Electronic Ordering Instructions

For
Hilton Hotels
Punch Out

Provided by:

Superior
UNIFORM GROUP

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Hilton's
Support Contacts

Superior Uniform Group

Technical

Richard Brown

727-397-9611

rbrown@superioruniformgroup.com

John P. Feit
E-Commerce Manager
727-803-7117

jfeit@superioruniformgroup.com

Customer Service

Hospitality Team

800-947-2861

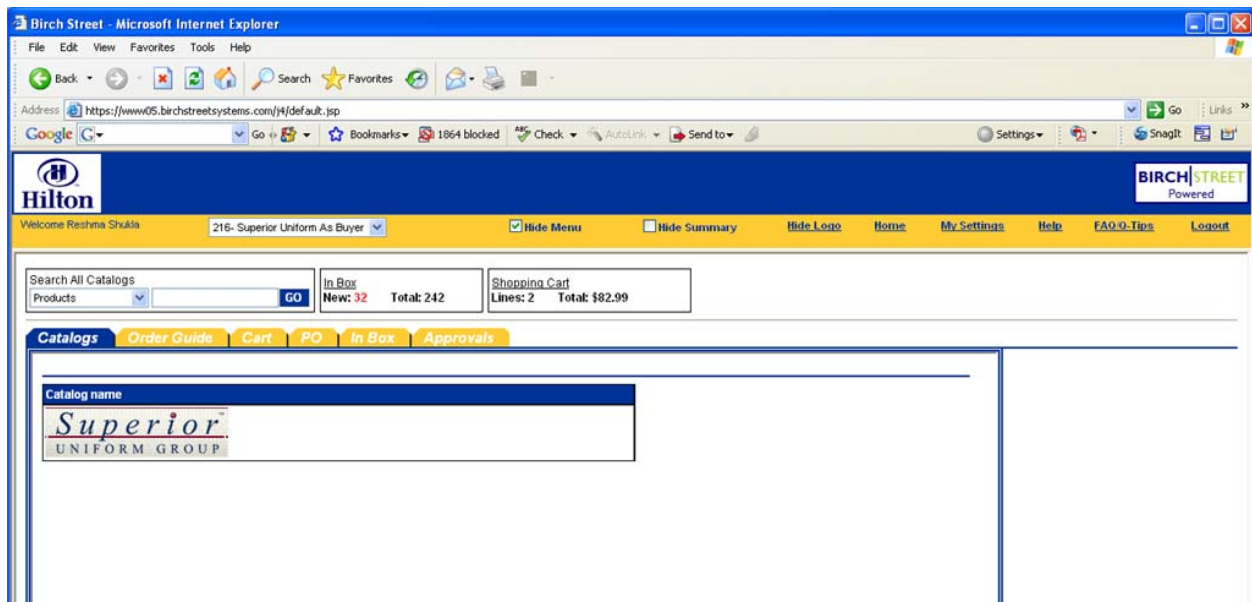hospitalityteam@superioruniformgroup.com

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This Web site is a tool to allow you to order your uniforms quickly and simply while providing information and operation unique to Hilton Hotels. The Web site offers two main functions:

Product Catalog: An online catalog that allows you to easily navigate through your selection options through either a vertical, hierarchical navigation tree, or a role/category visual view that provides thumbnail images of the available items. This is where you place new orders.

Inquire Order Status: Allows you to check on your orders to find the status and other valuable information.

The Web site is available 24 hours a day, seven days a week with the exception of Saturday night 6:00 pm to Sunday Morning 6:00 am when the system is down for maintenance.

Log into Birch Street and select the Superior Uniform Group link on the Catalogs Tab.

Your Information: This area welcomes you by location; please confirm that it is correct. Below that is a link to **General Information** specifically for Hilton's employees. Please check this page often, as it may be updated frequently. At the bottom you will find a quick link to your last three orders placed via the Web site. By clicking on these links you will go directly to that order in the Inquire Order Status page.

Shop Using the Product Catalog: The product catalog provides a structured way to shop your uniform program. Products are arranged in groups. Pictures and descriptions as well as features, sizes and prices are displayed. See page 5 for more information.

Inquire Order Status: The Order status link will allow you to check on the status of your orders. Information provided includes future shipment scheduling, carrier information, ship dates, sizes and quantities shipped and tracking numbers. See page 12 for more information.

Administration, Contact and Help: Links to help you manage your accounts, get help and contact us. See page 17 for more information.

