



## CUSTOMER SERVICE INFORMATION SYSTEM (CSIS)

RGR EMBROIDERY  
3597 CLEARVIEW PKWY  
ATLANTA, GA 30340  
PHONE (770) 455-4522  
TOLL FREE (877) 254-4712  
FAX (770) 455-0155  
[info@rgrembroidery.com](mailto:info@rgrembroidery.com)  
[www.rgrembroidery.com](http://www.rgrembroidery.com)

# Breaking “Murphy’s Law”

Operating a high volume, wholesale embroidery company has provided me with a unique perspective of the Promotional Products marketplace. Over the years I have seen “Murphy’s Law” (If anything can go wrong, it will) become the predominant rule for many of our customers, as well as our competitors. I see (and often feel) the demands and challenges that your customers place on you everyday. At RGR we spend much of our time helping you meet these demands and challenges by providing you a service that makes every effort to break “Murphy’s Law”.

What I have learned over these many years is that 99% of “Murphy’s” visits could have been avoided by utilizing clear communication and follow-up. The number one weapon in our battle with “Murphy’s Law” is INFORMATION. In fact, just about every problem situation I have encountered with an order could have been averted if the proper information was available at a key moment in the order process.

Information and follow-up is even more critical in the Contract Embroidery arena of the Promotional Products marketplace due to the fact that multiple vendors are often involved. It is not uncommon for RGR to process orders with multiple garment vendors, a graphic artist, an outside digitizer, a screen printer, and lastly our sewing. Complexity of this nature requires excellent communications between RGR, you, and your other vendors.

For our part with communications I am pleased to present you with this manual for our “Customer Service Information System” (CSIS). This manual represents the culmination of several years of development. Our system is email / web based and will provide you with the timely information you require to manage your business.

Our CSIS is not new. We have been using it since 2002 while upgrading it often. However, this detailed explanation of our CSIS is new and will help give you a more thorough understanding of each component. Your understanding is essential to maximizing the use of the information available.

I am certain our CSIS makes RGR Embroidery unique in the Industry. I am unaware of any competitor providing similar easily accessible and timely information. If you have any comments or questions regarding this manual or our CSIS feel free to give me a ring or send an email. My ext. is 4# and my email is [johnm@rgrembroider.com](mailto:johnm@rgrembroider.com)

I thank you for taking the time to review this manual. For those of you that are current customers I thank you for your continued business. And for those who are considering RGR’s services I thank you for your interest.

John Morris  
CEO

# RGR EMBROIDERY CUSTOMER SERVICE INFORMATION SYSTEM CSIS

## TABLE OF CONTENTS

What is CSIS?	Page 4
Purchase Order Verification	Page 5
Job Pricing	Page 7
Garments Received Verification	Page 8
Change Notification	Page 10
Shipment Notification	Page 11
Invoice	Page 12
Your Company's Web Page	Page 13
Pricing Calculator	Page 16
Digitizing Approvals	Page 17
General FAQ's	Page 18

# What is CSIS?

Our “Customer Service Information System” or CSIS is an information communications system designed to keep you, our customer, updated on the status of your current RGR Embroidery orders. The system provides you with the timely information you need to take the appropriate actions and to make all the necessary decisions required to fulfill your customer’s expectations.

Meeting these expectations requires a partnership approach with all the information necessary to complete an embroidery order. This partnership begins with the understanding that RGR is unable to proceed with any order until all required information has been decided upon by you and your customer, and clearly communicated to RGR. Once all the required information has been communicated the partnership continues with RGR’s commitment to a scheduled ship date based upon RGR’s current published turnaround time or an agreed upon Rush Service. Once the ship date has been established, you can be confident that your order instructions will be expertly executed and your order will ship on or before that date. In fact, RGR Embroidery tracks this performance and currently has 99.8% efficiency on published ship dates. Now that is a comforting number.

CSIS makes this partnership work. The system provides you the status of your orders, as well as communicates what additional information is required to generate a scheduled ship date. CSIS is an event-based system. CSIS communicates to you at every step of your order process to:

1. Notify you the event occurred
2. Indicates any needed information, or actions required by you, for RGR to proceed.

This is automatic. The point here is that as an event-based system, if you have not received the CSIS communication, the event has not occurred. CSIS does not tell you directly that garments have not been delivered, as that is a non-event. But the fact you have not received this communication indicates such.

CSIS will generate the following communications. These are explained in detail in this manual.

1. Purchase Order Verification
2. Job Pricing
3. Garments Received Verification – Scheduled Ship Date
4. Shipment Notification
5. Invoice
6. Change Notification
7. Your Company’s Order Status Web Page (for customers with a history of multiple orders)

CSIS is a work in progress. Updates are being added as they are developed. We welcome all comments and suggestions.

# Purchase Order Verification

After we receive your Purchase Order (PO), we input the data into our system. Upon completion of data entry, your order contact will receive a PO Verification email. We make every effort to process all PO's within 24 hours of receipt. If you do not receive a PO verification within 24 hours please call to verify that we received your PO.

We ask that you check all information on your PO Verification for accuracy. Detail of each numbered section is on the following page.

THANK YOU FROM RGR FOR YOUR PO#17185

File Edit View Tools Message Help

Reply Reply All Forward Print Delete Previous Next Addresses

From: Sharon Morris  
Date: Monday, March 15, 2004 2:47 PM  
To: Roger Miller  
Subject: THANK YOU FROM RGR FOR YOUR PO#17185

**1** PURCHASE ORD # 17185  
ORDER REC'D DATE: 3/15/04  
CONTACT #: 270JOHN DOE  
CUSTOMER: DOE PROMOTIONS, INC  
E-MAIL: JDOE@EMAIL.COM  
PHONE: 800-555-5554  
FAX: 800-555-5555

**2** RGR EMBROIDERY  
**PURCHASE ORDER VERIFICATION**

SHIP TO: EAGLES AND BRONCOS  
ATTN: BOB JONES  
1234 FIRST STREET  
SUITE 1234  
ANYWHERE, USA 55555  
SHIP VIA: UPS GROUND  
PARTY #  
TRACKING #  
BOXES SHIP:  
SHIP COST:

SERVICE LEVEL: STANDARD  
OPTIONS: GOLD, RED, BLUE, STD  
POLYBAG? YES \$ 25 each

REQUEST SHIP: 4/1  
OR  
REQUEST U/H DATE:

SCHEDULED SHIP DATE  
WILL NOT BE ASSIGNED  
UNTIL ALL ORDER  
REQUIREMENTS ARE  
COMPLETE

WRITING GARMENTS  
RGR TO PUNCH OR EDIT TAPE>

**3**

**4**

**5**

LOGO #1 BRONCO LOGO.BMP  
LOGO #2 AMERICAN EAGLE ONLY.BMP  
LOGO #3  
LOGO #4  
PERSON

STITCH CT: 5818  
TAPE STATUS: ON FILE

STITCH CT:  
TAPE STATUS:

STITCH CT:  
TAPE STATUS:

STITCH CT:  
TAPE STATUS:

LINE # DESCRIPTION

1 DENIM SHIRTS  
LOGO# 1  
COLOR/MIX OK  
LOCATION L CHST

2 BLUE PIQUE SHIRT  
LOGO# 1 2  
COLOR/MIX OK NEED  
LOCATION L CHST

TOTALS

GARMENTS TO BE DECORATED

SM MED LG XL XXL XXXL OTHER PCS REQUEST

1 6 24 24 36 24 6 120 QTY  
REC'D  
-6 -24 -24 -36 -24 -6 -120 <REC'D  
SIZE

2 12 18 18 12 60 QTY  
REC'D  
-12 -18 -18 -12 -60 <REC'D  
SIZE

SPECIAL INSTRUCTIONS: NONE

INFO REQUIRED TO PROCEED WITH ORDER: NONE

**6**


**7**

RGR HAS RECEIVED THIS PURCHASE ORDER AS OF THE DATE ABOVE. PLEASE REPLY WITH ANY INFORMATION REQUESTED ABOVE ASAP. PLEASE REVIEW AND NOTIFY RGR OF ANY INPUT ERRORS.

THE ABOVE PURCHASE ORDER IS ACCEPTED IN ACCORDANCE WITH ALL RGR EMBROIDERY POLICIES AS POSTED ON THE OFFICIAL RGR WEB SITE AT [www.rgrembroidery.com](http://www.rgrembroidery.com) INCLUDING BUT NOT LIMITED TO: 1) ALL COSTS WILL BE BILLED PER PUBLISHED PRICE GUIDES BASED ACTUAL PER SEW RUN QUANTITY AND STITCH COUNT. PRICES ON PURCHASE ORDERS ARE NOT CHECKED FOR ACCURACY AND NOT ACCEPTED AS THE AMOUNT TO BE BILLED. 2) ALL GARMENTS ARE SEWN ON A FIRST IN - FIRST OUT BASIS. ALL ORDERS WILL BE COMPLETED WITHIN FIVE BUSINESS DAYS OF COMPLETE RECEIPT OF GARMENTS (LESS THAN 500 LOCATIONS). ORDERS REQUIRING EXPEDITED SERVICE WILL BE BILLED AS FOLLOWS: GOLD SERVICE - SEW AND SHIP SAME DAY = 100% SURCHARGE; RED SERVICE - SEW AND SHIP NEXT DAY = 50% SURCHARGE; BLUE SERVICE - SEW AND SHIP IN 48 HOURS = 20% SURCHARGE; BY PROCESSING THIS P.O. RGR DOES NOT ACCEPT TO COMPLETE THIS ORDER BY ANY DATE LISTED ON THE P.O. OR POSTED ABOVE. WE WILL ONLY EXPEDITE SERVICE UPON A REQUEST. ACCEPTED REQUESTS WILL BE CONFIRMED IN WRITING. 3) RGR EMBROIDERY UTILIZES THE INDUSTRY STANDARD OF 2% SPOILAGE FOR OUR POLICY REGARDING SPOILAGE CREDITS. THE DETAILED SPOILAGE AND CREDIT POLICY IS AVAILABLE ON OUR WEB SITE OR UPON REQUEST. 4) ALL DIGITIZED EMBROIDERY DESIGNS (TAPES) RECEIVED BY RGR FROM OTHER SOURCES ARE ACCEPTED AS APPROVED AND SUITABLE FOR SEWING ON THE MATERIAL TO BE SEWN. IF YOU ARE UNSURE AS TO THIS FACT, IT IS RECOMMENDED THAT A SAMPLE BE REQUESTED AND APPROVED PRIOR TO PRODUCTION AS RGR IS NOT RESPONSIBLE FOR SUB STANDARD EMBROIDERY RESULTING FROM SUB STANDARD OR NON-APPROPRIATE DIGITIZING. IF YOU ARE UNCERTAIN AS TO ANY OF RGR POLICIES PLEASE CALL 770-465-4522 EXT 1# - GENERAL MANAGER.

