UNIFORM BUYER’S GUIDE
For Public & Private K-12 Schools

- Administration
- Food & Nutrition
- Facilities Management
- Transportation
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We Do the Work For You

The uniform procurement process with ServiceWear Apparel is easy and efficient. See how it works.

Step 1  Account Management Team Gets You Started

The Account Management Team sets ServiceWear Apparel apart from all other uniform companies you or your departments have ever worked with.

This team develops a close working relationship with each department representative. They work together determining which products to use and ensure that the department has all of the support to improve service and reduce costs. Their goals are customer satisfaction and simplicity.

Your Account Manager provides all of these services for each department:

✔ Products
  • Provide expert product comparisons and recommendations
  • Sending samples for evaluation and comparison
  • Advise departments pertaining to stock and non-stock garments
  • Facilitating supplier information for vendor database

✔ Pricing and Ordering
  • Providing your agency with contract pricing for garments, embroidery, etc.
  • Providing order forms or training for ordering online
  • Assisting departments with ordering fit sets for employee use

✔ Customization
  • Setting up garment customization by department to prevent errors
  • Providing departments with emblem quotes if requested

✔ Communication
  • Serving as the primary point of contact for departments until account is open
  • As department expert, interacting with the Customer Support Team after account is open
  • Manage future changes to agency uniform program

Step 2  Customer Support Team Keeps You Going

After your account is open, the Account Management Team provides all account details to the Customer Support Team, and they assume responsibility for your day-to-day order processing. The Account Manager is still available to your departments if they need to make a change in their program. Together, the Account Management and Customer Support Teams work very hard to exceed your expectations.

✔ Rapid Order Confirmation
  • Within two hours of an order being entered, an Order Acknowledgement is emailed to the designated contact at your agency.
  • The Order Acknowledgement shows exactly what styles, sizes and services were ordered. The department will see what is available for immediate shipment and will have estimated shipping dates.

✔ Privacy and Security
  • We employ a secure server that encrypts all personal information, ensuring that the card information remains private and protected.
  • Easy access number with representatives available Monday through Friday, from 7:00 a.m. to 5:00 p.m. (CST) at 1-800-578-9023.
Benefits of Purchasing Uniforms From ServiceWear Apparel

We offer industry-leading selection and quality, plus one-on-one service from our account management team you won’t find anywhere else. Read below for more benefits of purchasing uniforms from ServiceWear Apparel.

**We Do the Work for You**

Our Account Managers work directly with your department representatives throughout the entire buying process. They’ll send product samples, recommend products, help define emblem needs, and assist with setting up your account and placing orders.

**Guaranteed Best Pricing**

U.S. Communities participating public agencies have access to our most competitive pricing — product savings up to 40%. Fixed annual pricing provides simplicity and transparency.

**Selection**

ServiceWear Apparel offers over 75,000 styles, sizes and colors of uniform garments, with over 15 million pieces of inventory in stock. We distribute a comprehensive range of high-quality uniforms and work apparel from leading brands, including Red Kap, Tru-Spec, Landau and more.

**Over 6,000 Customization Options**

We offer over 6,000 customization options to ensure your garments accurately identify your agency. The U.S. Communities contract also offers free pant hemming and no setup charge for embroidered logos.

**No Nonstock or Oversize Charges**

Additional charges for nonstock and oversize garments typically represent up to 30% of a uniform budget. Using this contract eliminates these additional costs.

**Guaranteed Quality Assurance**

Quality control systems and twenty-two different tests monitor every VF-manufactured garment for pattern, fit and color consistency and garment construction. We guarantee all products will be free from workmanship and material defects.

**Contract Flexibility**

All U.S. Communities public agency contracts are voluntary usage. You have no long-term legal obligation to use the contract if you are not 100% satisfied.

**Rapid Order Fulfillment**

The average turnaround time for a uniform order was 9.6 days in 2012. The industry average is typically 30-45.

**Streamlined Procurement**

No bid process is required, saving significantly on administrative costs.