Navigation Tree: The Navigation Tree is designed to be a guide to help you find the products you are interested in.
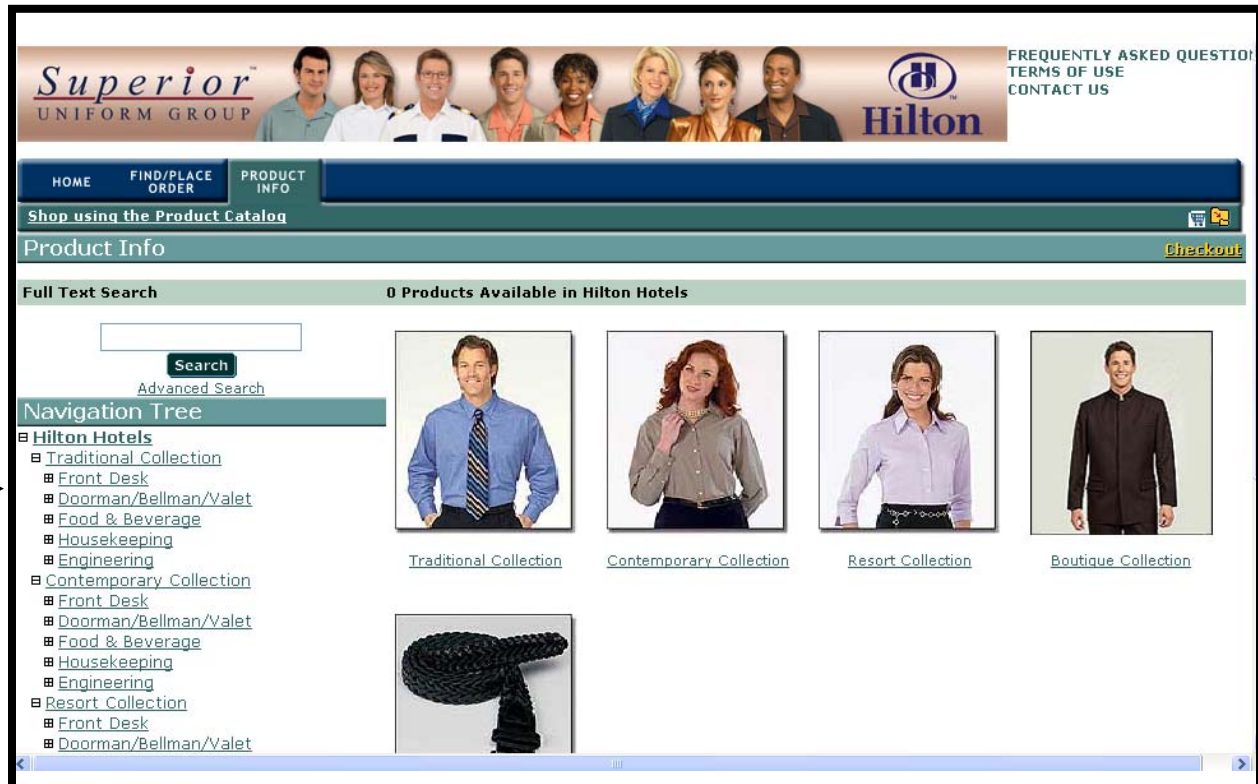
Navigation is supplemented by images of the available products on the right side of the screen.

Here you will see items listed for Hilton by item description. By clicking on the **image** or the **item description** you will be brought to the **Product Detail Page** (see next page).

The **Product Detail Page** provides detailed information and images to help you in your selection. After viewing, enter the requested quantity and click **Checkout** or the **Shopping Cart icon** to proceed to the Shopping Cart or **Return** to return to the Product page.

