

Forest Service Employee Website

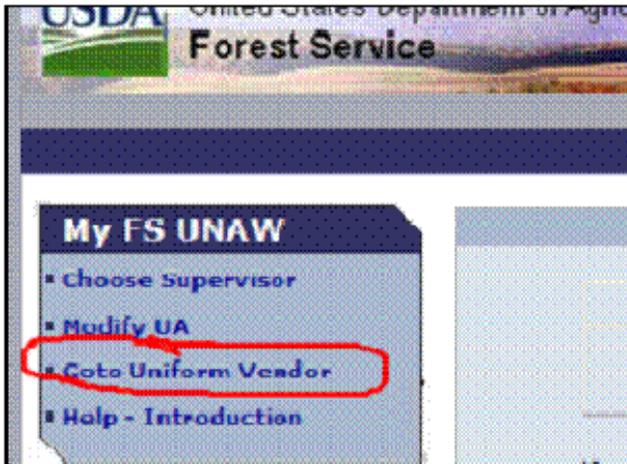
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Forest Service Employee Website User Guide

How to Access the Employee Website

Forest Service employees access the Employee Website from their dashboard account by clicking the “Go to Uniform Vendor” link as shown in the image below.



Clicking this link will authenticate you with the Employee website and automatically log you on to the website. Once you log out you must reenter the website through the dashboard link.

The Home Page and Navigation

Notices Section: Upon logging in to the website you will be presented with the home page. The home page is the place to look for communication and notices from Human Technologies Corporation. Please see the “Notices” section for this type of communication.



Navigating Around the Website: The screenshot below shows the location of the links to the various website pages:

The screenshot shows the top navigation bar with links for Home, Customer Service, and Logout. Below this is a shopping cart summary showing an allocation of \$127.00, 0 items in the cart, and a balance of \$127.00. A search bar is present with a 'Go' button and a 'Search for an item' button. The main navigation menu includes Men's, Women's, Unisex, Volunteer and SCSEP, Unit Purchase Only, and Law Enforcement. A 'Shop by Category' sidebar lists these categories. A large banner for HTC (Human Technologies Corporation) is displayed, along with the US Forest Service logo. A callout box points to the 'Unit Purchase Only' link, stating 'Click here for the online store. Drop down menus allow you to jump to a specific item category and begin shopping.' Another callout points to the 'Unit Purchase Only' link in the sidebar, stating 'Clicking here will also allow you to jump to a category. While shopping, this list will expand to give you a visual representation of where you currently are within the hierarchy of the online store.'

You have logged onto the Employee portal

For all the latest news and announcements, please scroll down this page. This information will include such things as important dates to remember, service interruptions, and other newsworthy items that we feel will help us to keep you better informed and improve your ordering experience.

Welcome to the new HTC - Forest Service Uniform Program website!

Have questions? Please visit our "[Help and FAQ](#)" page.

OUR RETURN PROCEDURES HAVE CHANGED. Please review the return instructions completely.

The Forest Service Catalog may be found by clicking on the link titled "[Download a Catalog](#)". Please disregard all previous versions.

Unit Coordinators - Blue Nitrile Examination gloves are now available for purchase from HTC. They are located under the "Unit Purchase Only" link with the River Shorts.

For Address Change Instructions – Visit our "[Help and FAQ](#)" page.

The website pages can be accessed by clicking a link in the section below.

The footer section contains a grid of navigation links: Help and FAQ, Download a Catalog, About Us, Customer Service, Measuring Guide, Contact Us, Special Cut Request, Returns, Check Order Status, and Sitemap. Below the grid is the text 'Human Technologies Corporation'.

Using the Online Store

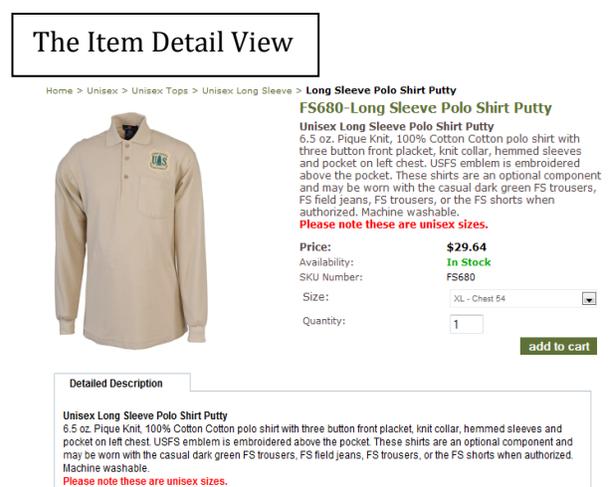
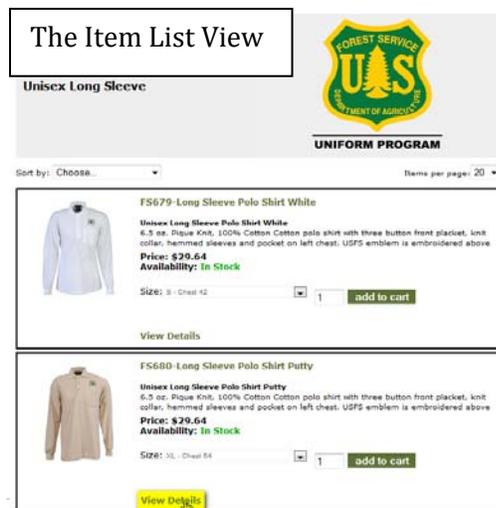
Selecting an Item: Click on the category name in the top category menu which corresponds to the type of clothing you would like to purchase.