[CLICK HERE FOR RGR POLICIES PERTAINING TO YOUR ORDER](#)

LOGO #1 - DESIGN PRINTS TO SCALE. NOT COLOR SPECIFIC. COLORS WILL VARY.



RGR policies and procedures. A link is also provided to our web site for more details.

If your logo(s) is currently on file you will find a .jpg image at the bottom of the email. The logos may not be in the color requested for the order but will give you a quick visual of the logo. These logos will "PRINT" pretty much to scale from the report. (These logo images will appear on the Garments Rec'd emails as well as the Status Change emails. We have omitted them from those email presentations that follow in an effort to provide larger examples.)

AOL USERS: AOL will not allow the logo images to be a part of the email. If you are an AOL USER we provide special links to our web site for viewing your logos to be sewn. To access your logo image click on the Logo Name in section #5. The name is a direct link to the image. If the design is new, please allow 24 hours for the image to be uploaded to the web site.

# Purchase Order Verification Part 2

PURCHASE ORD #	17185
ORDER REC'D DATE:	3/15/04
CONTACT #:	270 JOHN DOE
CUSTOMER:	DOE PROMOTIONS, INC
E-MAIL:	JDOE@EMAIL.COM
PHONE:	800-555-5554
FAX:	800-555-5555
REQUEST SHIP:	4/1
OR	
REQUEST I/H DATE:	

**1** Please verify that we have entered your information correctly, i.e.: PO#, Order Date, Contact person.  
Note: Requested ship or in hands date are for reminder purposes only. RGR sews all garments on a First Ready-First Sewn basis.

SERVICE LEVEL:	STANDARD
OPTIONS:	GOLD, RED, BLUE, STD
POLYBAG?	YES \$0.25 each

Verify your service level.  
Standard = Our standard turnaround time with no rush charge.

GOLD = same day sewing 150% RUSH CHARGE

RED = 24 Hour sewing 100% RUSH CHARGE

BLUE = 48 Hour sewing 50% RUSH CHARGE

ORANGE = 72 Hour sewing 20% RUSH CHARGE

Verify polybagging for your order. YES or NO, polybagging is available at \$0.25 per piece.

SHIP TO:	EAGLES AND BRONCOS COMPANY
	ATTN: BOB JONES
	1234 FIRST STREET
	SUITE 1234
	ANYWHERE, USA 55555
SHIP VIA:	UPS GROUND
3rd PARTY #	
TRACKING #	
# BOXES SHIP:	SHIP COST:
SHIP DATE:	

**2** Please verify the ship to information for the order and the Ship Method. If the order is to be billed to a third party please verify that the 3rd Party Number has been entered. All expedited shipping requires 3rd Party Billing.

SCHEDULED SHIP DATE:	WAITING GARMENTS
WILL NOT BE ASSIGNED UNTIL ALL ORDER REQUIREMENTS ARE COMPLETE	RGR TO PUNCH OR EDIT TAPE>

This very important section is the order status box. When all order status requirements are satisfied i.e.: waiting on garments, need color information, need customer supplied tape, or RGR is digitizing the design, need approvals, etc., your scheduled ship date will be shown. If any order status requirement is not satisfied it will be listed as shown above. The scheduled ship date is only assigned once all production requirements are satisfied.

LOGO #1	BRONCO LOGO.EMB	LOGO #2	AMERICAN EAGLE ONLY.EMB	LOGO #3		LOGO #4		PERSO NALIZATI ONS
STITCH CT:	5818	STITCH CT:		STITCH CT:		STITCH CT:		
TAPE STATUS:	ON FILE	TAPE STATUS:	DIG	TAPE STATUS:		TAPE STATUS:		
LINE #	DESCRIPTION							
1	DENIM SHIRTS							
	LOGO#	1						
	COLORWAY	OK						
	LOCATION	L CHST						
2	BLUE PIQUE SHIRT							
	LOGO#	1	2					
	COLORWAY	OK	NEED					
	LOCATION	L CHST	L SLV					

Here is the logo information for your order. Our data entry system can accommodate up to 4 logos per garment. If more than 4 logos are used on an order we will need to split the PO into an A & B. The large logo boxes at the top will display the name of your logo as we have it in our system, the stitch count, and the logo status. Under each listed garment is where we indicate the logo to be sewn on that garment by #, as well as colorway status, and location. In this example, the shirts on Line 1 will have Logo#1 sewn on the Left chest. The shirts on Line 2 will be sewn with Logo#1 on the left chest and Logo#2 on the Left Sleeve. Note that we need color information for Logo#2 for the shirts on Line 2. The abbreviations we use for sewing locations are listed on our web site at: <http://www.rgrembrodery.com/pages/garmentloc2.html>

GARMENTS TO BE DECORATED								TOTAL	PRE-PRO
	SM	MED	LG	XL	XXL	XXXL	OTHER	PCS	REQUEST
	6	24	24	36	24	6		120	QTY
REC'D>									<REC'D
REC'D+/-	-6	-24	-24	-36	-24	-6		-120	SIZE
SHIP>									
		12	18	18	12			60	QTY
REC'D>									<REC'D
REC'D+/-		-12	-18	-18	-12			-60	SIZE
SHIP>									
	ORDERED>		180	RECEIVED>			SHIP>		

**6** This is where we list the garments and sizes for your order. Verify that we have entered them correctly from your PO. Pre-production sample requests are listed to the far right.

SPECIAL INSTRUCTIONS:	NONE
INFO REQUIRED TO PROCEED WITH ORDER:	NONE

**7** These boxes will include any special sewing instructions for your order as well as list any specific information that we need to complete your order. This is in addition to what may be listed in the order status box above.



# Job Pricing Notification

You will receive a Job Pricing Notification along with your PO Verification. This email will verify the correct pricing for your order based on the logo stitch counts and quantities of goods to be sewn as indicated on your PO. All quotes must be sent with your PO to be honored. If you received a quote different from what is indicated (incl TBD) please contact your Account Manager to resolve prior to production.

**RGR EMBROIDERY JOB PRICING PO#17185**

File Edit View Tools Message Help

Reply Reply All Forward Print Delete Previous Next Addresses

**From:** Sharon Morris  
**Date:** Monday, March 15, 2004 2:47 PM  
**To:** Roger Miller  
**Subject:** RGR EMBROIDERY JOB PRICING PO#17185

**RGR EMBROIDERY  
JOB PRICING NOTIFICATION PO# 17185**  
**THIS IS NOT AN INVOICE. THIS IS PRE-JOB COST NOTIFICATION ONLY**  
THE FOLLOWING IS THE COST BREAKDOWN TO RUN YOUR JOB. A "TBD" IN THE UNIT COST COLUMN INDICATES THE STITCH COUNT IS NOT AVAILABLE BECAUSE THE DESIGN NEEDS TO BE DIGITIZED, EDITED, OR RECEIVED FROM YOU. ALL PRICING IS SUBJECT TO CHANGE IF THE DESIGN STITCH COUNT OR ACTUAL SEWN GARMENT QUANTITY IS DIFFERENT THAN WHAT IS ON THE PURCHASE ORDER. YOU MAY REQUEST AN UPDATED PRICING NOTIFICATION AT ANY TIME PRIOR TO PRODUCTION.

**BILL TO:**  
DOE PROMOTIONS, INC  
1234 MAIN STREET  
  
ANYWHERE, USA 12345  
  
JDOE@EMAIL.COM

**ABOUT QUOTES**  
ALL QUOTES SHOULD TO BE SUBMITTED WITH THE PURCHASE ORDER. THE RGR QUOTE # IS ALL THAT IS REQUIRED FOR QUOTES TO BE HONORED. IF YOU DO NOT HAVE THE QUOTE NUMBER, A WRITTEN COPY MUST BE FAXED WITH THE PO. QUOTES ARE VALID FOR 30 DAYS

PO NUMBER	CODE	FEP	TERMS	DATE	SHIP METHOD	ACCOUNT MANAGER
17185	DOE	5%	NET 30	3/15/04	UPS GROUND	SHARON MORRIS ext 3#
DESCRIPTION	LOGO NAME	STITCH CT	QTY	UNIT COST	AMOUNT	
EMBROIDERY RUN CHG 1ST LOC	BRONCO LOGO.EMB	5818	180	\$1.76	\$316.80	
EMBROIDERY RUN CHG 2ND LOC	AMERICAN EAGLE ONLY.EMB		60	TBD	TBD	
FOLD & POLYBAG OR RE-PACK			180	\$0.25	\$45.00	
DESIGN DIGITIZING CHARGE	AMERICAN EAGLE ONLY.EMB		1	TBD	TBD	
PER BOX HANDLING CHARGE CALCULATED AS THE GREATER OF SHIPPED VS. RECEIVED	ADMIN/HANDLING CHARGE PER BOX FOR EACH SHIP LOCATION (1-4)=\$2.50 ea., (5-8)=\$1.25 ea., (9 & up)=\$.75 ea.					WILL BE DETERMINED AT TIME OF SHIPPING
SHIPPING CHARGES	ACTUAL SHIPPING CHARGES TO BE BILLED					WILL BE DETERMINED AT TIME OF SHIPPING

**THANK YOU FOR YOUR ORDER. YOUR ORDER WILL BE BILLED AS ABOVE. CHANGES CAN RESULT IN COST ADJUSTMENTS**  
[WEB LINK FOR RGR EMBROIDERY POLICIES REGARDING THIS ORDER](#)  
[WEB LINK TO RGR EMBROIDERY PRICING INFORMATION](#)

Embroidery run charges for your order. A TBD indicates that the logo stitch count can not be verified at the present time.

Polybagging charges if they apply to your order.

Digitizing charges associated with your order.

# Garments Received Verification

## Part 1

Upon receipt of garments from your vendor we will send you a Garments Rec'd Verification notice via email that will show you what we received, and if there are shortages or discrepancies in your order. This is a similar notice as the PO Verification, again verify the common information as it should be the same unless a change has taken place.

