



UNIVERSAL
Screen Arts, Inc.

**East/West Customer Service Training Manual
Part 2: Support Plus, Drop Ship & PBS**

Updated: January 10, 2022

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Support Plus

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Support Plus Quantity Items

Any time you see *****UPSP***** in your UPSELL box, the customer can receive a discount for ordering multiple quantities of that item. The customer may order any combination of sizes or colors but it must be the same item number.

INCLUDEPIC
TURE
http://www.b
csc/k/12_in_us/
cms/lib/1010
00842/Centric
fy/02/malim/14
/images/sche
n%20beams/b
lg%20newslg
FILE
MERGEFOR:
MATHNET

Ask the customer how many they wish to purchase **BEFORE** making the offer.

Support Plus Auto Ship Program



Auto Ship allows us to automatically reship products to our customers a certain number of days after their initial shipment. Customers can take advantage of the lowest tier flat rate shipping amount on all **reshipped** orders, which is currently **\$4.95**.

```
INCLUDEPICTURE
"http://www.bitbetter.com/samples/bundle.gif"
\*
MERGEFORMATINET
```

```
INCLUDEPICTURE
"http://www.bitbetter.com/samples/bundle.gif"
\*
MERGEFORMATINET
```

```
INCLUDEPICTURE
"http://www.bitbetter.com/samples/bundle.gif"
\*
MERGEFORMATINET
```

Please Note: The original order is subject to standard shipping charges.

When the item number is entered, you will see in the Upsell box “Auto Ship Item, Ship on regular basis?”

If the customer **accepts**, select 1 of the 4 options:

- ❖ **F1 30 days**
- ❖ **F2 60 days**
- ❖ **F3 90 days**
- ❖ **F4 120 days**

If the customer **declines**, select:

- ❖ **F8 No**



Compression hosiery will instead offer automatic shipments every **F1 3 months**, **F2 4 months**, **F3 5 months** and **F4 6 months**. To reject the autoship program and make a one-time purchase, select **F8 No**.

Cancel, Update Card Information & Other Options

```
INCLUDEPICTURE
"http://home.metrocast.net/~djtheo/Pictures/images/j0078775_jpg.jpg"
\*
MERGEFORMATINET
```

AUTO SHIP

Follow the steps below to cancel Support Plus & Bas Blue Auto Ship Program. This should be done only in the **most recent** Auto Ship order and not in the original order. The only time you would need to cancel Auto Ship in the original order is if no other Auto Ship orders have been generated from that order.

Please Note: Cancellation applies only to individual line items, so you will need to cancel **each** line item accordingly.

Make sure you are on the correct item that has the Auto Ship. These are marked with an “a” next to the item number.

- ❖ Select **F7 Secondary Options**
- ❖ **F5 Show Details**
- ❖ **F8 Review Program**

While in the Program Maintenance screen:

- ❖ **F3 Cancel Program** – Allows you to place customer’s program in cancel status. This action should be taken when we don’t expect customer to resume shipping. Presently, the ability to reverse the cancel is active indefinitely; however, this may eventually be limited.
- ❖ **F5 Update Terms** – Allows you to change the term or frequency the auto ship orders.
- ❖ **F6 Update CC**
This feature will allow you to change the credit card on the Auto Ship Program.

Please note: We cannot change the quantity of the auto ship item. If the customer wants to increase or reduce the quantity of the auto ship item, the program will need to be cancelled, and a new order placed with the quantity the customer desires.

Support Plus Cross Selling

This feature allows us to sell additional products to our customers when purchasing Support Plus items. They are usually not discounted or sale items but items that we think our customers might be interested in trying. The Cross Sell options will be located in the **UpSell Box** if available for the item.

INCLUDEPICTURE
"http://phpd
ending.files.
wordpress.c
om/2013/04
/stick-man.g
if" *
MERGEFO
RMATINET



Please Note: All Cross Sells will be tracked by the / UNIVERSAL
Rejected soft keys. It is required to make the Cross Sell offer when
prompted in Thor. Screen Arts, Inc.