Certain garments have the option for adding a logo or embroidery. If that option is available, an additional alteration field will be available on the same page. Simply check the appropriate checkbox (Add embroidery to pocket or Add Hilton logo to pocket). If selecting embroidery, then you can select an embroidery size and enter up to 30 characters to be embroidered in the field labeled Line 1.
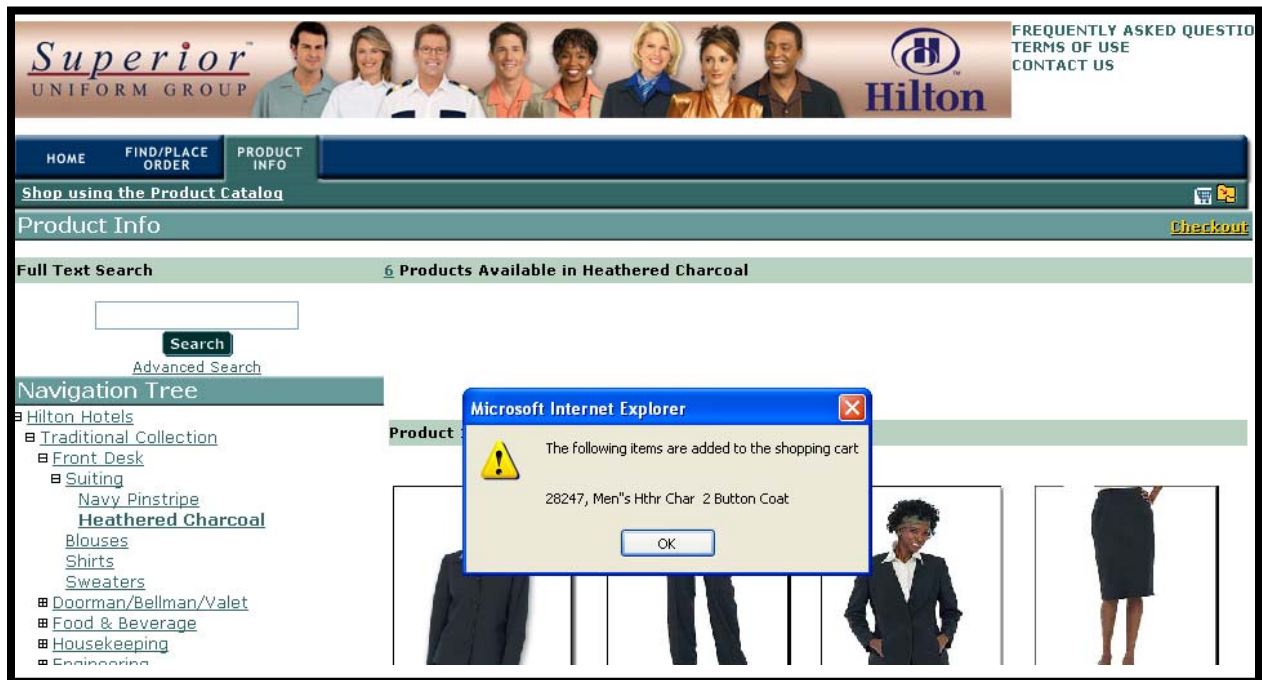
The Product page also allows you to place items in the Shopping Cart that you wish to purchase.

Ordering from the Product Page in the Product Catalog: To place an item in the shopping cart from the product page, simply enter the quantity in the appropriate grid box for the size of the item you desire and click on the **Add to Cart** link if you have more items to add to your cart, or the **Add to Cart & Checkout** link if you are done shopping.

After you have added an item to the shopping cart, you will receive a message confirming your selection (see next page).

At this point you may continue shopping or click **Checkout** to start the checkout process with a review of the shopping cart (see next page).

Checkout

On the checkout screen, a summary of your current order is displayed in the shopping cart. In addition to the contents of your order, taxes based on the defined ship-to address and estimated freight charges calculated based on weight, are provided, along with your total cost.

Additionally, you can look again at what you have ordered, make shipping carrier changes, add an additional message, or you can **cancel the order**.

If your order is complete, click on the highlighted **Continue to Checkout** link to proceed with your order.

After clicking **Continue to Checkout** on the Order form, the **Order Verification** page is displayed:

The order verification page provides a final look at the order before it is placed in our system. If all the information is correct click **Place Order**, if not click **Return to Shopping Cart** to change the order. At this point your cart will be transferred to Birch Street.

The buyer is returned back to Birch Street PO tab and the newly created Purchase Order.

IMPORTANT - Once the PO has been created in Birch Street, you **must** "Submit" the order back to Superior Uniform Group for the order to be processed by Superior Uniform Group. The PO status will change from "New" to "Submitted to Supplier" or "Submitted for Approval" (only for those hotels using the electronic approval process).

Once Superior Uniform Group has successfully received the submitted order from Birch Street, the PO status will change from "Submitted" to "Accepted by Supplier."

You may use the Web site to inquire on orders previously placed on the Web or manually through fax, e-mail or phone call. Order status information includes shipping and tracking information as well as expected ship dates for unshipped orders.

Order Status Inquiry:

Click **Inquire Order Status** from the homepage or on the green navigation bar available on most screens. This will display the Find Order Page:

Using the Find Order Page you can search for orders of interest. You may search by **Style Number, PO Number, Ship to**, and **Order Date**. Simply enter the search criteria and click **Search**.