**RGR EMBROIDERY GARMENTS RECEIVED NOTICE PO# 17185**

File Edit View Tools Message Help

Reply Reply All Forward Print Delete Previous Next Addresses

**From:** Sharon Morris  
**Date:** Monday, March 15, 2004 2:59 PM  
**To:** Roger Miller  
**Subject:** RGR EMBROIDERY GARMENTS RECEIVED NOTICE PO# 17185

---

**PURCHASE ORD #** 17185  
**ORDER REC'D DATE:** 3/15/04  
**CONTACT #:** 270JOHN DOE  
**CUSTOMER:** DOE PROMOTIONS, INC  
**E-MAIL:** JDOE@BMAIL.COM  
**PHONE:** 800-555-5554  
**FAK:** 800-555-5555

**RGR EMBROIDERY GARMENTS REC'D VERIFICATION**

**SHIP TO:** EAGLES AND BRONCOS  
ATTN: BOB JONES  
1234 FIRST STREET  
SUITE 1234  
ANYWHERE, USA 55555  
UPS GROUND

**SHIP VIA:** 3rd PARTY #  
**TRACKING #**  
**# BOXES SHIP:**  
**SHIP DATE:**  
**SHIP COST:**

**SERVICE LEVEL:** STANDARD  
**OPTIONS:** GOLD, RED, BLUE, STD  
**POLYBAG?** YES \$ .25 each

**REQUEST SHIP:** 4/1  
**OR**  
**REQUEST I/H DATE:**

**SCHEDULED SHIP DATE:** WILL NOT BE ASSIGNED UNTIL ALL ORDER REQUIREMENTS ARE COMPLETE

**GARMENTS REC'D PARTIAL** NEED TAPE APPROVAL

LOGO #	DESCRIPTION	STITCH CT.	TAPE STATUS
#1	BRONCO LOGO.BMB	5818	ON FILE
#2	AMERICAN EAGLE ONLY.BMB	4981	NOT APPROVED
#3			
#4			

**PERSON**

LINE #	DESCRIPTION	SM	MED	LG	XL	XXL	XXXL	OTHER	PCS	REQUEST	QTY	SIZE		
1	DENIM SHIRTS	6	24	24	36	24	6		120					
	LOGO# 1	REC'D>	6	24	24	36	24	6	120					
	COLORWAY OK	REC'D+/-												
	LOCATION L CHST	SHIP>												
2	BLUE PIQUE SHIRT		12	18	18	12			60					
	LOGO# 1 2	REC'D>	12	18	18				48					
	COLORWAY OK OK	REC'D+/-				-12			-12					
	LOCATION L CHST L SLV	SHIP>												
<b>TOTALS</b>		<b>ORDERED&gt;</b>	180						168	<b>SHIP&gt;</b>				
<b>REC'D</b>		<b>1st</b>	<b>2nd</b>	<b>LAST</b>	<b>REC'D</b>		<b>1st</b>	<b>2nd</b>	<b>LAST</b>	<b>BOX</b>		<b>1st</b>	<b>2nd</b>	<b>3rd</b>
<b>DATE</b>		3/18			<b># BOXES</b>		3			<b>LOCATION</b>		A2=3		

**GARMENT DISCREPANCIES:** NONE

**SPECIAL INSTRUCTIONS:** NONE

**INFO REQUIRED TO PROCEED WITH ORDER:** NONE

WE HAVE RECEIVED GARMENTS FOR THIS ORDER AS RECORDED ABOVE. IF ALL THE GARMENTS WERE RECEIVED COMPLETE, AND ALL ORDER STATUS REQUIREMENTS HAVE BEEN FILLED, YOUR GARMENTS HAVE BEEN PLACED INTO PRODUCTION AND ARE ESTIMATED TO BE SHIPPED ON THE SHIP DATE POSTED ABOVE. YOUR GARMENTS MAY BE SEWING NOW DUE TO RGR PRODUCTION CONSIDERATIONS ie: THREAD COLORS, FRAMING DEVICES, ETC. AT THIS TIME CHANGES MAY BE UNABLE TO BE MADE.

IF YOUR ORDER REQUIRES EXPEDITED SERVICE PLEASE ADVISE RGR IN WRITING. RUSH SERVICES - IF AVAILABLE - WILL BE BILLED AS FOLLOWS: GOLD SERVICE - SAME DAY SEWING = 100% SURCHARGE, RED SERVICE - 24 HOUR SEWING = 60% SURCHARGE, AND BLUE

This information should be the same as your PO Verification unless a change has been made to your PO. Please verify that the information is correct.

This status bar is most important to your order. It will tell you the information we need to complete the order. In this instance we rec'd a partial shipment from the vendor. Also, we need a tape approval for logo #2.

This will list the garments we rec'd so you can easily determine what we may be missing to complete your order. Ordered qty is in yellow, rec'd qty is in blue. Overages and shortages are indicated in gray as +/-.

Check these boxes for special information that we may need to complete the order.



# Garments Received Verification

## Part 2

After we receive all the garments for the order, and all status requirements are satisfied (approvals, customer supplied tape, colors, locations, etc.) your Garment Rec'd Verification will display your scheduled ship date in the status box. RGR sews all standard service level jobs on a first ready - first sewn basis. Please verify that this ship date meets your order requirements and if you require an expedited service level contact your Account Manager ASAP. Expedited service requests must be made in writing and in most cases will incur a rush charge.

**RGR EMBROIDERY GARMENTS RECEIVED NOTICE PO# 17185**

File Edit View Tools Message Help

Reply Reply All Forward Print Delete Previous Next Addresses

**From:** John Morris  
**Date:** Monday, March 15, 2004 3:02 PM  
**To:** Roger Miller  
**Subject:** RGR EMBROIDERY GARMENTS RECEIVED NOTICE PO# 17185

<b>PURCHASE ORD #</b> 17185 <b>ORDER REC'D DATE:</b> 3/15/04 <b>CONTACT #:</b> 270JOHN DOE <b>CUSTOMER:</b> DOE PROMOTIONS, INC <b>EMAIL:</b> JDOE@EMAIL.COM <b>PHONE:</b> 800-555-5554 <b>FAX:</b> 800-555-5555 <b>REQUEST SHIP:</b> 4/1 <b>OR</b> <b>REQUEST INH DATE:</b>		<b>RGR EMBROIDERY GARMENTS REC'D VERIFICATION</b>		<b>SHIP TO:</b> EAGLES AND BRONCOS ATTN: BOB JONES 1234 FIRST STREET SUITE 1234 ANYWHERE, USA 55555 UPS GROUND <b>SHIP VIA:</b> 3rd PARTY # <b>TRACKING #</b> <b># BOXES SHIP:</b> <b>SHIP DATE:</b> <b>SHIP COST:</b>	
<b>SCHEDULED SHIP DATE:</b> WILL NOT BE ASSIGNED UNTIL ALL ORDER REQUIREMENTS ARE COMPLETE <b>3/25</b>		<b>SERVICE LEVEL:</b> STANDARD <b>OPTIONS:</b> GOLD, RED, BLUE, STD <b>POLYBAG:</b> YES \$25 each			
<b>LOGO #1</b> BRONCO LOGO.EMB <b>LOGO #2</b> AMERICAN EAGLE ONLY.EMB <b>LOGO #3</b> <b>LOGO #4</b> <b>PERSON</b>		<b>STITCH CT:</b> 5818 <b>TAPE STATUS:</b> ON FILE		<b>STITCH CT:</b> 4981 <b>TAPE STATUS:</b> ON FILE	
<b>LINE #</b> <b>DESCRIPTION</b> <b>SM</b> <b>MED</b> <b>LG</b> <b>XL</b> <b>XXL</b> <b>XXXL</b> <b>OTHER</b> <b>PCS</b> <b>REQUEST</b> <b>QTY</b> <b>REC'D</b> <b>1st</b> <b>2nd</b> <b>LAST</b> <b>DATE</b> <b>3/18</b> <b>3/22</b>		<b>GARMENTS TO BE DECORATED</b> <b>ORDERED&gt;</b> 180 <b>RECEIVED&gt;</b> 180 <b>SHIP&gt;</b>		<b>TOTAL PRE-PRO</b> <b>BOX</b> <b>1st</b> <b>2nd</b> <b>3rd</b> <b>LOCATION</b> <b>A2=3</b> <b>A2=1</b>	
<b>GARMENT DISCREPANCIES:</b> NONE		<b>SPECIAL INSTRUCTIONS:</b> NONE		<b>INFO REQUIRED TO PROCEED WITH ORDER:</b> NONE	

WE HAVE RECEIVED GARMENTS FOR THIS ORDER AS RECORDED ABOVE. IF ALL THE GARMENTS WERE RECEIVED COMPLETE, AND ALL ORDER STATUS REQUIREMENTS HAVE BEEN FILLED, YOUR GARMENTS HAVE BEEN PLACED INTO PRODUCTION AND ARE ESTIMATED TO BE SHIPPED ON THE SHIP DATE POSTED ABOVE. YOUR GARMENTS MAY BE SEWING NOW DUE TO RGR PRODUCTION CONSIDERATIONS ie: THREAD COLORS, FRAMING DEVICES, ETC. AT THIS TIME CHANGES MAY BE UNABLE TO BE MADE.

IF YOUR ORDER REQUIRES EXPEDITED SERVICE PLEASE ADVISE RGR IN WRITING. RUSH SERVICES - IF AVAILABLE - WILL BE BILLED AS FOLLOWS: GOLD SERVICE-SAME DAY SEWING = 100% SURCHARGE, RED SERVICE- 24 HOUR SEWING = 50% SURCHARGE, AND

When the order requirements are satisfied, a ship date will appear in the status box. All orders are scheduled on a first ready - first sewn basis. We show the requested ship date only as a reminder to you for your assessing if expedited service should be requested.

# Change Status Notification

Whenever a change is communicated for your order you may receive a Change Status Notification via email. You might receive this form for a number of reasons, i.e. the garments have changed for your order, the logos have changed for your order, a change in the ship date or service level, ship address change, etc.

**RGR EMBROIDERY STATUS CHANGE FOR PO# 17185**

File Edit View Tools Message Help

Reply Reply All Forward Print Delete Previous Next Addresses

**From:** Sharon Morris  
**Date:** Monday, March 15, 2004 3:05 PM  
**To:** Roger Miller  
**Subject:** RGR EMBROIDERY STATUS CHANGE FOR PO# 17185

**PURCHASE ORD #** 17185  
**ORDER REC'D DATE:** 3/15/04  
**CONTACT #:** 270JOHN DOE  
**CUSTOMER:** DOE PROMOTIONS, INC  
**E-MAIL:** JDOE@EMAIL.COM  
**PHONE:** 800-555-5554  
**FAX:** 800-555-5555

**SHIP TO:** EAGLES AND BRONCOS  
**ATTN:** BOB JONES  
1234 FIRST STREET  
SUITE 1234  
ANYWHERE, USA 55555  
**SHIP VIA:** UPS GROUND  
**3rd PARTY #**  
**TRACKING #**  
**# BOXES SHIP:**  
**SHIP DATE:**  
**SHIP COST:**

**REQUEST SHIP:** 4/1  
**OR**  
**REQUEST V/H DATE:**

**SCHEDULED SHIP DATE:** 3/25  
WILL NOT BE ASSIGNED  
UNTIL ALL ORDER  
REQUIREMENTS ARE  
COMPLETE

**LOGO #1** BRONCO LOGO.EMB  
**LOGO #2** AMERICAN EAGLE ONLY.EMB  
**LOGO #3**  
**LOGO #4** PERSON

**STITCH CT:** 5818  
**TAPE STATUS:** ON FILE

**SERVICE LEVEL:** STANDARD  
**OPTIONS:** GOLD, RED, BLUE, STD  
**POLYBAG?** YES \$ .25 each

**LINE #** **DESCRIPTION** **SM** **MED** **LG** **XL** **XXL** **XXXL** **OTHER** **PCS** **REQUEST**

**1** DENIM SHIRTS  
LOGO# 1 2 REC'D> 6 24 24 36 24 6 120 QTY  
COLORWAY OK OK REC'D+> 24 24 36 24 6 120 <REC'D  
LOCATION L CHST L SLV SHIP> SIZE