While placing an order, after entering the item number, do one of the following:

To Accept the Cross Sell item:

- ❖ Choose the line number from the UpSell box.
- ❖ The item will automatically appear on the item line. These are not sale price items.

To Reject the Cross Sell:

- ❖ Select **F5** and continue with the rest of the order.

Note: This documentation is not intended to suggest treatments for or cure any medical conditions. Any such cases should be referred to a doctor for diagnosis and treatment.

Support Hosiery

Support Plus has a large base of return customers. Return customers usually know what they need. If the customer is unsure, check their order history (if available). When speaking to a customer new to support hosiery, ask the following questions:

"What did your Doctor prescribe for you?" or "How much compression do you need?"

Not all support hosiery requires a prescription. If the customer's doctor has written a prescription, they should follow Doctor's orders. It is not necessary to send the prescription to Support Plus.

"What type do you want?" or "What style are you looking for?"

The customer could want knee high, thigh high, panty hose (regular, queen, or maternity), and open toe. Most types also come in a variety of colors.

"Do you need accessories?" or "May I suggest?"

We also offer accessories to assist in donning support hosiery as well as items to help hold the hosiery in place and clean their product.

FB1292 Garter Grips

FA8602 It Stays! Body Adhesive

FA8082 Stocking/Sock Aide

FA9652 Hosiery Mate Cleaner

FA8042 Jobst Stocking Donner

Support Plus Offers The Greatest Choice in Support Hose

No one in the world offers this type of choice and it is all in stock for immediate shipment at competitive pricing. The Support Plus Guarantee protects the customer even if they make a fitting error.

Who needs Support Hose? - Anyone, at any age, who wants to stay healthy and active, yet may experience tired achy legs, varicose veins, post surgical conditions and more serious leg problems. If you have only experienced support from ordinary "support hose" you are in for a treat. And you will be pleasantly surprised when you see how sheer and attractive medical support looks. They are easier on your pocketbook because they last much longer.

What do the "mm/Hg" readings mean? - The mm/Hg stands for "Millimeters of Mercury", the force by which compression at the ankle is measured. The higher the number, the greater the therapeutic pressure at the ankle. **Note:** If the customer is not sure which level is correct for them, suggest they take this catalog with the index chart to their doctor and ask for advice. Firm support should only be worn with doctor's agreement.

Why is graduate support important? - Graduated support gives more support at the ankle and gradually diminishing pressure up the leg, helping promote blood flow. Pain is reduced and you stay more active.

Why is compression shown in a range? - We show the compression at the ankle as a range since the bigger your ankle is within your proper size the larger the measured compression will be.

The perfect fit - All leg measurements for support hose should be taken first thing in the morning before your legs have a tendency to swell. It is very important to purchase the correct size or you will not receive the correct compression from the hose.

Should diabetics use firm support socks? No, unless recommended by their doctor. We sell socks that are specially designed for people with diabetes. The Jobst Sensifoot has a non-irritating toe seam and is regularly prescribed by physicians.

All brands have different size charts. Refer to the Support Hosiery Index inside your current catalog, or size charts on supportplus.com.

Support Hosiery

Choosing the Right Support



"Which compression is right for me?"

The pressure that a stocking exerts at the ankles is measured in millimeter of mercury (mm/Hg). Different compression ranges can be produced by varying the knit design and elastomeric yarn density. Because pressure readings vary slightly based on body types, manufacturers typically report compression levels as a range (ex. 20-30 mm/Hg). The compression ranges that products are sold under can vary from manufacturer to manufacturer.

Please Note: The medical support hosiery that we carry provides at least double the support of your typical department store "support hose."

