ex. Edit Payment Method)
- Once this information is filled out you can click "Place order". After that you'll receive an order notification via email. **STEP 7**
- This is the final page for you to review before you place the order. If all looks correct please click "Place Order" at the bottom of the screen.
- After you place the order you'll received an email notification with your order information.

1) REVIEW CART	2) SHIPPING & PAYMENT	3) PLACE ORDER
<p>Ship To: <input type="text" value="10WD2"/> Q</p> <p>Name: <input type="text" value="HomeTrust Bank"/></p> <p>Address 1: <input type="text" value="10 Woodlin St - 2nd Floor"/></p> <p>Address 2: <input type="text"/></p> <p>City: <input type="text" value="Asheville"/></p> <p>State: <input type="text" value="NC"/></p> <p>Zip Code: <input type="text" value="28801"/></p> <p>Country: <input type="text"/></p> <p>Add New Ship To click here to add a new address</p>	<p>Contact: <input type="text" value="HomeTrust Bank Test"/></p> <p>Phone: <input type="text"/></p> <p>Phone Ext.: <input type="text"/></p> <p>PO Number: <input type="text"/></p> <p>Cost Center: <input type="text"/> Q</p>	<p>ORDER SUMMARY</p> <p>Items: 1</p> <p>Items Total: \$31.50</p> <p>Tax: \$0.00</p> <p>Coupon: TESTCOUPON1 (\$31.50)</p> <p>Other Charges:</p> <hr/> <p>Order Total: \$0.00</p>
<p>Special Instructions</p> <div style="border: 1px solid #ccc; height: 40px;"></div>		
<p>Ship To <input type="text" value="Default"/> Q</p> <p>Name: <input type="text" value="HomeTrust Bank - Divisions"/></p> <p>Address 1: <input type="text" value="324 Ridgefield Court"/></p> <p>Address 2: <input type="text"/></p> <p>City: <input type="text" value="Asheville"/></p> <p>State: <input type="text" value="NC"/></p> <p>Zip Code: <input type="text" value="28806"/></p> <p>Country: <input type="text" value="US"/></p>	<p></p> <p>Credit Card <input type="text" value="SaveCC"/></p> <p>Type: <input type="text"/></p> <p>Card Number: <input type="text"/> Q</p> <p>Expire Date: <input type="text"/> / <input type="text"/></p> <p>Security Code: <input type="text"/></p> <p>Name on Card: <input type="text"/></p> <p>Country: <input type="text"/></p> <p>Auth Amount: <input type="text"/></p> <p>Address 1: <input type="text"/></p> <p>Address 2: <input type="text"/></p> <p>City: <input type="text"/></p> <p>State: <input type="text"/></p> <p>Zip: <input type="text"/></p> <p><small>Credit card statements will show as ordered from Regency.</small></p> <p>Update Order & Schedule Checkout</p>	