**2** BLUE PIQUE SHIRT  
LOGO# 1 2 REC'D> 12 18 18 12 60 QTY  
COLORWAY OK OK REC'D+> 12 18 18 12 60 <REC'D  
LOCATION L CHST L SLV SHIP> SIZE

**TOTALS** **ORDERED>** 180 **RECEIVED>** 180 **SHIP>**

**REC'D** 1st 2nd LAST **REC'D** 1st 2nd LAST **BOX** 1st 2nd 3rd  
**DATE** 3/18 3/22 **# BOXES** 3 1 **LOCATION** A2=3 A2=1

**GARMENT DISCREPANCIES:** NONE  
**SPECIAL INSTRUCTIONS:** NONE  
**INFO REQUIRED TO PROCEED WITH ORDER:** NONE

**CHANGE ORDERS:** ALL SHIRTS NOW ARE TO BE SEWN WITH THE SECOND LOCATION EMBROIDERY ON THE L SLV PER EMAIL FROM JOHN DOE 3/22

**AN INSTRUCTION CHANGE OR STATUS CHANGE HAS BEEN RECORDED FOR THIS ORDER. THIS REPORT REFLECTS THE CURRENT STATUS. PLEASE VERIFY THAT ALL INFORMATION HAS BEEN RECORDED ACCURATELY.**

LOGO #1 - DESIGN PRINTS TO SCALE. NOT COLOR SPECIFIC. COLORS WILL VARY.

Indicates that this is a change status notification. This form is setup with the same information as the PO Verification and the Garments Rec'd Verification.

In this case, the change was that now ALL shirts will get 2 location embroidery. The change should be notated in the green box.

# Shipment Notification

At the time we ship your order, we will send you this Shipment Notification. This also serves as your notification that your order is ready for Pickup. All Pickup orders will be indicated as "Pickup" in the "Ship Via" line. Note: The Package will not be able to be tracked until UPS receives our shipping data at the end of the day.

**RGR EMBROIDERY SHIPMENT NOTIFICATION PO# 17185**

File Edit View Tools Message Help

Reply Reply All Forward Print Delete Previous Next Addresses

**From:** Sharon Morris  
**Date:** Monday, March 15, 2004 3:09 PM  
**To:** Roger Miller  
**Subject:** RGR EMBROIDERY SHIPMENT NOTIFICATION PO# 17185

**RGR EMBROIDERY  
SHIP NOTIFICATION**

SHIP#1  
SHIPPED FROM: DOE PROMOTIONS, INC PO# 17185 EAGLES AND BRONCOS  
JOHN DOE ATTN: BOB JONES  
SHIP VIA: UPS GROUND DATE: 3/25 SHIP TO: 1234 FIRST STREET  
BOXES SHIPPED: 3 SUITE 1234  
3rd PARTY# ANYWHERE, USA 55555  
JDOE@EMAIL.COM **TRACKING#** [1Z305E1855555123](#)

LINE #	DESCRIPTION	SM	MED	LG	XL	XXL	XXXL	OTHER
1	DENIM SHIRTS	6	24	24	36	24	6	
2	BLUE PIQUE SHIRT		12	18	18	12		
3								
4								
5								
6								
7								
8								
9								
10								

TOTAL QTY SHIPPED: 180

Please verify ASAP that this information is correct when you receive this email. After the shipment has left the building we cannot correct mis-shipped items. Verify: the ship to address, the ship method, and the garments that have been shipped. If a ship method or address change is required after the shipment has been processed an additional handling charge may be applied. You can easily track your order by clicking the tracking #. Save this email in a folder for easy tracking if questions arise.

Note: Our system will accommodate up to 3 different shipping addresses per order. You will need to scroll down the screen to view the additional shipments. Multiple Drop ships will incur additional charges. We are unable to notify you of each shipment if more than 3 ship to addresses are used. Please contact your Account Manager directly in those cases.

SHIP#1  
SHIPPED FROM: DOE PROMOTIONS, INC [REDACTED] EAGLES AND BRONCOS  
JOHN DOE ATTN: BOB JONES  
SHIP VIA: UPS GROUND DATE: 3/25 SHIP TO: 1234 FIRST STREET  
BOXES SHIPPED: 3 SUITE 1234  
[REDACTED] ANYWHERE, USA 55555  
[REDACTED]

**PACKING SLIP**

LINE #	DESCRIPTION	SM	MED	LG	XL	XXL	XXXL	OTHER
1	DENIM SHIRTS	6	24	24	36	24	6	
2	BLUE PIQUE SHIRT		12	18	18	12		
3								
4								
5								
6								
7								
8								
9								
10								

TOTAL QTY SHIPPED: 180

THIS PACKAGE IS TO BE OPENED ONLY BY THE ADDRESSEE. PLEASE VERIFY CONTENTS WITHIN 24 HOURS OF DELIVERY IF YOU ARE MISSING PIECES PLEASE VERIFY THAT YOU HAVE RECEIVED ALL BOXES SHIPPED. THANK YOU.

The first box in the shipment is shipped with this label-packing slip applied to the outside of each box. As RGR Embroidery is a blind supplier, all boxes are shipped indicating you as the shipper.

# Your Invoice

Your invoice will be emailed to the order contact as well as your company's Accounts Payables contact at the time the order is processed to ship. This is the only invoice you will receive. If you require a mailed copy please make that request to your Account Manager.

**INVOICE FROM RGR EMBROIDERY**

File Edit View Tools Message Help

Reply Reply All Forward Print Delete Previous Next Addresses

**From:** Sharon Morris  
**Date:** Monday, March 15, 2004 3:15 PM  
**To:** Roger Miller  
**Subject:** INVOICE FROM RGR EMBROIDERY

**RGR EMBROIDERY**  
3597 CLEARVIEW PARKWAY  
ATLANTA, GA 30340  
PH 770-455-4522 / FAX 770-455-0155  
www.rgrembroidery.com

**INVOICE**

DATE	CODE	INVOICE #
3/25/2004	DOE	38339

**THANK YOU FOR YOUR PROMPT PAYMENT**

**BILL TO:**  
DOE PROMOTIONS, INC  
1234 MAIN STREET  
ANYWHERE, USA 12345  
JDOE@EMAIL.COM

**SHIP TO:**  
EAGLES AND BRONCOS COMPANY  
ATTN: BOB JONES  
1234 FIRST STREET  
SUITE 1234  
ANYWHERE, USA 55555

PO NUMBER	FEP	TERMS	DUE	SHIP	VIA	TRACKING #
17185	5%	NET 30	4/24/04	3/25/04	UPS GROUND	<a href="#">1Z305E1855555123</a>

DESCRIPTION	LOGO NAME	STITCH CT	QTY	UNIT COST	AMOUNT
EMBROIDERY RUN CHG 1ST LOC	BRONCO LOGO.EMB	5818	180	\$1.76	\$316.80
EMBROIDERY RUN CHG 2ND LOC	AMERICAN EAGLE ONLY.EMB	4981	180	\$1.60	\$288.00
FOLD & POLYBAG OR RE-PACK			180	\$0.25	\$45.00
BOXES (1-4)	PER BOX ADMIN./HANDLING CHARGE		4	\$2.50	\$10.00
SHIPPING CHARGES					\$29.45
NOT TAXABLE	SALES TAX EXEMPTION CERT. ON FILE				

**THANK YOU FOR YOUR BUSINESS.**

**TOTAL: \$689.25**

ALL ACCOUNTS RECEIVABLE INFORMATION (GOOD & BAD) IS SHARED WITH NATIONAL CREDIT AGENCIES. PAST DUE ACCOUNTS WILL INCUR A 1.5% / MONTH FINANCE CHARGE. WE RESERVE THE RIGHT TO REVOKE CREDIT TERMS AT ANY TIME.

The date of the invoice and invoice number.

Ship to address

PO Number  
FEP level  
Terms  
Shipping Information  
Tracking Link

Order run charges, digitizing charges will also be listed if applicable.

Polybagging charges if applicable.

Shipping charges and box handling charges. We charge \$2.50 per box handling charge for the 1st four boxes, \$1.50 for the next 4, and \$0.75 for the remaining boxes if applicable.

Your invoice total.

# Your Company's Web Page

For customers who run multiple orders consistently at the same time RGR will set up a web page for your company so you can access to your order status 24 hours a day 7 days a week. If you would like a web page created for your company please make that request to your Account Manager. See separate page for "Log-In" instructions.

The screenshot shows the RGR Embroidery web page with the following sections and annotations:

- Left Sidebar:**
  - RGR EMBROIDERY** logo.
  - EMBROIDERY MANAGEMENT CENTER** with links: [Current Price Grid](#), [Tape / Design Library](#), [Invoice Register](#), [2005 Price Calculator](#).
  - YOUR ACCOUNT MANAGER** with contact info for Sharon Morris: [Email Sharon](#), [770-455-4522 ext. 3#](#), [Webmail Order Form](#).
  - QUICK LINKS** with links: [RGR Embroidery Policies \(The Fine Print\)](#), [Homepage](#), [Services](#), [Current Thread Colors](#).
- Main Content Area:**
  - IIIIIRGRIIIII.IIIIIIDOEIIIIII.Orders** header.
  - Welcome message: "Welcome to your Personalized RGR Embroidery Order Management Web Page. This page provides access to all the information necessary to manage your embroidery orders including: Order Status Details, Cost Details, Price Grid, Tape / Design Library with images, Invoices, Tracking Numbers, Contact Information, etc. We also post important messages below so we ask that you visit your web page frequently. Thank you for your business."
  - FEP LEVEL 5%** (Frequent Embroidery Program (FEP) discount status).
  - CURRENT TURNAROUND 4 DAYS** (Our current turn around time. Your order will ship this many days from the completion of all status requirements).
  - THIS BOX IS FOR IMPORTANT MESSAGES. PLEASE CHECK YOUR WEB PAGE DAILY.** (Special Announcements): "WE HAVE COMPLETED OUR WEB UPGRADE AND ALL APPEARS TO BE WORKING PROPERLY. PLEASE TAKE SOME TIME AND CHECK OUT OUR NEW FEATURES. IF YOU FIND ANY PROBLEMS PLEASE LET US KNOW. THANK YOU."
  - YOUR CURRENT ORDERS** section with a table of orders.
- Annotations on the right:**
  - Red box around **5%** points to "Your current Frequent Embroidery Program (FEP) discount status."
  - Red box around **4 DAYS** points to "Quick links to your current price grid, tape/design library, access current invoices, and price calculator."
  - Red box around the turn around time points to "Our current turn around time. Your order will ship this many days from the completion of all status requirements."
  - Red box around the update time **3/22/05 11:26 AM** points to "Time of the last update of this web page."
  - Red box around the account manager contact info points to "Your account manager contact info and a link to an online order form."
  - Red box around the status line for each order points to "This is the status line for each order. It shows: PO Number, Order Date, Primary Logo, Quantity ordered, Order Status-click link for detailed info, Scheduled ship date, Actual Ship Date, Tracking number, Job Cost/Invoice for this order."
  - Red box around the quick links points to "Quick links to other useful information."