Changing the from and to dates to the same specific date will allow you to look at all the orders placed on that date. You can quickly view the statuses and shipping information of these orders.

If you have a particular order you wish to inquire on, enter the order number in the **Sales Order No**. box and click **View.**

Any orders matching your search criteria will be displayed on the Sales Order List page:

This page is sorted by date as a default, but you may change the sort by clicking on **Order No.** or **PO No.** This will sort the sales order list by the selected field.

When you find the order you are interested in, click the **Order No.** link on the left to view the associated sales order information.

At the top the screen you will find all the relevant order header information and the overall order status. Statuses are: In process, Partially Shipped, Shipped, On-Hold and Cancelled.

In the bottom portion of the page, the order detail is displayed with a ship status for each line. Ship statuses include Open or Completed. To display the shipping information for the line click **Ship Info** on the right to display the Shipping Information page.

Shipping Information Page
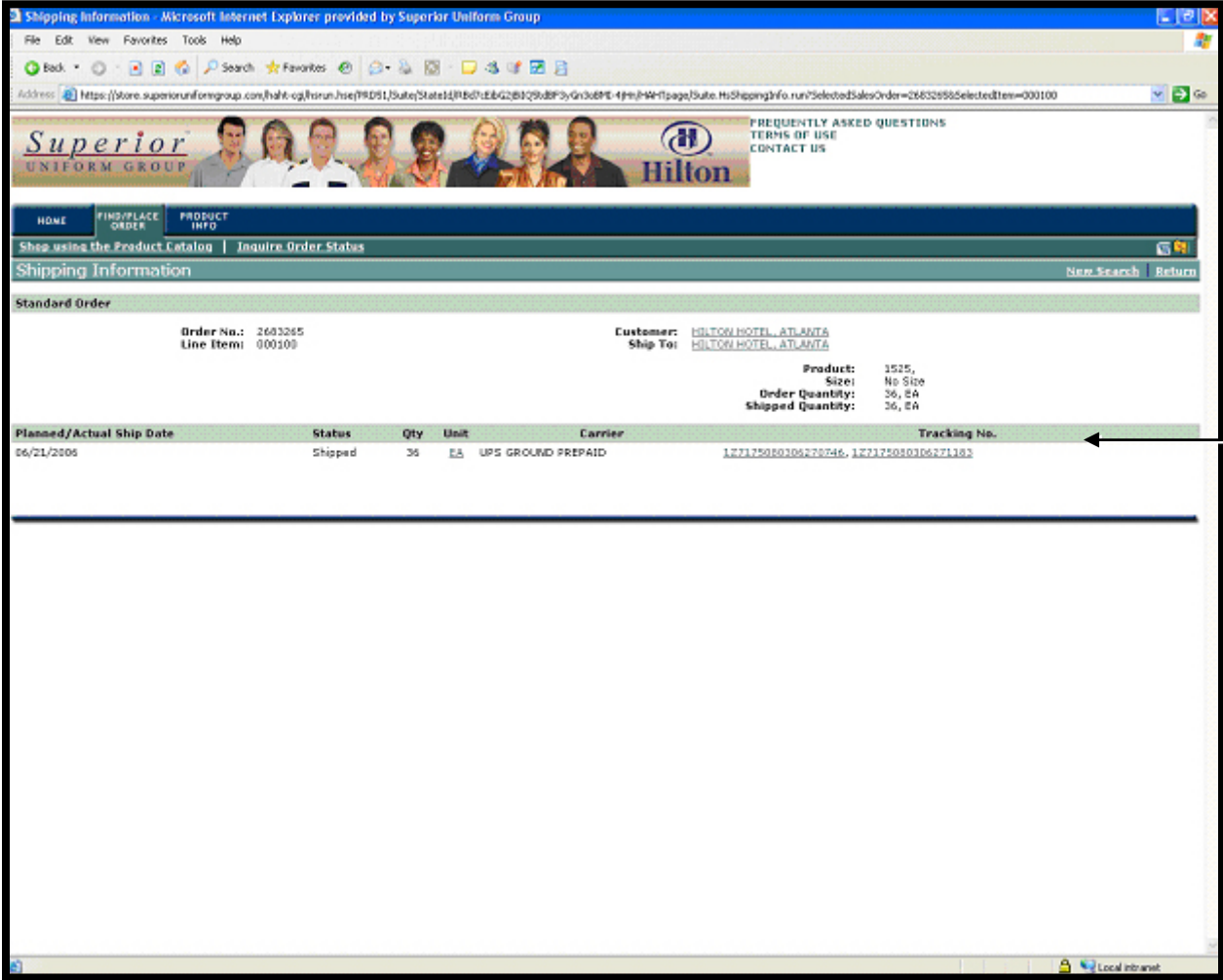
The Shipping Information page displays the product (style number), quantity, actual ship date, carrier and shipment tracking number. You can click the tracking number to display the specific carrier tracking information.
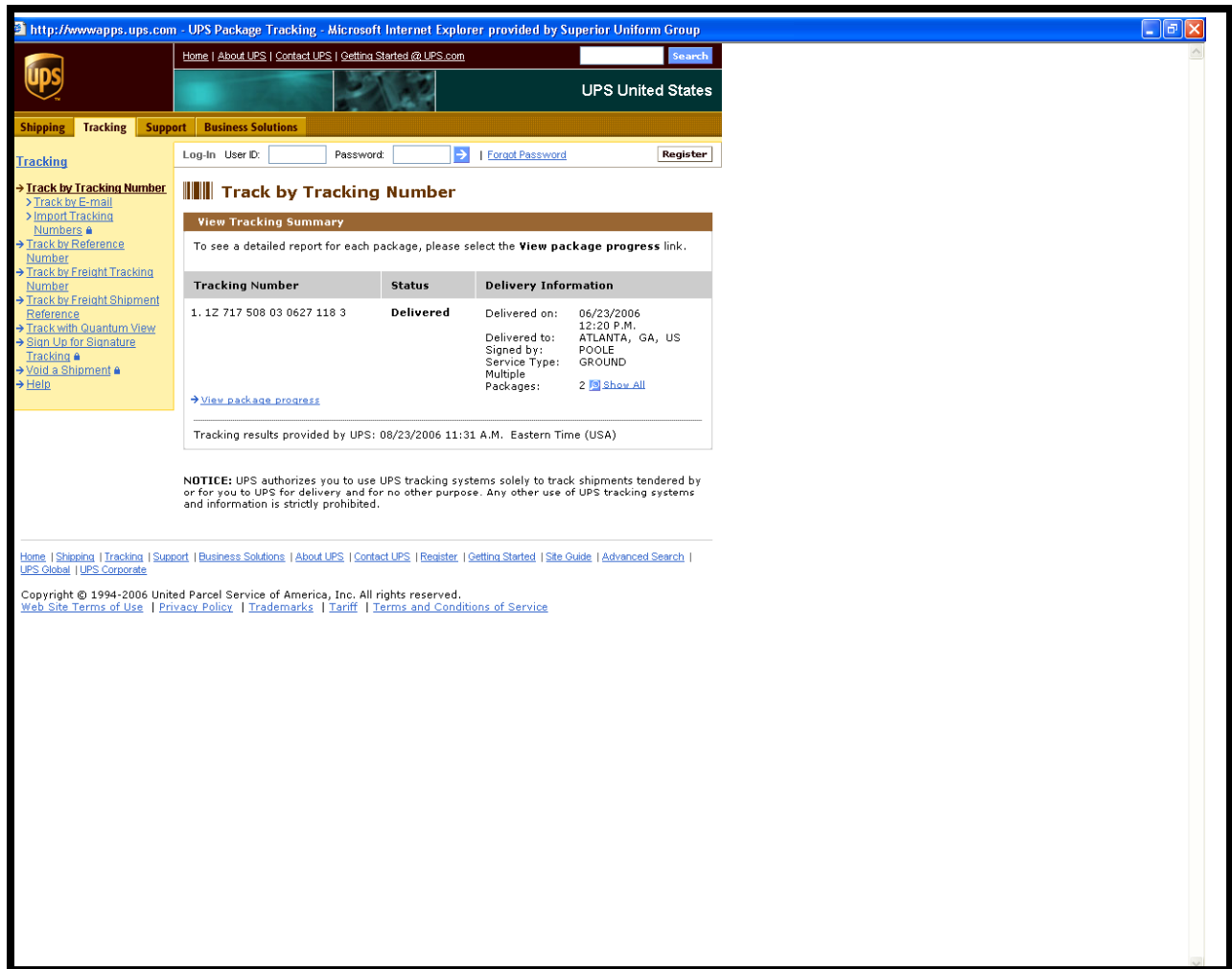
If the line status is listed as "open" on the Sales Order page, then the date displayed on the Shipping Information page is the planned ship date.

Frequently Asked Questions: Click here to see questions asked by other users of our sites, and answers from our experts.

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Contact us: Clicking this link will open up a page that will allow you to send our help desk questions, report problems and provide other feedback.