Compression options:

Mild Support (8-15 mm/Hg)

Twice the support of regular "support hose," this is the lowest support we offer. These styles are the easiest to don and come in the widest variety of styles, yarns, and colors. These styles are good for:

- ❖ Preventative Support
- ❖ Relief from long periods of standing or sitting
- ❖ Relief for tired aching legs
- ❖ Mild ankle and foot swelling
- ❖ Mild spider and varicose veins
- ❖ Muscle Cramps

Firm Support (20-30 mm/Hg)

The "workhorse" of medical hose, the styles are:

- ❖ Ideal for more severe varicose veins
- ❖ Recommended for post-surgical wear
- ❖ Relief from heaviness and fatigued legs
- ❖ Relief from chronic aching legs
- ❖ Treats ankle and leg swelling
- ❖ Effective for ongoing treatment of Deep Vein Thrombosis

Moderate Support (15-20 mm/Hg)

The start of truly medical hose, these styles are effective for:

- ❖ Preventing economy class syndrome
- ❖ Relief from long periods of standing or sitting
- ❖ Reduction of minor varicose veins and prevention of new ones
- ❖ Relief from mild swelling in the ankles and legs (edema)
- ❖ Relief from muscle cramps
- ❖ Relief from chronic tired, aching legs

Very Firm Support (30-40 mm/Hg)

This is the highest level of support we offer and should only be used when recommended by your doctor.

Support hosiery brands we carry for men and women: Support Plus, Jobst and Futuro.

Therapeutic sock brands we carry for men and women: Jobst, Wigwam, Caresox, Simcan, Sockwell, and Buster Brown.

Sizing and compression ratings vary by brand, so see the sizing and compression charts for each brand when assisting the customer.

Drop Ship Shoes

Many drop ship shoe models mention the "last" they are based on. A shoe "last" is a solid form around which a shoe is built and creates a more customized fit.

A ADDED DEPTH IN TOE BOX AND FOREFOOT allows extra toe room and provides adequate space for use of orthotics.

B PADDED TONGUE minimizes lacing pressure over the instep.

C FOAM CUSHIONED COLLAR prevents heel slippage for a snug and friction-free fit.

D EXTENDED MEDIAL HEEL STABILIZER provides rear foot walking stability and minimizes slippage.

E REMOVABLE, DUAL-DENSITY INSOLE with Drillex cover wicks moisture away from the foot to keep it healthy and dry. The insole permanently forms to the foot, where the molded bottom provides additional cushioning.

F STEEL SHANK adds support and stability with excellent arch support.

G WIDE SHANK, LIGHTWEIGHT OUTSOLE provides a ball-of-foot base for stability and great fit, and a mild "Rocker Bottom" to move the foot forward during walking.



Shoe brands we carry:

- ❖ Drew
- ❖ Clinic
- ❖ Propet
- ❖ Softspots
- ❖ Orthaheel
- ❖ Springstep
- ❖ Lattice

Women's	Width	Men's
Slim	AAA AAAA	~
Narrow	AA / A	Slim
Medium	B	Narrow
Wide	D	Medium
Wide Wide	E/EE/EEE	Wide
X-tra Wide Wide	EEEE	X-tra Wide
<p>**WD stands for Width** <i>For certain Drew Shoe models:</i> Wide Width will show as WIDE WID Extra Wide Width will show as WW WID</p>		

Drew Shoe Packing Slip



On the back of Drew Shoe's packing slip, the customer is provided with the return slip that should be included with their return.

COMPLETED FORM MUST ACCOMPANY ALL RETURNS

For more information concerning returns, please call Support Plus Customer Service at 866-553-8875.

1. Please Print

Customer Name _____

Customer Number _____

E-Mail Address _____

Phone _____ () _____

Fax _____ () _____

2. Details of Return
 Please indicate in the table below what you are returning. Use the Reason Codes listed to indicate why you are returning the item(s).

Quantity	Style #	Color #	Size	Shoe Name	Reason Code

Reason Codes:	A Shoe Too Short	C Shoe Too Narrow	E Item Defective (please specify below)
	B Shoe Too Long	D Shoe Too Wide	F Other (please specify below)

Comments: _____

3. Cut along dotted line and affix bottom portion to the package you are returning

FROM:

Drew Shoe Corporation
Attention: Returns Department
252 Quarry Road
Lancaster, OH 43130

Drop Ship Orders



Shipping

Orders cannot ship to a P. O. Box we need a physical home address.

If an order shows "**Drop Shipped**" in the status column, the vendor has shipped this item. Select **F3 Order Comments/Actions** to obtain the tracking number. Copy and paste the number on Google Search to track it.

If the order shows **At Drop Shipper** in the status column, the order is still at the Vendor's location and it has not shipped yet.