YOUR ORDER STATUS WAS LAST UPDATED AT: 3/22/05 11:26 AM									
PURCHASE ORDER #	ORD DATE	PRIMARY LOGO	QTY	ORDER STATUS - CLICK ON FOR COMPLETE ORDER DETAILS.	SCHED SHIP	ACT SHIP	SHIP METHOD / TRACKING #	JOB COST/ INVOICE	
CAN31005	3/10	INTERNATIONAL WIRE CANTERBURY TEAM	23	<a href="#">ORDER COMPLETE - THANK YOU</a>	3/21	3/18	1Z305E180341907667	<a href="#">INVOICE</a>	
CANT31505	3/16	CANTERBURY ENGINEERING NEW.EMB	13	<a href="#">ORDER IS IN PRODUCTION</a>	3/22			<a href="#">JOB COST</a>	
FMH32105	3/22	DAEWOO STANDARD LOGO.EMB	27	<a href="#">WAITING GARMENTS/0/0/0/0/0</a>				<a href="#">JOB COST</a>	
GTA3905	3/10	GTA.EMB	10	<a href="#">ORDER COMPLETE - THANK YOU</a>	3/17	3/17	COURIER	<a href="#">INVOICE</a>	
JJ31705	3/17	JJ NELSON INC.EMB	5	<a href="#">ORDER IS IN PRODUCTION</a>	3/23			<a href="#">JOB COST</a>	
JJ32105	3/22	JJ NELSON INC.EMB	14	<a href="#">WAITING GARMENTS/0/0/0/0/0</a>				<a href="#">JOB COST</a>	
JJNELSON3805	3/8	JJ NELSON INC.EMB	7	<a href="#">ORDER COMPLETE - THANK YOU</a>	3/17	3/17	1Z305E180341346513	<a href="#">INVOICE</a>	
MILITARY	3/14	MILITARY RESUMES COM.EMB	12	<a href="#">ORDER COMPLETE - THANK YOU</a>	3/21	3/21	1Z305E180341965345	<a href="#">INVOICE</a>	
SENIOR31705	3/17	GWINNITT SENIOR GOLDEN OLYMPICS.EMB	325	<a href="#">ORDER IS IN PRODUCTION</a>	3/24			<a href="#">JOB COST</a>	

We strongly suggest you visit your web page frequently. Please add the page to your "Favorites" list, or even better, create a shortcut on your desktop. Your page is updated every couple of hours and will directly reflect the information we have recorded for your order. If you need assistance adding this page to "Favorites" or creating a "Shortcut" on your desk top please give us a call. In most cases we can talk you through the process in just a minute or two.

# Your Company's Designs

Linking to this page will list the current designs we have on file for your company. Designs are in alphabetical order with the "exact" name we use for the design in our system. Other information available is the stitch count of the design and the date it was last used. If you click on a design it will open a jpeg of the design for reference purposes. The design may not be in the correct colors for the order but will typically print to scale.

The screenshot shows a web browser window with the address bar displaying <http://www.rgembroidery.com/AATAPEINDEX>. The page title is "ALPHABETICAL LISTING OF YOUR COMPANY'S DESIGNS". Below the title, there is a message: "CLICK ON THE DESIGN NAME TO VIEW IMAGE. ALL DESIGNS WILL PRINT TO SCALE. USE THE 'BACK' BUTTON TO RETURN TO THIS LISTING AFTER VIEWING DESIGN IMAGES." A link "RETURN TO YOUR COMPANY'S ORDER STATUS PAGE" is also present. The main content is a table with three columns: "DESIGN NAME - CLICK TO VIEW IMAGE", "STITCH COUNT", and "LAST USED". The table lists 50 designs, including "1190 AM WGKA.BMP", "150 BOAT SALES.BMP", "2003 ACHIEVEMENT CLUB BERMUDA.BMP", "50 YEARS OF EXCELLENCE.BMP", "A & B EXCAVATING.BMP", "A&B EXCAVATING W/ BACK HD.BMP", "ACE CHILDRENS MIRACLE NETWORK 2003X.BMP", "ACE CHILDRENS MIRACLE NETWORK BASIC LOGO.BMP", "ACE CHILDRENS MIRACLE NETWORK GOLD SPONSER.BMP", "ACE HARDWARE BE WORLD CLASS GAINESVILLE FREIGHT.BMP", "ACE HARDWARE BE WORLD CLASS GAINESVILLE RSC.BMP", "ACE HARDWARE BE WORLD CLASS THE HELPFUL PLACE.BMP", "ACE HARDWARE CHARTER MEMBER.BMP", "ACE HARDWARE GAINESVILLE.BMP", "ACE HARDWARE SAFETY AWARD SHIPPING DEPT.BMP", "ACHIEVEMENT CLUB MCKESSON.BMP", "ACS AMERICAN CANCER SOCIETY GOLF WITH BELLSOUTH 2002 MEN'S CHAMPS.B", "ADPROPS ONLY NO TAGLINE.BMP", "ADPROPS.BMP", "ADVENTURE TEAM.BMP", "AFS.BMP", "AGILENT TECHNOLOGIES ONLY 4.75 WIDE.BMP", "AIG SUN AMERICA 3 INCHES.BMP", "AIG SUN AMERICA.BMP", "ALASKA EXPOSURE.BMP", "ALL CRANE BIG TRUCK.BMP", "ALL CRANE BULLETS LEFT CHEST LOGO.BMP", "ALL ONLY NO TEXT.BMP", "ALLIANCE MILLS.BMP", "ALT SALES CORP.BMP", "ALYESKA.BMP", "AMACHER BROS LARGER.BMP", "AMISTAD FULL LOGO FRIENDSHIP.BMP", "APAC 9 NEW SMALL.BMP", "APAC COMMITMENT TO EXCELLENCE.BMP", "APAC CORPORATE.BMP", "APAC EQUIPMENT EXCELLENCE.BMP", "APAC PROJECT PASS.BMP", "APAC SERVICE CENTER.BMP", "APEX SUPPLY 4 PB 160.BMP", "APEX SUPPLY 4.BMP", "APEX SUPPLY COMPANY BOX.BMP", "AQUA CONTROL ONLY.BMP", "BACK2BACK.BMP", "Be World Class Gainesville RSC.BMP", "BEAULIEU OF AMERICA STACKED.BMP", and "BELLSOUTH FASTACCESS.BMP". The browser's status bar at the bottom shows "Done" and "Internet".

**ALPHABETICAL LISTING OF YOUR COMPANY'S DESIGNS**

CLICK ON THE DESIGN NAME TO VIEW IMAGE. ALL DESIGNS WILL PRINT TO SCALE. USE THE "BACK" BUTTON TO RETURN TO THIS LISTING AFTER VIEWING DESIGN IMAGES.

[RETURN TO YOUR COMPANY'S ORDER STATUS PAGE](#)

DESIGN NAME - CLICK TO VIEW IMAGE	STITCH COUNT	LAST USED
1190 AM WGKA.BMP	8105	4/16/2004
150 BOAT SALES.BMP	1622	1/29/2004
2003 ACHIEVEMENT CLUB BERMUDA.BMP	3083	4/17/2003
50 YEARS OF EXCELLENCE.BMP	1794	11/3/2003
A & B EXCAVATING.BMP	1849	10/9/2003
A&B EXCAVATING W/ BACK HD.BMP	7758	1/17/2003
ACE CHILDRENS MIRACLE NETWORK 2003X.BMP	8011	5/2/2003
ACE CHILDRENS MIRACLE NETWORK BASIC LOGO.BMP	7448	5/10/2004
ACE CHILDRENS MIRACLE NETWORK GOLD SPONSER.BMP	8722	5/10/2004
ACE HARDWARE BE WORLD CLASS GAINESVILLE FREIGHT.BMP	8077	3/17/2003
ACE HARDWARE BE WORLD CLASS GAINESVILLE RSC.BMP	6303	10/21/2002
ACE HARDWARE BE WORLD CLASS THE HELPFUL PLACE.BMP	7948	4/19/2004
ACE HARDWARE CHARTER MEMBER.BMP	4206	4/13/2004
ACE HARDWARE GAINESVILLE.BMP	4344	2/13/2003
ACE HARDWARE SAFETY AWARD SHIPPING DEPT.BMP	7540	3/17/2003
ACHIEVEMENT CLUB MCKESSON.BMP	4000	4/23/2002
ACS AMERICAN CANCER SOCIETY GOLF WITH BELLSOUTH 2002 MEN'S CHAMPS.B	6100	5/23/2002
ADPROPS ONLY NO TAGLINE.BMP	4058	1/23/2003
ADPROPS.BMP	5893	11/22/2002
ADVENTURE TEAM.BMP	6075	4/27/2004
AFS.BMP	4000	8/13/2002
AGILENT TECHNOLOGIES ONLY 4.75 WIDE.BMP	2189	2/3/2003
AIG SUN AMERICA 3 INCHES.BMP	2246	3/3/2004
AIG SUN AMERICA.BMP	4800	5/6/2002
ALASKA EXPOSURE.BMP	6000	8/13/2002
ALL CRANE BIG TRUCK.BMP	30342	9/12/2003
ALL CRANE BULLETS LEFT CHEST LOGO.BMP	5753	2/3/2004
ALL ONLY NO TEXT.BMP	1448	10/2/2003
ALLIANCE MILLS.BMP	5000	8/14/2002
ALT SALES CORP.BMP	3585	9/12/2003
ALYESKA.BMP	1800	5/2/2002
AMACHER BROS LARGER.BMP	10042	11/3/2003
AMISTAD FULL LOGO FRIENDSHIP.BMP	3854	10/7/2002
APAC 9 NEW SMALL.BMP	2258	12/16/2002
APAC COMMITMENT TO EXCELLENCE.BMP	6146	4/26/2002
APAC CORPORATE.BMP	3400	9/9/2002
APAC EQUIPMENT EXCELLENCE.BMP	4236	6/27/2002
APAC PROJECT PASS.BMP	3270	6/24/2002
APAC SERVICE CENTER.BMP	3722	10/1/2002
APEX SUPPLY 4 PB 160.BMP	3722	12/9/2003
APEX SUPPLY 4.BMP	3719	7/24/2002
APEX SUPPLY COMPANY BOX.BMP	10209	7/24/2002
AQUA CONTROL ONLY.BMP	1595	1/17/2003
BACK2BACK.BMP	1394	10/13/2003
Be World Class Gainesville RSC.BMP	6287	4/26/2002
BEAULIEU OF AMERICA STACKED.BMP	1291	2/18/2004
BELLSOUTH FASTACCESS.BMP	4200	5/30/2002