**Flexible Ordering**

There are four easy ways to place an order: email or fax your order to us, place it online or call customer service. Once your order is received, it enters one of the world’s most advanced delivery systems. We have the specialized resources and logistics expertise to provide at-once delivery on 95% of all stock products.

**A Perfect Fit**

Fit sets are recommended for getting the right fit for all employees. Unlike having to send employees to a store during working hours, the fit sets may be used right at your agency.
### Uniforms for Every Department

ServiceWear Apparel provides comfortable, durable uniforms for all departments in your private and public K-12 school district.

View our full line of administration uniforms at [www.servicewearapparel.com/departments/administration](http://www.servicewearapparel.com/departments/administration)

#### Administration

<table>
<thead>
<tr>
<th>Uniforms</th>
<th>Image</th>
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<tbody>
<tr>
<td>Long Sleeve Button-Down Poplin Shirt</td>
<td><img src="image1" alt="Long Sleeve Button-Down Poplin Shirt" /></td>
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<tr>
<td>Blended Soft Knit No Pocket Shirt</td>
<td><img src="image2" alt="Blended Soft Knit No Pocket Shirt" /></td>
</tr>
<tr>
<td>Plain Front Casual Cotton Pant</td>
<td><img src="image3" alt="Plain Front Casual Cotton Pant" /></td>
</tr>
<tr>
<td>Long Sleeve Meridian Performance Twill Shirt</td>
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<tr>
<td>Meridian Performance Short Sleeve Twill Shirt</td>
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<tr>
<td>Meridian Performance Long Sleeve Twill Shirt</td>
<td><img src="image6" alt="Meridian Performance Long Sleeve Twill Shirt" /></td>
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<tr>
<td>Pima Cotton Poplin</td>
<td><img src="image7" alt="Pima Cotton Poplin" /></td>
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<tr>
<td>Performance Plus Twill</td>
<td><img src="image8" alt="Performance Plus Twill" /></td>
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<tr>
<td>Capstone Colorblock Jacket</td>
<td><img src="image9" alt="Capstone Colorblock Jacket" /></td>
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<tr>
<td>V-Neck Jersey Knit Style</td>
<td><img src="image10" alt="V-Neck Jersey Knit Style" /></td>
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<tr>
<td>V-Neck Button Front Cardigan Style</td>
<td><img src="image11" alt="V-Neck Button Front Cardigan Style" /></td>
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</table>
View our full line of food and nutrition uniforms at www.servicewearapparel.com/departments/food-nutrition

Food & Nutrition

RED KAP
- Blended Soft Knit Shirt
- Cobbler Apron
- Utility Denim Work Jean

Landau
- Reversible Unisex Scrub Top
- Warm-up Jacket
- Cargo Elastic Waist Pant

Lee
- Long Sleeve Meridian Performance Twill Shirt
- Meridian Performance Short Sleeve Twill Shirt
- Meridian Performance Long Sleeve Twill Shirt

PSC Uniform Apparel
- V-Neck Jersey Knit Style
- V-Neck Button Front Cardigan Style
View our full line of transportation uniforms at
www.servicewearapparel.com/departments/transportation

Transportation

- ![RED KAP](redkap.png)
  - Long Sleeve Work Shirt
  - Performance Knit
  - Contrast Trim
  - Pleated Front Casual
  - Cotton Pant

- ![TRU-SPEC](truspec.png)
  - 24-7 Series Ultralight
  - Field Shirt
  - 24-7 Series Ultralight
  - Field Shirt

- ![DEVON & JONES](devonjones.png)
  - Five-Star Performance
  - Pique Polo
  - Dri-Fast Textured
  - Sport Polo

- ![CAP AMERICA](capamerica.png)
  - Mesh Back Cap
  - Structured i3005
  - Lightweight Low Profile
  - Cap Structured i5000

- ![Union Line](unionline.png)
  - Unlined Jacket
Find the Right Garments for Your Uniform Program

Our Account Management Team can help you select the right garments for your uniform program. View more private and public K-12 school uniforms at www.servicewearapparel.com/agencies/K12. Get in touch to learn more at www.servicewearapparel.com/get-started, 1-800-578-9029 or customerservice@servicewearapparel.com.
Garment Customization

Garment
Over 300 dedicated customization operators support this contract. This includes embroidering more than 1.6 million logos annually.