Returns

If a customer is returning Drop Ship shoes, give the customer the appropriate return address below.

Ros Hommerson, Lattice, Paradise II, DS (Drew Shoe):

Drew Shoe
Support Plus – Returns
252 Quarry Road
Lancaster, OH 43130

All Other Drop Ship Shoes:

Support Plus Returns
Suite 100
6279 Hudson Crossing Pkwy
Hudson, OH 44236

About PBS



The **Public Broadcasting Service (PBS)** is America's largest classroom, the nation's the arts and a trusted window to the world. We offer programming for a wide range of ages, interests and genres to expand minds, open up new worlds and keep you informed.

Every day, PBS and its more than **330 member stations** fulfill our essential mission to the American public:

- Providing trusted programming that is uniquely different from commercial broadcasting.
- Treating audiences as citizens, not simply consumers.

We, in partnership with our member stations, serve the American public with programming and services of the highest quality to educate, inspire, entertain and empower.

Order or refund inquiries prior to 7/30/2020

If a customer calls for order or refund status and the order was placed prior to 7/30/2020, please schedule follow-up on CS Track 05 "**PBS Ord Delay.**" This code should only be used for this reason. The customer will be contacted within 3-5 business days. If there is no customer account in Thor, the account will need to be added as a new customer from which you can code the track and schedule follow-up.

In the order or track comments, please include:

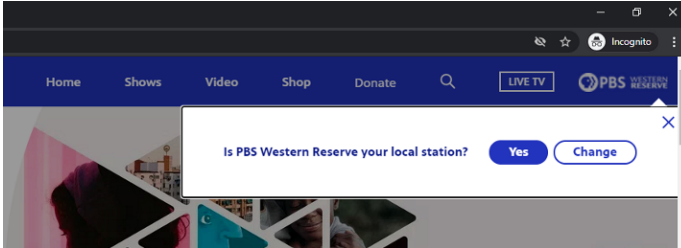
- The customer's full billing name & address at the time the original order was placed (if different than current).
- The title(s)/description(s) of the item(s) ordered.
- Whether the customer is inquiring for order status or refund/exchange status.
 - If a refund/exchange, the item(s) returned, quantity of each item and the reason(s). If an exchange, also note the item(s) and quantity the customer wanted to exchange for.
- Order number (if obtainable) and any additional information that may be relevant.

Returns of PBS orders placed prior to 7/30/2020

When a customer calls with a defective or damaged item ordered prior to 7/30/2020, please provide our return address and advise the customer a refund will be processed by our Returns Department upon receipt of the merchandise. A Smart Label (our prepaid mailing return label) can be mailed or e-mailed. **Ask the customer to enclose their original order number and/or proof of purchase with the return.** If they would like a replacement, a new order will need to be placed in Thor with a new payment method after the refund is issued.

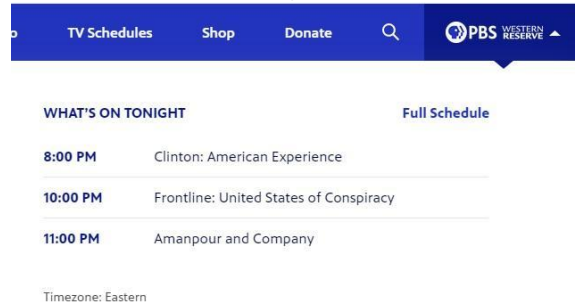
Look Up a Local PBS Station

Customers can view the current programming block and full TV schedule of their desired station on pbs.org. When visiting the site for the first time, you may be prompted to verify your member station:



You can change your member station at any time by hovering your mouse pointer over the station call letters shown in the top right corner of the web page. A new menu will expand down. Click on **Change your local station** then click **More Stations**. You can search by ZIP code or State

and select a station from the list of available options. Click on **Confirm Station** to save your choice or click **More Stations** to do a new search.



View Full Schedule

To view the full schedule for your selected member station, simply hover your mouse over the call letters in the top right corner. In the menu that drops down:

Click on **Full Schedule** to open a new tab and browse daily programming beginning from the top of the current hour.