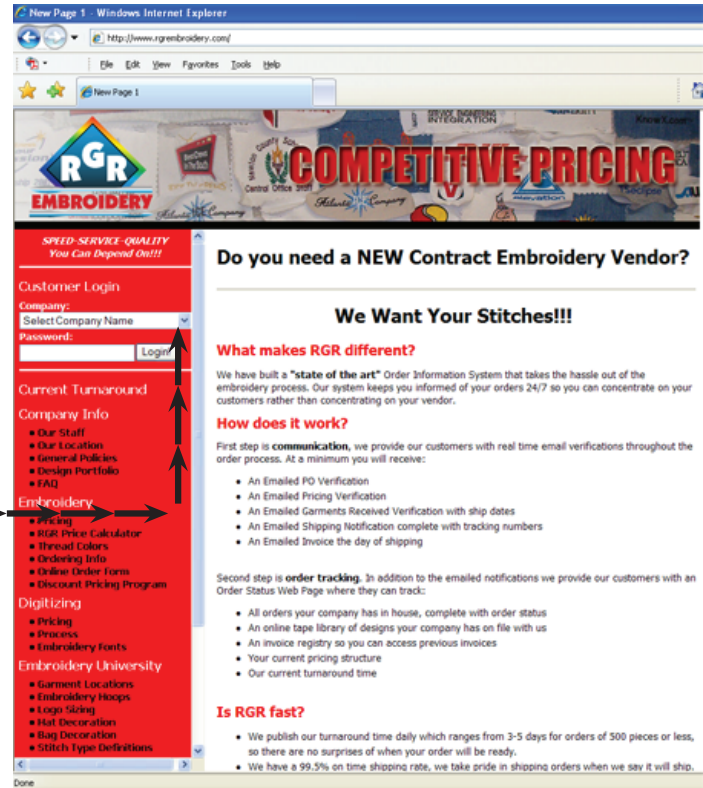




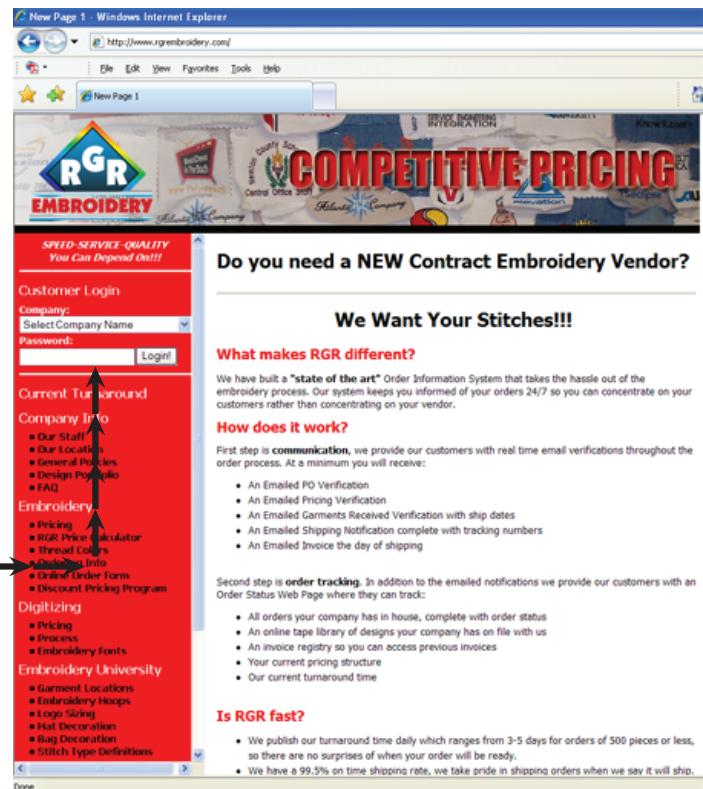
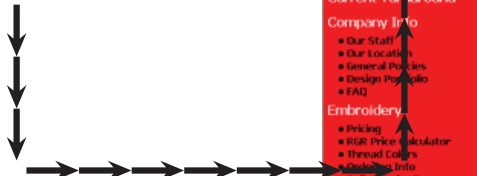
# Log In instructions for your RGR Embroidery Online Order Status Web Page

Please Distribute to Your Sales People and Admin. Assistants

1. GOTO [www.rgrembroidery.com](http://www.rgrembroidery.com)  
Select your company from the drop down list.



2. Input your password and "click" the login button. If you do not have your password please call RGR so we can give it to you.



# RGR Price Calculator

Microsoft Excel - RGRPriceCalc.xls [Read-Only]

File Edit View Insert Format Tools Data Window Help Acrobat

B18

VER 04.1

## RGR UNIT COST CALCULATOR

SEE INSTRUCTIONS BELOW

**SELECT YOUR FEP LEVEL**  
☒ STD ☐ 15%  
☐ 5% ☐ 20%  
☐ 10%

**SERVICE LEVEL**  
☒ STANDARD  
☐ BLUE 48 HR  
☐ RED 24 HR  
☐ GOLD SDS

HATS MUST BE CALCULATED SEPARATE FROM OTHER GARMENTS

### SINGLE 1st SEWING LOCATION

STITCH COUNT	QUANTITY	UNIT COST \$

### SECOND SEWING LOCATION

STITCH COUNT	QUANTITY	UNIT COST \$

### THIRD SEWING LOCATION

STITCH COUNT	QUANTITY	UNIT COST \$

### FOURTH SEWING LOCATION

STITCH COUNT	QUANTITY	UNIT COST \$

Ready NUM

Microsoft Excel - RGRPriceCalc.xls [Read-Only]

File Edit View Insert Format Tools Data Window Help Acrobat

B18

## ADDITIONAL SERVICE CHARGES

PRE-PRO SAMPLE/SEW-OUT min	PER EA. LOO.	\$5.00 EA.
PER BOX ADMIN/HAND CHG:	FIRST 4	\$2.50 EA.
CALCULATED BY THE GREATER OF BOXES REC'D VS. SHIP BY ADDRESS	NEXT 4	\$1.25 EA.
	9-UP	\$0.75 EA.
PERSONALIZATIONS:	PER EA. LOO.	\$5.00 EA.
SHIPPING CHARGES:	ACTUAL COST	
FOLD AND POLYBAG:		\$2.50 EA.
METALLIC THREAD:		\$2.50 EA.
EXCESS ALLOWABLE COLORWAYS:		\$5.00 EA.
COLORWAY - COLOR OR COLOR SEQUENCE USED TO SEW A LOGO		

## ALLOWABLE COLORWAYS PER LOGO SEWN

1-12 pcs	13-35	36-71	72-299	300-499	500+
1	2	3	4	5	6

## INSTRUCTIONS:

1. SELECT YOUR CURRENT FEP LEVEL (FREQUENT EMBROIDERY PROGRAM)  
YOU CAN FIND YOUR FEP LEVEL ON YOUR COMPANY'S RGR WEB PAGE, ON RECENT COST VERIFICATION EMAILS, AND ALL INVOICES.
2. SELECT THE SERVICE LEVEL REQUIRED. 1 AND ONLY 1 MUST BE CHECKED.  
STANDARD SERVICE TURNAROUND CAN BE FOUND ON YOUR COMPANY'S RGR WEB PAGE. IT WILL FLUCTUATE BETWEEN 3 AND 5 DAYS. ALL SERVICE TIMES ARE CALCULATED FROM THE TIME ALL PRODUCTION REQUIREMENTS ARE SATISFIED. (IE. APPROVALS, ALL GARMENTS RECEIVED, COLOR INFORMATION, ETC.) GOLD SERVICE - SAME DAY SERVICE (SDS) REQUIRES GARMENTS TO BE DELIVERED PRIOR TO 10:00AM
3. ENTER THE STITCH COUNT TO BE SEWN FOR A SINGLE OR 1ST LOCATION.  
ALL PRICING IS CALCULATED BY LOGO STITCH COUNT AND QUANTITY SEWN. RGR INDICATES THE STITCH COUNT FOR EACH LOGO SEWN ON ALL EMAILED CORRESPONDENCE AS WELL AS THE INVOICE. THAT IS YOUR BEST SOURCE FOR STITCH COUNTS. WHEN YOU ARE CALCULATING COSTS FOR GARMENTS WITH MORE THAN ONE LOCATION YOU MUST USE THE HIGHEST STITCH COUNT FOR THE 1ST LOCATION, THE NEXT HIGHEST FOR THE 2ND LOCATION, THIRD HIGHEST FOR THIRD LOCATION, ETC. IF THE STITCH COUNTS ARE NOT ENTERED IN THIS ORDER THE CALCULATOR WILL NOT DISPLAY ANY UNIT COSTS AND A RED WARNING WILL BE DISPLAYED.(CALCULATOR STITCH COUNT MAXIMUM -60499 STITCHES. CALL FOR QUOTE)
4. ENTER THE QUANTITY TO BE SEWN.  
IMPORTANT!!!! HATS ARE SEWN ON A DIFFERENT PLATFORM AND CAN NOT BE SEWN WITH OTHER GARMENTS. ALL HATS MUST BE CALCULATED SEPARATELY FROM ALL OTHER GARMENTS. ONCE YOU ENTER YOUR QUANTITY TO BE SEWN THE COST CALCULATOR WILL DISPLAY THE UNIT COST TO THE RIGHT BASED UPON THE FEP LEVEL, SERVICE LEVEL, STITCH COUNT, AND QUANTITY ENTERED. ABOVE THE QUANTITY ENTERED YOU WILL SEE DISPLAYED THE NEXT QUANTITY PRICING POINT.
5. REPEAT STEPS 3 AND 4 FOR ADDITIONAL LOCATIONS IN THE SPACES PROVIDED. REMEMBER TO USE THE NEXT HIGHEST STITCH COUNT  
ADDITIONAL LOGOS SEWN ON THE SAME GARMENT ARE DISCOUNTED. YOU MUST ENTER THE ADDITIONAL LOCATIONS BY NEXT HIGHEST STITCH COUNT. OUR INFORMATION SYSTEM ONLY ALLOWS FOR UP TO FOUR LOGOS SEWN PER GARMENT. HOWEVER, WE CAN AND DO SEW MORE AT TIMES. PLEASE CALL FOR ADDITIONAL INFORMATION.
6. CHECK THE ADDITIONAL CHARGES TO SEE WHAT MAY APPLY.  
BE AWARE OF ADDITIONAL CHARGES FOR YOUR ORDER. SERVICES SUCH AS SAMPLES, SEW-OUTS, FOLD AND POLYBAGS, PERSONALIZATIONS, EXCESS COLORWAYS ALL INCUR ADDITIONAL CHARGES.