If there are subcategory choices, choose the specific subcategory by clicking on the picture which corresponds to your choice.



You will be presented with a list of items. Each item in the list will have a truncated description, prices and stock availability information. Items may be added to the cart right from the list view; however, if you would like to see more detailed information for an item click on the item picture or the “View Details” link in list view.



When you are in detail view you can see a high resolution picture of your item by clicking on the picture displayed in the detail view. You will get a popup high resolution picture of the item.

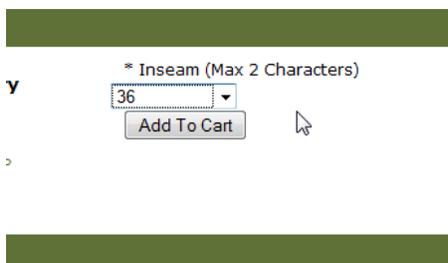


Adding an Item to Your Cart: When you are ready to make a purchase you can do so from either the item list view or item detail view. Different items will have different option choices. Choose the options appropriate to your item choice.

Price: **\$111.43**
Availability: **In Stock**
SKU Number: **FS610**
Waist Size:
Rise:
Quantity:

add to cart

Next, if you would like to purchase more than one piece, change the quantity in the “Quantity” text box. When you are satisfied with your choices click the “add to cart” button.



If your item requires any additional option choices or personalization you will jump to the appropriate option page. Make the option / personalization choice and click “Add To Cart” once again.

If your item does not require any additional personalization you will jump directly to your shopping cart.

Once at the cart screen you can place the order or continue to shop for additional items. Clicking on the “proceed to checkout” button will begin the checkout process. Clicking the “continue shopping” button will jump you back to the previous item list you were viewing.

Content Details

Shopping Cart

Product Name	Part #	Qty	Price Ea.	Total
Men's Dress Trousers Waist Size 36Rise Regular Inseam36	FS610	1 <input type="button" value="DELETE"/>	\$111.43	\$111.43

Click here to update quantities:

Discounts: **\$0.00**
Subtotal: **\$111.43**

Placing an Order: When you are ready to place your order, return to your shopping cart and review your items in your shopping basket.

If you would like to remove an item click the delete button next to the item you wish to remove.

When you are ready to checkout, click the “proceed to checkout” button.

At the checkout screen your default account address will be pre-populated for you. Please review this address.

1. Billing Address: The Forest Service does not allow any change to your default billing address so this section does not appear. Your order will be applied to your default billing address. To view your default address click the “Check Order Status” link at the bottom of the page.
2. Shipping Address: The Forest Service does not allow any change to your default shipping address so this section does not appear. Your order will be applied to your default shipping address. To view your default address click the “Check Order Status” link at the bottom of the page.
3. Shipping Method: Shipping is included with the price of your order so this should always show “Standard \$0.00”.
4. Payment Info: If your order exceeds your allocation amount, then choose “credit card” from the drop down. Fill in your credit card information for orders which will be partially paid by credit card, otherwise move to the next step.
5. Review Order Summary: You have one last chance to review your order before placing it.
6. Place Order: Click the place order button to submit your order to HTC.

The Checkout Screen: The screenshot below depicts the checkout screen described in the “Placing an Order” section.