Embroidery
Once your agency provides us with the artwork for your logo, we will digitize it at no charge. This is just another benefit of using the U.S. Communities uniform contract.

Pant Hemming
The U.S. Communities uniform contract offers free pant hemming.

Silkscreen/Screen Printing
Custom screen printing is available on a variety of products and fabrics. Numerous ink colors allow endless possibilities for logos and designs.

Reflective and Color Striping
Select from many trim widths, colors and placements to make your enhancements have the highest impact. Flame resistant striping is also available.

Over 6,000 Customization Options
Cooperative Purchasing with U.S. Communities

What is U.S. Communities?
U.S. Communities is a nonprofit government purchasing cooperative that can reduce the cost of goods and services for your school by aggregating the purchasing power of government agencies nationwide. Lead public agencies competitively solicit contracts, which U.S. Communities makes available to agencies and nonprofits nationwide.

How does it work?
1. A public agency recommends a product, service or solution to U.S. Communities.
2. A full service government agency serves as the Lead Public Agency and prepares and issues a competitive solicitation on behalf of U.S. Communities and all 90,000 public agencies.
3. Each solicitation is advertised nationally to ensure the most competition and transparency to the public taxpayers.
4. The solicitation includes language allowing all states, local governments, school districts, higher education institutions, other government agencies and nonprofit organizations to use or "piggyback" on the contract.
5. The Lead Public Agency and Public Procurement Professionals evaluate submitted proposals and make a recommendation for award.
6. Participating Public Agencies have the ability to use a contract by registering online with U.S. Communities. There are no fees to the agency for registering or using any contract.
7. Lead Public Agency and Advisory Board monitor and evaluate supplier performance.

The U.S. Communities Uniform Contract was competitively solicited on a nationwide basis by the City of San Antonio. Many government agencies are currently receiving better service, have lowered their costs for uniforms and work apparel, and are taking advantage of the first nationwide uniform contract available to them regardless of their size.

What are the benefits?
Cost Advantages
- There are no oversize charges.
- Consolidated purchasing power provides savings.
- No bid process is required, saving on administrative costs.
- There are no user fees associated with U.S. Communities or ServiceWear Apparel.
- As a U.S. Communities participant, you have access to ServiceWear Apparel's most competitive pricing.
- Fixed pricing provides simplicity and transparency.
- FOB destination.

No Commitment
All U.S. Communities public agency contracts are non-exclusive.

Customer Service
Dedicated customer service representatives and sales specialists specifically trained for government procurement are standing by to answer all your questions.
Easy Ordering

Ordering uniforms and work apparel from ServiceWear Apparel is easy. We offer four ways to order, and customer service representatives are standing by to answer your questions.

<table>
<thead>
<tr>
<th>4 Ways to Order</th>
<th>Phone</th>
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<tr>
<td></td>
<td>Customer service representatives are available Monday - Friday, from 7:00 a.m. to 5:00 p.m. (CST) at <strong>1-800-578-9023</strong>.</td>
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<th></th>
<th>Email</th>
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<tbody>
<tr>
<td></td>
<td>Email your order to customer service at <strong><a href="mailto:customerservice@servicewearapparel.com">customerservice@servicewearapparel.com</a></strong>.</td>
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<th>Fax</th>
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<tr>
<td></td>
<td>Fax your order to customer service at <strong>1-866-358-2107</strong>.</td>
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<th>Online</th>
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<tr>
<td></td>
<td>After your ServiceWear Apparel account has been set up, login to our online catalog, available 24/7, to place orders.</td>
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</tbody>
</table>

Get Started

Get Started with ServiceWear Apparel

No matter what you need, getting in touch with us is the next step. We can answer your questions, help you compare products and prices, or help you set up an account.

We look forward to hearing from you.

**Call**

1-800-578-9023

**Email**

customerservice@servicewearapparel.com

**Online Form**

www.servicewearapparel.com/get-started