Ready NUM

# Sewout Approval Form

If your order contains a logo that needs digitizing, you will receive this form via email AFTER your logo has been digitized and sewn out. This form is a communication tool to let you know that a sewout has been done and is ready for your review. We include a jpeg image of your new digitized logo only for communication purposes. You should not use this jpeg to proof your logo, jpeg images are low resolution files and do not represent the TRUE representation of the sewout. You can reply to this email once the logo is approved or print out the form, sign it, and fax back to RGR at 770.455.0155.

**YOUR SEWOUT IS READY FOR PO# 12345**

File Edit View Tools Message Help

Reply Reply All Forward Print Delete Previous Next Addresses

**From:** Roger Miller  
**Date:** Thursday, May 20, 2004 4:30 PM  
**To:** Roger Miller  
**Subject:** YOUR SEWOUT IS READY FOR PO# 12345  
**Attach:** FIRST AMERICAN EAGLE ONLY.JPG [6.72 KB]

**YOUR SEWOUT IS READY**

**The jpeg image attached IS NOT the actual sewout and is meant for reference only.**


TO: JOHN DOE'S PROMOS  
FROM: ROGER  
STITCH COUNT: 3000  
PO#: 12345  
DATE: 1/1

**PLEASE READ**

The file attached to this email is a software generated image of your digitized design. This is NOT a scan of the actual sewout, and may not be in actual colors, and may look somewhat different than the actual sewout. This image will PRINT to the correct size as your design for sewing. This email is meant as a communication tool only to inform you that your sewout is ready to be looked at for approval. If you would like your sew-out sent to you, please call and advise on preferred shipping method. Your job cannot proceed until we have this approval form signed and faxed back to us at (770) 455-0155 or a reply as APPROVED to this email. Do not sign this form until you are confident that the sew-out is acceptable. We will schedule your job for production upon receipt of this signed approval. Thank you.

**DO NOT SIGN UNLESS YOU ARE APPROVING THIS LOGO FOR PRODUCTION**

**(SIGN, PRINT, FAX OR REPLY TO THIS EMAIL WHEN APPROVED)**



This will show the contact person on the order, the stitch count of the logo, the PO#, and the date the form was sent to you.

The jpeg of your logo may or may not be in correct colors due to the nature of our system. The jpeg is created to scale and will print pretty much to scale, but may not be to scale on screen.

# Frequently Asked Questions

---

Embroidery is very complex in nature, much more so than most other custom processes. Being a seller of embroidered goods requires a working understanding of the process, possibilities, and limitations. We welcome all our customers to come by and spend an hour or so with us so we can share with you an overview of the embroidery process and the inside workings at RGR. We know that our well-informed customers are most often our more successful customers. Our customers have many questions so we have put together a list of those most frequently asked. You will find these below, however if you don't find it here please give us a call.

Click on a question to jump to the answer.

1. **How can I get Started doing business with RGR Embroidery?**
2. **What information do you require on a Purchase Order?**
3. **Why will RGR not schedule a ship date when I send you my order?**
4. **How do I get my design to RGR Embroidery?**
5. **Can I have garments sent to you for embroidery?**
6. **What is FEP?**
7. **What is the proof/approval process?**
8. **Can I provide an Embroidery Tape?**
9. **What is your repeat order process?**
10. **What if I do not have a design?**
11. **Do you have minimums?**
12. **Do you have maximums?**
13. **Do you fold and polybag items?**
14. **Do you provide samples before production?**
15. **Do you have rush service available?**
16. **What is your turn around time?**
17. **Can I get my shirts personalized with names?**
18. **Can I receive a quote before I decide to have the design digitized?**
19. **What is your standard shipping method?**
20. **How do you package for shipping?**
21. **Can I ship the same order to multiple ship addresses?**
22. **What is a Colorway?**
23. **What is the Per Box Handling/Admin charge?**
24. **What is Digitizing?**
25. **What artwork can you use for digitizing?**
26. **What is a Tape or Punching a Tape?**
27. **What is a Program Price?**
28. **Are there items you cannot embroider?**
29. **What color thread do you have?**
30. **What is metallic thread?**
31. **Can you special order a thread color?**
32. **What is Spoilage and what is your policy?**

## 1. How can I get Started doing business with RGR Embroidery?

---

We always welcome new business! We provide corporate and custom embroidery at the wholesale level for various promotional product distributors specializing in corporate, small business, resort, school, clubs and other types of organizations needing custom embroidery and logo digitizing services.

To get started, you can e-mail us [info@rgrembroider.com](mailto:info@rgrembroider.com) or call 770-455-4522 for a new customer packet. [Or download a new customer packet from here and fax it back to us.](#)

## 2. What information do you require on a Purchase Order?

---

RGR requires a Purchase Order (PO) for every order. The PO becomes framework for successful completion for all orders. We require the following information to process your PO completely:

- a. Company Name
- b. Purchase Order Number
- c. Contact Name and Contact Number
- d. Product Description
- e. Item Quantity and Size
- f. Logo Name/Decription
- g. Logo Location
- h. Logo Colors
- i. Ship to address
- j. Ship method if different than UPS Ground
- k. Third Party Shipping Account (if applicable)

## 3. Why will RGR not schedule a ship date when I send you my order?

---

RGR Embroidery sews orders on a **"FIRST READY – FIRST SEWN"** basis. Our efficiency and consistency is a result of this policy. As a contract embroiderer we have no control of the outcome of an order until all other vendors involved have successfully performed their services. And we do not have control or contact with your customer who often delays approvals and other required decisions. What RGR promises is that once all order requirements are satisfied we will schedule a ship date based upon our current turnaround at that time (usually 3 days but may be as long as 5 days) and will ship on that day or sooner. When your order is assigned a ship date all blocks of time have already been filled with orders that were ready before yours. In cases where our standard turnaround will not meet your customer's expected ship date we have Rush Service levels available. As all the blocks of time are filled, employees working extended shifts requiring overtime pay perform Rush Services. This is the fairest way we know to operate our business. We know that often your other vendors do not perform as expected. Remember, RGR is not responsible for your other vendors' inabilities to perform. We always make an effort to help you in these situations but Rush Charges will most likely be applied.

## 4. How do I get my design to RGR Embroidery?

---

You can e-mail us your design to [artwork@rgrembroider.com](mailto:artwork@rgrembroider.com). Please send the highest resolution possible, preferably vector art such as AI or EPS.

## 5. Can I have garments sent to you for embroidery?

---

Yes, in fact over 90% of the garments we sew are delivered directly from the garment vendors. One of the services we provide is we count all the garments in by color and size and match the information against your PO before we proceed with your order. See Per Box Handling Charge. All boxes shipped directly to RGR must be addressed as follows.

Your Company Name and PO#  
c/o RGR Embroidery  
3597 Clearview Pkwy  
Atlanta, GA 30340

If your shipment is received without your company name and the PO# given to RGR Embroidery (Not your garment vendor's PO#) we have no way to match the order to the job. This WILL DELAY the processing of your order.

## **6. What is FEP?**

---

This is our Frequent Embroidery Program all the details are spelled out here: [Jump to FEP](#)

## **7. What is the proof/approval process?**

---

On all new orders we will be sending you a digital proof or sewn stitch-out proof for your review. This proof will state the size, thread colors or pantone colors and overall location of your imprint job. Please make sure to look over the proof carefully as once it is approved we will process your order exactly as-is. Proofs are issued about 1-2 business days after all forms and art have been received. If you do not receive a proof in that time frame please bring that to our attention. Sometimes wrong email's are listed or caught in Spam folders. Also, we do ask that you set your email account to send a confirmation receipt of email's when in the proof/approval process. If we do not receive your art approval we cannot proceed with your job.

## **8. Can I provide an Embroidery Tape?**

---

Absolutely. Email to [artwork@rgrembroider.com](mailto:artwork@rgrembroider.com) referencing your company name and PO number in the subject line. RGR Embroidery assumes customer is familiar with design quality and cannot be held responsible for how your design sews. Should any corrections/adjustments be needed, you need to let us know on your PO and pay for a sample stitch-out proof. Tape edits start at \$20.00.

## **9. What is your repeat order process?**

---

All orders are treated as new orders. You may reference a previous order for logo, colors, locations, etc, but we strongly suggest including this information on your new PO. If you feel you need to request a proof for a re-order, please indicate this on the purchase order.

## **10. What if I do not have a design?**

---

We can help you with designing a logo in house thru our graphic design department. Graphic design is billed at \$50.00 per hour.

## **11. Do you have minimums?**

---

No, we do not. However the more items you order, the better the unit price will be.

## **12. Do you have maximums?**

---

No, we do not. However, please contact us in advance so that we can determine if we can fulfill your quantity in the timeline requested.



### 13. Do you fold and polybag items?

---

Yes we do for an additional fee of .25 cents each. Please request this on your PO.

### 14. Do you provide samples before production?

---

We provide one free sewn embroidered swatch with each purchased digitized logo we create. If you have an existing embroidery logo created by someone else, we require a pre-production swatch at \$12 or \$1/thousand stitches based whichever is greater. The swatch must be approved prior to production.

### 15. Do you have rush service available?

---

YES. If our current turnaround time will not satisfy your required ship date, you may request one of the following Rush Services. You may notice that these service levels are similar to the well-known UPS expedited service levels. That is intentional so you can quickly assess which level is best for you. Keep in mind that in many cases it is more cost effective to use an RGR Rush Service instead of paying expedited shipping charges. Very often shipping garments overnight is more expensive per piece than the RGR per piece rush charge.

**Gold Rush: "Same Day Service".** If we receive your garments prior to 10:30am, and all other status requirements are satisfied (see FAQ #3), we can ship up to 100 sewn logos that day. 150% rush charge will be added to your invoice.

**Red Rush: "Next Day 24 hour Service".** If we receive your garments prior to 1:00pm, and all other status requirements are satisfied (see FAQ #3), we can ship up to 200 sewn logos the following day. 100% rush charge will be added to your invoice.

**Blue Rush: "2nd Day 48 hour Service".** If we receive your garments prior to 1:00pm, and all other status requirements are satisfied (see FAQ #3), we can ship up to 500 sewn logos two days later. 50% rush charge will be added to your invoice.

**Orange Rush: "3rd Day 72 hour Service".** If we receive your garments prior to 1:00pm, and all other status requirements are satisfied (see FAQ #3), we can ship up to 500 sewn logos three days later. 20% rush charge will be added to your invoice.

### 16. What is your turn around time?

---

Our normal turn around time is 3-5 days dependent upon final art approval and that all of your garments/pieces are in hand to begin production. Please let us know if you have a specific date so we can schedule it to ship on time for you. Click [here](#) for our current turnaround time.

### 17. Can I get my shirts personalized with names?

---

Yes, you can. We offer several ways to personalize your shirts beyond adding a custom embroidered logo. Please contact us for more details.