US Forest Service

Home | [Customer Service](#) | [Logout](#)
 Shopping Bag: 1 Item | \$20.95
Allocation: \$127.00 Amount Used: \$0.00 Balance: \$127.00

Men's Women's Unisex Volunteer and SCSEP Unit Purchase Only Law Enforcement

Content: Details Search by Product# or Keyword Go

Checkout

3 Shipping Method

Standard \$0.00

4 Payment Info

Coupon Code

Payment Method:
 Select payment method... ▾

5 Review Order Summary

Product Name	Label	Qty	Price Ea.	Total
Men's Poly Cotton Long Sleeve Field Shirt Neck: 14 Sleeve: 32	FS200	1	\$20.95	\$20.95

In House Account: \$20.95

Subtotal: \$20.95

Order Discounts: (\$0.00)
 Sales Tax: \$0.00
 Shipping: \$0.00

Grand Total: \$20.95
Balance Due: \$0.00

6 Place Order

Phone: *

Enter any comments and place order:

* Required field
 ** For orders over allocation, Credit Card will only be charged the overage

Help and FAQ Customer Service Returns
 Download a Catalog Measuring Guide Check Order Status
 About Us Contact Us Sitemap
 Special Cut Request

Human Technologies Corporation

Check Order Status

Your order status can be checked at any time by clicking the “Check Order Status” link at the bottom of the page.

The My Orders section lists your order history starting with fiscal year 2011. The order number is a clickable link and will display a printable view of your order. Click the green print button to print the order document.

My Account

The My Orders Section

Printable View of Your Order

Billing Address [EDIT] **Shipping Address** [EDIT]

Mike
Mike
2260 Dwyer Ave
Utica, NY 13501
US
Phone: 315-724-9891
@htcorp.net

Mike
Mike
2260 Dwyer Ave
Utica, NY 13501
US
Phone: 315-724-9891
@htcorp.net

My Orders

of Orders: 0
Balance Due (\$0.00)

Filter By Date... ▾

Order #	Status	Order Date	Grand Total	Due Balance
Your order history will appear here.				

Print

Order # 2578 Status: Voided
Order Date: 11/22/2010 Shipping Method: Standard
Grand Total: \$32.93
In House Account Payment: \$0.00
Due Balance: \$32.93

Billing Address **Shipping Address**

3815 SCHREIBER WAY
COEUR D ALENE, ID 838158362
US
Phone: 999010400

3815 SCHREIBER WAY
COEUR D ALENE, ID 838158362
US
Phone: 999010400

Product Name	Part #	Expected Ship Date	Qty	Price Ea.	Total
	FS962	12/31/1969	1	\$32.93	\$32.93

The Customer Service Page

The Customer Service Page lists our hours of operation as well as the various ways in which to reach Human Technologies Corporation. You can also find a link to our “HTC - FS Customer Service Survey”.

To get to this page click the link located in the upper right of the home page or in the links displayed at the bottom of any website page.

Help and FAQ

This is the place to find the frequently asked questions we have received from our customers. Please look here to see if your question is listed. The help document can also be found here.

Download a Catalog

This is the place to go to view, download or request a printed catalog. The HTC-Forest Service catalog is available as a PDF document and can be viewed online or downloaded to your PC for off-line viewing. To request a printed catalog click the “Click Here” link on the page to open an email and submit your request. HTC will mail you a printed catalog.

Measuring Guide

Click here to view measuring instructions and get tips to assist you when taking measurements for special cut requests.

Contact Us

If you need to reach us, we are here to help. Go to this page to find the various ways to contact HTC Customer Service. The methods include:

- Phone
- Fax
- Email
- Postal Mail
- Google Map Link to HTC

Returns

If you have an item to return to HTC this is the page to find our return policy and instructions on how to return an item to us. Prior to returning your garment, you must request a Return Authorization number (RA). Returns will not be accepted without an RA number. You can request an RA number either online or by calling our Customer Service department. Full details can be found on the Returns page.

Special Cut Request

Click here to submit a special cut request to HTC. Please be aware that special cuts cannot be canceled or returned. To print the special cut worksheet, click the link "Special Cut Request" next to "Click here to print Special Cut Worksheet". The special cut worksheet will open up. Print the worksheet and close the new window. Once back to the Special Cut page fill in the form on that page (shown below).

Based on the instructions in the Special Cut Request Worksheet enter the measurements in the

Content: Details

Special Cut Request Form

Date:

Click Here to Print a Special Cut Worksheet: [Special_Cut_Request](#)

Enter Item Number:

Email Address:

Enter Phone Number. Customer Service will call you to confirm the order:

Order Quantity(Enter number of items at this size here):

Measurements

A) Neck (Measurement from Worksheet):

B) Sleeve (Measurement from Worksheet):

C) Bust (Measurement from Worksheet):

D) Waist (Measurement from Worksheet):

E) Inseam (Measurement from Worksheet):

F) Head (Measurement from Worksheet):

SPECIAL CUTS CANNOT BE CANCELLED OR RETURNED. You can call HTC Support at: 877-HTC-2260 (877-482-2260)

submit

appropriate text boxes. Please be sure to enter a phone number and email address so that HTC Customer Service can contact you with any question. After all information has been entered click the submit button to place your order. Customer Service will contact you to confirm your order.