



SuiteStyles[®]
Inside-Out
Sales Guide

For internal use only.

Swatch shown: Charcoal
Available in aye® OnGuard™
and AngelStat® styles

Outfitted for ease.

What if you could make ordering scrubs and uniforms as fun and easy for your customers as online shopping?

Now you can, with SuiteStyles. We'll create a simple, tailor-made site just for them.

Swatch shown in Light Gray
Available in other styles

What is SuiteStyles?

SuiteStyles is an online uniform ordering system that makes it easy for facilities to transition to a **Color by Discipline** program while allowing employees to choose the scrubs that best suit them.

What is Color by Discipline?

Color by Discipline (CD) is a popular uniform code that helps patients, families and other staff quickly identify an employee's role by the color they're wearing. CD has been shown to help boost patient satisfaction and comfort, promote patient safety and elevate the facility's professional image. Through marketing and communication tools, we can help ensure a facility's seamless transition to CD.

Swatch shown: Chocolate
Available in a variety of styles

Why SuiteStyles?

We know that outfitting employees can be challenging, since everybody has a unique style and body type. Online shopping is fun and easy, so why not let employees choose their own perfect fit?

A style for everybody.

Choose from our complete collection of scrubs, featuring a full spectrum of styles, sizes and colors with a focus on Color by Discipline.

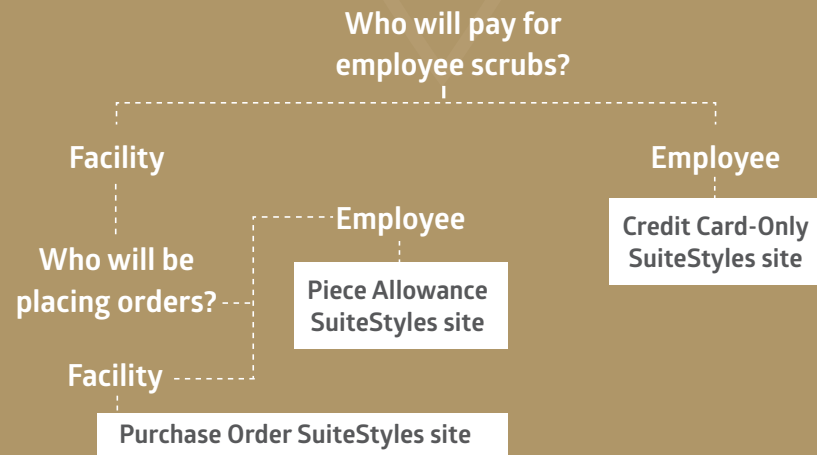
Designed around you.

We'll build your SuiteStyles system to be as unique as your facility, tailored to fit your every need, from fitting and embroidery to ordering, payment and shipping.

Why SuiteStyles?

Swatch shown: Khaki
Available in ave® and ComfortEase™ styles

What type of site is right for my customer?



Which SuiteStyles site is right for my customer?

Swatch shown: Olive
Available in rave® and ComfortEase™ styles

Choose from 3 SuiteStyles Sites.

1. Purchase Order Site

There are exceptions to employee-ordered uniform programs. Some of our customers want the control of ordering on behalf of their employees, but want it to be as easy as possible.

Need to know

- » Designed for small bulk orders placed by an administrator or team champion who will assign a PO at checkout, then bill the account later.
- » Purchase order sites also have the ability to assign an order “approver” to review the order before processing.

Billing

- » Invoices contain standard order and invoice information, as well as a summary detail of the order placed—similar to manifest invoicing.

Purchase Order SuiteStyles site

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Swatch shown: Jade
Available in Performax®,
ComfortEase® and AngelStat® styles

2. Credit Card-Only Site

Occasionally, an account may not be willing or able to provide uniforms for their staff, but still want their employees to have scrubs available to them at a competitive price, ordered in a convenient way. Credit Card only sites are the answer.

Need to know

- » One generic username and password is used for all transactions
- » Requires a personal debit or credit card

Billing

- » Orders are paid by individual employees using personal debit or credit cards.
- » No invoices are sent to the account for these orders

Credit Card-Only SuiteStyles site

Swatch shown: SeaSpray
Available in ComfortEase® styles

3. Piece Allowance Site

With a Piece Allowance site, the facility assigns the specific amount and type of pieces for each employee. Employees can place their order and have it shipped directly to their home.

Need to know

- » Type of pieces can be customized to the account's needs based on employment type, position or tenure
- » It's possible to link employees to a specific department; especially helpful for Color by Discipline programs
- » Prices are not visible to the employee, and the facility is billed after orders have been submitted by the staff member
- » After a Piece Allowance order has been submitted, the employee can quickly access the same styles, colors and embroidery, and may order additional items with a personal credit card

Billing

Designed for freedom and flexibility, customers can choose from two billing options: standard invoicing or monthly manifest invoicing.

Standard invoicing

- » Generates an invoice for each employee who places an order, sent to the account at the time of shipment.
- » Provides detailed information, including employee name, date ordered, items ordered and dollars spent

Monthly manifest invoicing

- » A summary invoice is generated at the end of each month, reflecting what was purchased

Swatch shown:: Navy
Available in ave®, OnGuard™,
PerforMax® and AngaStat® styles

Door to door delivery

Freight fees by site type.

