APPEARA®
CUSTOMER PORTAL

Get Registered

Visit www.appeara.com and click [👤 LOG IN] in the upper right corner then follow the steps below.

Step 1. Click New User

Alliant Systems™
THE LEADER IN ROUTE AUTOMATION

Email Address

[   ]

Password

[   ]

☐ Remember my email address

[**Sign In**]

New User   Forgot Password

Step 2. Complete Form

Alliant Systems™
THE LEADER IN ROUTE AUTOMATION

Email Address

[   ]

First name

[   ]

Last name

[   ]

Account Number

[   ]

Account Name

[   ]

Phone Number

[   ]

[Register]   [Cancel]

Step 3. Set Password

Password requirements are:

- Must be between 4 and 20 characters long
- Must contain 2 of the following:
  - Uppercase character (A through Z)
  - Lowercase character (a through z)
  - Digit (0 through 9)
  - Special character (!, $, #, %, etc.)

Password

[••••••••••••]

Confirm Password

[••••••••••••]

[**Submit**]

Once we receive your registration we will assign your account and you will be emailed a link to set your password. Once your password is set you are ready to explore the portal.

*If you register outside of business hours we will not receive it until the next business day.

Menu

🏠 **Home**	Welcome message along with any notifications of upcoming updates or maintenance outages.
💳 **Pay Invoices**	Pay your open invoices.
📄 **Reports**	View your statements, invoices, payment activity, or garments in service.
🔧 **Maintenance**	Manage your garment program.
⚙ **Options**	Change your password or register new users to your account.
↦ **Sign out**	Exit APPEARA Customer Portal.

Pay Invoices

1. To pay all open invoices leave all filters with the default settings. Click Done.
2. Check the box next to the invoices you want to pay. Click Pay Selected.
3. You will be directed to a confirmation screen where you can print your receipt. Done.

*You will have the option to save your card information on file so you will not need to complete that step every time. If we already have a card on file for you it will not transfer over to the portal so you will need to reenter it. If you have your card information saved to your browser, the portal will not accept the auto-fill information. You will have to manually enter all of the required information.

REPORTS

Invoices   View your past and current invoices.

Payment Activity   View your payment activity dating back to 2015.

Statements   View your most recent statement.

Garments In Service   Track garments assigned to a specific wearer.

Customer Record Card View a summary of your services.

Each of these reports has a variety of filters you can apply
for your specific research needs.

MAINTENANCE

The Maintenance screen is where you will manage your garment program. You can add or stop an employee and request size or style changes.

You can also submit a general request for things like spelling corrections, special instructions for delivery, etc.

Add New Wearer

1. Click New Item/Wearer from the maintenance home screen.
2. Select New Wearer from drop down menu
3. Enter employee's information
4. Select first garment and size to be assigned.
5. Enter Quantity to be ordered.
6. Enter any notes such as a nickname on the emblem rather than their given name.
7. Click Submit

To enter the next garment to the <u>same </u>wearer:

8. Click *New Item* instead of New Wearer.
9. Select the name of the wearer you are setting up.
10. Continue with steps 4-7 above

Continue with steps 8-10 if there is another garment.

Once you have ordered all the desired garments you are done!

Shirts & Jackets: SS = short sleeve   RG = long sleeve   LN = long sleeve, long body   SSL = short sleeve, long body
Pants & Shorts: Even numbers preferred, odd numbers may require extra processing time; shorts are all listed with a 10 inseam
Extra Processing: All long body garments, larger sizes, and odd number size pants/shorts may be subject to extra processing time up to 10 weeks or more.

Stop Wearer

To stop a wearer that has left your company or no longer needs uniforms:

1. Click Stop Item/Wearer from the maintenance home screen.
2. Select Stop Wearer from drop down menu.
3. Check the box next to the wearer. Click Next.
4. Enter any notes on this wearer you would like us to be aware of. Click Submit. Done.

Stop Item/Wearer Request

New Request ▾

Stop Item
Stop Wearer

...ending requests

To stop a single item under an employee. (i.e. The wearer wants to continue using his shirts but no longer wants the jeans.)

1. Click Stop Item/Wearer from the maintenance home screen.
2. Select Stop Item from drop down menu.
3. Choose the wearer. Click Next.
4. Check the box next to the item to be stopped. Click Next.
5. Enter any notes on this wearer you would like us to be aware of. Click Submit. Done.

Size/Style Change

Change the size of the garment already in service.

1. Click Style/Size Change from the maintenance home screen.
2. Choose Size Change from the drop down menu.
3. Choose your wearer. Click next.
4. Choose the item to be changed. Click next.
5. Choose new size. Click next.
6. Enter Quantity. Click next.
7. Enter any notes and click Submit. Done.

Change the style of the garment already in service.

1. Click Style/Size Change from the maintenance home screen.
2. Choose Style Change from the drop down menu.
3. Choose your wearer. Click next.
4. Choose the item to be changed. Click next.
5. Choose new item. Click next.
6. Enter size for new item. Click next. (If you also need to change the size you can do that at this time.)
7. Enter Quantity. Click next.
8. Enter any notes and click Submit. Done.

Style/Size Change Request

New Request ▾

Size Change

Style Exchange

ending requests

General Request

1. Click General Request from the maintenance home screen.
2. Click New Request.
3. Enter your request. Click Submit.

General requests are just generic messages. You can communicate a spelling error you'd like fixed, an email you'd like changed, request a call back from your service representative or a supervisor, etc.

If you enter requests specific to your delivery we can not guarantee you will receive the products or see the requested changes in time for your very next delivery. Anything needing immediate attention should be called or emailed directly to the office.

OPTIONS

Change Password   Change your current password.

User Maintenance   Add more users to your account such as department managers or accounting departments. You can choose which features each user is able to utilize.

User Maintenance Examples:
Your plant manager can utilize the maintenance screen to manage the garments for their employees but not view any of the reports or use the payment screen.

Your accounts payable manager can view and pay invoices, statements, and view payment activity but not have access to the maintenance screen.

If you have multiple locations you can assign your location managers to that account only with full access or limited access according to your needs.

Thank you for using the APPEARA Customer Portal!

We are very excited to offer this tool to our customers. It is a very new and growing service and we appreciate your patience and understanding as we all learn together. This user guide is also a growing document so if you would like to see anything added, please reach out to Brandy at bprauner@appeara.com with your suggestions.

As always, if you have any questions on anything not covered in this guide, please call our office at 877-371-9715.