### 18. Can I receive a quote before I decide to have the design digitized?

---

Many of our customers decide to request a quote before having the design digitized. You can submit a quote to use either via our online form through your customer account, or via email to [artwork@rgrembroiderie.com](mailto:artwork@rgrembroiderie.com). Quotes are returned within 24 hours after having received them.

### 19. What is your standard shipping method?

---

All shipments will be by UPS Ground Trac or Courier unless otherwise specified by our customer. We do not provide International shipping at this time. All shipments are "blind shipped" with you as the shipper. We also apply a packing slip label to the 1st box so contents can be verified. RGR is not responsible for losses during shipping. All shipments are insured for estimated value. RGR is not

responsible for under insurance. All tracking information is sent to you by e-mail. All shipping issues are to be handled by you the customer.

**IMPORTANT NOTE:** We only have active accounts with UPS and Couriers. Therefore all other shippers and all expedited shipments must be billed as 3rd Party. We require 3rd party numbers for expedited shipping because in most cases the expedited shipping amount is greater than the sewing charges. We offer generous terms to our customers, which the shipping companies do not provide to us. Therefore shipping charges are always a cash flow negative event for RGR and we are unable to absorb the additional cash flow loss incurred for orders where the shipping exceeds our charges.

## 20. How do you package for shipping?

---

All garments will be in a printers fold and neatly packaged in the same boxes as they were received. We remove or cover all previous labels identifying RGR prior to shipping. A packing slip is applied to each box indicating the total order quantity shipped. Single fold in individual poly-bags is offered at an additional \$.25 per piece charge.

## 21. Can I ship the same order to multiple ship addresses?

---

RGR is not a fulfillment service and does not have the infrastructure to efficiently handle multiple drop shipments. That said, we do have the ability within our information system to handle up to 3 shipping addresses per order. We will charge \$7.50 per each additional shipping address. When shipping to multiple shipping addresses we require that the garments are polybagged. The reason is that we do not have the table space required to separate orders and we must use floor space. Also, if additional boxes are required an additional \$1.50 per box will be applied. If you have an order with more than 3 shipping addresses please get approval prior to sending your PO. Drop shipments are very labor intensive and at peak production times we may not be able to provide the service.

## 22. What is a Colorway?

---

A colorway is the exact sequence that colors are sewn on a logo. Some logos are sewn in one color; therefore the colorway is simply the one color. Other logos are sewn in multiple colors and the colors have to be programmed in the sequence as determined by the digitized design to insure that each design element is sewn in the correct color. Digitized designs provided to us in machine language are colorblind, meaning they do not contain color information. What they provide are color change commands. You must include the colorway with these digitized designs to enable us to proceed with your job. If you cannot provide us the exact colorway, you will need to provide a color for each design element for us to proceed. We cannot proceed with the color instruction of White and Red until we know what specific elements of the design are sewn in which color.

Each different colorway must be sewn separately. We have strict limits on the number of colorways that can be used per order. Each excess colorway is charged at \$5.00 each or the order is billed as samples whichever is less.

**About colors:** Exact color information must be provided. You must provide a thread color number by manufacturer or a PMS color number. As an example we have over 30 shades of blue so providing "Blue" as a color is insufficient. The only standard color names we accept are White, Red, Black, & Navy.

## 23. What is the Per Box Handling/Admin charge?

---

Unlike others in our industry, we do not inflate shipping charges. We simply charge a \$2.50 per box handling fee. (See fee chart on RGR Job Cost Notification) The handling fee is charged for the service of checking in your garments from your vendor for accuracy of your order as well as compensates for the handling of heavy/bulky items that slow production. We check for size and color only. We do not check styles i.e.: short sleeve or long sleeve. We do our best to protect you against the errors of your garment vendors. We have saved our customers literally millions of dollars over the past few years catching other vendor errors. RGR does make a rare mis-count of garments, however, by checking the garments RGR is in no way taking on the responsibility for your other vendor's errors. If your other

vendor had not initially made the error no error would have occurred. You must hold your other vendors accountable for these errors.

## 24. What is Digitizing?

---

Digitizing has it's own section on our web page. [Jump to Digitizing here](#)

## 25. What artwork can you use for digitizing?

---

In depth information about this can be found [here](#).

## 26. What is a Tape or Punching a Tape?

---

A Tape is a Digitized Design. Punching a Tape is the process of digitizing a Design. All industries use jargon, and Tape and Punching are examples. The terms come from the days when embroidery machines read sewing instructions from holes punched into a paper tape.

## 27. What is a Program Price?

---

A program price is a set unit price for a logo that is consistently sewn throughout the year. To qualify, you must guarantee a minimum of 1000 pieces sewn with the exact logo per year. As a general rule, to qualify for a program price your orders should be repeat orders 90% of the time. Each program price is determined on a case-by-case basis and each price will require a minimum quantity. Note: A program price is set for an exact logo. Any alteration to the exact logo is excluded from the set price and will be billed using standard pricing.

## 28. Are there items you cannot embroider?

---

We utilize different embroidery machine platforms, which allow us to embroider most items. We are limited only by our ability to hoop the sewing area, our ability to get a needle easily through the material, and the size of the overall item. Some items you see embroidered were sewn prior to the garment or item being assembled. An example would be a logo sewn on a shirt pocket. For us to sew on a shirt pocket we would have to sew the pocket shut because there is not enough clearance for our sewing arm to fit freely inside the pocket. Although there are very few things that we are unable to sew it is always best to check with us first if you are sewing the item for the first time. In many cases, especially with bags, we will need to see the item prior to knowing for sure if it can be sewn. There are also items which we can sew but probably shouldn't. Items like umbrellas and gore-tex jackets can and have been sewn at RGR but please understand that these items will not be watertight where embroidered.

## 29. What color thread do you have?

---

We have more than 350 thread colors in inventory. Our primary thread providers are Gunold & Stickma and Madeira. These two companies are the world leaders in rayon thread manufacturing. We use their premium brands insuring the classic sheen of a rayon thread embroidered logo. We recommend that you obtain color cards from both of these companies. (Available for small fee) We can also accept most other manufacturers thread numbers or a PMS number and we will select a close match.

## 30. What is metallic thread?

---

Metallic thread is thread that is coated with a foil like material. It provides a true metal look. We have a gold and a silver metallic thread available. Using metallic thread will require a surcharge, and in many cases will require a special tape different from the tape designed for rayon thread. Due to these additional costs involved RGR does not recommend the use of metallic thread.

## 31. Can you special order a thread color?

---

With over 350 thread colors available we are almost always able to find reasonable color match. If a reasonable match cannot be found RGR will add the new color to inventory. At times we run into situations where the end user is not reasonable and is absolutely insistent on a specific manufacturer's thread number. We can special order thread for the job but the cost of the thread will be added to the invoice. In most cases we can get by with one or two cones of thread. The cost of two cones plus shipping is around \$30. Upon completion of the job you may have any remaining thread sent to you for safekeeping and can be returned if the order is repeated.

## 32. What is Spoilage and what is your policy?

---

Garment spoilage does occur in the embroidery business and must always be considered in your costs as a seller of embroidered goods. Much of the success of RGR is due to the fact that spoilage at RGR is a true rarity. Our spoilage rate over the past 3 years has been less than 1/10th of one percent. Spoilage can result from mechanical failure (a blown oil gasket) as well as human error (transposed number). When a spoilage situation occurs, for the issuance of credit, RGR recognizes the Industry Standard of 2% Spoilage Allowance per order as rounded up to the next whole piece. RGR limits its liability per item sewn to \$40.00. RGR Embroidery will issue a credit on all verified RGR At Fault spoilage over 2% per order, however no credit will be given under any circumstances for errors within the 2% allowance. All orders by this definition are allowed one piece spoilage (even an order of one).

**Liability is limited to \$40.00 per item sewn.**

Credit will be issued for over 2% of the following RGR At Fault Spoilage Only:

1. Logo sewn in wrong location.
2. Logo sewn in wrong color.
3. Wrong Logo sewn (only if sewn logo is different than the logo recorded on the E-mailed Order Verification, Customer is responsible for checking order verification for accuracy)
4. Garments that become soiled at RGR.
5. Sewn RGR Digitized Logo embroidery quality not equal to approved sew-out or within "industry standards". Judgement is sole discretion of RGR. To receive a credit for poor quality embroidery RGR must re-sew the job with exact original instructions on the exact original color and style of garments.

Please remember that RGR Embroidery is your Contract Embroiderer and that there are always other vendors involved in the successful completion of your orders. **RGR WILL NOT BE ACCOUNTABLE FOR ERRORS RESULTING FROM YOUR OTHER VENDORS' INABILITIES TO PERFORM.**

RGR is not at fault and will not issue credits for the following:

1. Wrong garments sewn. RGR does make an effort to check your garments received against your Purchase Order for quantity and sizes. We do our best to protect you against the errors of your garment vendors. We have saved our customers literally millions of dollars over the past few years catching other vendor errors. RGR does make an occasional mis-check of garments, however, by checking the garments

RGR is in no way taking on the responsibility for your other vendor's errors. If your other vendor had not initially made the error no error would have occurred. You must hold your other vendors accountable for these errors.

2 . Holes, dirt or other damage already on the garments when they arrived at RGR. We will obviously notify our customer if we discover the damage but we do not inspect the garments for such damage.

3. RGR is not responsible for poor quality embroidery caused by digitizing from another source. RGR Strongly recommends ordering a Pre Production Sample for approval prior to using a Tape from an outside source when being sewn at RGR for the first time or on a different material as all materials sew differently.

4. RGR is not responsible for any error resulting from not following verbal instructions. **ALL INSTRUCTIONS MUST BE IN WRITING.** For your protection all changes should be made on an RGR Embroidery Change Order Form which has a signed verification returned for the change. We use all instructions as written.

5 RGR is not be responsible for shipping related issues. We ship on behalf of you - our customer. Our standard shipping method is UPS Ground or Courier. If you have a different preferred shipping method it must be specified on each Purchase Order and will require third party billing. RGR will provide proof of shipment and once the package leaves the building all responsibility reverts to you and the shipper.

In all RGR at fault spoilage situations - please follow the following steps to receive Credit.

1 All spoiled garments must be returned to RGR. RGR will provide its UPS # for the return of the garments. No credit will be issued until RGR has receipt of the garments.

2 A copy of the vendor invoice for the spoiled items must be provided to RGR.

3 Upon receipt of the spoiled garments and the vendor invoice RGR will issue a credit memo equaling the cost of each item (Max \$40 ea) spoiled in excess of the allowable 2% and the cost of Ground Shipping only.

4 If RGR releases the garments to be sold to the buyer at a discount all proceeds from the sale must first be applied to RGR's Credit Memo amount. If full credit is issued for spoiled garments RGR reserves the right to offer the spoiled garments for sale to cover our losses.

All invoices are to be paid in full. RGR must issue a Credit Memo for any spoilage or Invoice discrepancy. All Spoilage and Invoice Discrepancies must be reported within 14 days of completion on order.