Purchase Order and Credit Card-Only Sites

Up to \$25.00 = \$5.95

\$25.01-\$49.99 = \$7.95

\$50.00-\$74.99 = \$9.95

\$75.00 and up = Free Shipping

Piece Allowance Sites

1-2 pieces = \$5.95

3 pieces = \$7.95

4 pieces = \$9.95

5 + pieces = Free shipping

Swatch shown: Royal Blue
Available in sizes: OnGuard™,
PerforMax® and ComfortEase™ styles

Try it on for size.

All about fitting events.

How will it fit? It's tough to know for sure without actually trying before buying.

We make it easy to ensure a perfect fit with employee fitting events. We send sizing kits to the account, along with the sales rep to host a fitting event where employees can try on uniforms onsite.

Fashioned for satisfaction.

- Embroidered garments are considered custom, and therefore, we do not accept returns on them. Trying on the garments ahead of time can help prevent this from happening.
- Fitting events are also a great way to meet the employees who will be wearing the product you sell. Think of it as instant access to your contacts.

The professional apparel team can help you organize and setup, seamlessly. Please allow for at least 7 days to plan your event.

What is a fitting event?

Swatch shown: Cell Blue
Available in ave®
PerfoMax®, ComfortEase™
and AngelStat® styles

What do you need to bring to a fitting event?

Sizing kits

- » Email productsupportmedcrest@medline.com with the styles you want to have for the fitting.
- » Make sure your request is in at least 7 business days before the actual fitting.

Advertising

- » Spread the word and create buzz in advance. Email the professional apparel team for assistance.
- » Create signs that display the different styles available so employees can quickly scan the room and see their options.

Pop-up tent and rolling racks

- » The professional apparel team has a limited quantity of pop-up tents available for rent in instances where a bathroom or more private changing facility is not available.

Laptop

- » It's extremely helpful to have laptops on hand for quick and easy onsite ordering.

Pro tips:

Locations near a bathroom are extremely helpful for employees looking to try on clothes in privacy.

Wear your scrubs, show your support and be sure to smile.

What does the facility need to provide?

Dates, times and location.

Be sure to confirm this information ahead of time. The facility should advertise the date, time and location to employees at least 1 week prior to the event.

What is needed for a fitting event?

Intel at your fingertips.

Analyze your spend with detailed reports.

Knowledge is power. Customers can gather valuable insight from our SuiteStyles platform. These reports can be used to better help the account understand what is being ordered and by whom.

Here are some common reports the SuiteStyles team can generate from each site.

Order Report

Provides detailed information, including order number, employee address and cost breakdown.

Member Report

An all-encompassing report that details user information per account.

Insight Reporting

Run by both the division and the sales team, this report pairs invoice data with a tracking number. Reports on Insight can also be scheduled and sent directly to customers. For example, the "Invoice Data with Tracking Number" report can verify packages delivered to employees' homes.

Swatch shown: Rich Purple
Available in ComfortEase™ styles

Swatch shown: Wine
Available in ave® PerforMax®
and ComfortEase™ styles

FAQs?

We've got answers.

What type of items can I put on a SuiteStyles site?

Any type of garment that falls under the Medline Professional Apparel Category.

Does the account have to be a certain size?

No, but it's important to remember that while SuiteStyles sites are free to customers, they are not free to Medline. Setting up multiple sites that may not generate a lot of money could be wasteful.

What is the timeline to set something like this up?

While timelines can vary based on how long it takes to gather the necessary information, we can typically commit to the following timelines once the completed new site request form has been received by the SuiteStyles team:

- » Piece Allowance and Purchase Order Sites: **4 Weeks**
- » Credit Card Only Sites: **2 Weeks**

Swatch shown: Red
Available in ave® styles

Meet the team.

Who's who?

Product Manager

Works within the Textiles division at our corporate office

- » Sets up site demos and new SuiteStyles accounts
- » Collaborates with Edit Requests team on:
 - Site construction
 - Adding new features
 - Conducting webinars

Design Requests Team

Works with sales reps to start the logo embroidery process

- » Assigns a logo ID to your account to make the future ordering process is seamless
- » Contact: designrequest@medline.com

Edit Requests Team

Responsible for initial setup through rollout, including site creation edits

- » Rep submits set-up form to initiate a new site (search "SuiteStyles Setup Form" on the Source)
- » Utilizes platform tools to customize a site to specific account needs (Internal Medline use only)
- » Contact: sseditreq@medline.com

E-orders Team

Works directly with customers for new embroidery logo set-up

- » Processes custom embroidery requests and other professional and personalized garment orders
- » Does not support kaumagraph or silk screen logos
- » Contact: eOrders@medline.com

Dedicated Customer Service

A highly influential part of our SuiteStyles success

- » Adds or deletes employees from site programs
- » Answers ordering questions (login information, tracking, returns)
- » Contact: suitestyles@medline.com or 877-278-2712, internal 636-7118

Medcrest Product Support

Provides sizing kits via email request

- » Generates return label to send kits back
- » Contact: productsupportmedcrest@medline.com or 800-289-9793, Internal 636-7199

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