You can navigate forward or back through the hours, search programming by key words and click on any program on the schedule for a brief synopsis. To change the date, click on the calendar icon next to the date shown.

Contact a Station


At the bottom of the pbs.org web page, click the **Contact Us** link for a list of contacts based on the nature of the customer's inquiry. Phone, e-mail and address information for the local station you selected can be found by clicking **Contact Station**.

Order Entry

Getting Started

If a customer calls to place an order for Shop PBS and does not have a catalog, ask if they are placing the order for something they saw advertised on TV. If the answer is yes, please use the key code **PBSTVPH**. If the answer is no, please use the normal default code **DFPBS**.

What if the item number the customer gave me isn't working?

Look up the product by name or key word on Shop.PBS.org or in Thor under Product F  UNIVERSAL
the correct item number. If the item is a DVD or Blu-Ray, you will need to type the abbreviation in the
correct format following the item number.

Example:

The customer is attempting to order WC5672 "Somewhere South." You will need to enter it in Thor as either WC5672**DV** or WC5672**BR** depending on the format the customer wants.

If the item number does not resemble any format that we use and you are unable to locate the item by name, we do not sell the item.

What if the customer saw the item advertised on PBS but I can't find it?

It is possible these orders are fulfilled through their local station by another supplier (not Shop PBS). Local stations sometimes advertise and sell products as a way to raise funds. These are called **Pledge Orders**. If you cannot find the item, enter comments on the order providing the description and then place the order in Manager Review. If it is a product advertised on PBS but not sold by Shop PBS, the customer would need to contact their local station to order it.

Special Discounts

PBS Member/Donor 10% Discount

Customers who donate to their local PBS station may inquire about their member discount. If a customer mentions this discount, apply coupon **MEM10** for 10% off the order.

NOVA Newsletter Subscriber 20% Discount

Customers who subscribe to e-mail promotions from NOVA might give you the coupon **NOVANEWSLETTER** – this is good for 20% off the order until December 31, 2021.

If the amount of the discount is greater than you have clearance to apply yourself, comment the coupon code and put your order in **Manager Review** with the reason **PBS**.

FAQ

“How much of my purchase goes to support public broadcasting?”

There is no specific percentage but any profits from products sold on Shop PBS, after all expenses are paid, are used by PBS for new programming, marketing or promotion.

“Can I send a purchase order?”

No, we do not accept purchase orders. Customers may place bulk orders by phone, online or by mail using a valid pay method such as a credit card.

Return Policy

Our goal is for customers to be thrilled with their purchase. If the purchase does not meet expectations, we will promptly exchange it or issue a refund. Most items may be returned for exchange or refund at

any time. Instructions and a return form are located on the back of the packing slip included with your order. Media (DVDs, CDs, Blu-ray discs) must be returned unopened for a refund. Damaged media may be exchanged for the same title. Personal care items and footwear must be returned in original condition within 60 days of receipt. Personalized items cannot be cancelled or returned however we will gladly send a replacement if one arrives damaged, defective or incorrect.



PBS Passport

PBS Passport is a member benefit from participating PBS stations that gives eligible donors extended access to an on-demand library of quality public television programming online. Local stations give the Passport benefit to their supporters who qualify and each station can set their own qualifications for Passport. For the most accurate information regarding eligibility for Passport or if customers are interested in obtaining PBS Passport please direct them to contact their local station and provide them the contact info following the steps on **page 13**. If a customer has PBS Passport but needs an activation code or is not sure of their activation status, please tell them to visit pbs.org/passport/lookup/.

Closed Captioning

If a viewer has an HD-TV or Blu-ray player, the **closed captioning (CC)** does not work. All the products PBS makes today have SDH (subtitles for the deaf and hard of hearing) instead. The viewer controls the subtitle settings through the DVD/Blu-ray menu; some remote controls also have a subtitle button. An older model TV will read the text and put it onto the screen for closed captioning (CC) if available. On the Shop PBS website, if you type "closed captioned" in the search bar, you can browse all titles with closed captioning available. DVDs and Blu-rays have moved away from closed captioning toward subtitles in order to accommodate newer model TVs.

Help.PBS.org

Answers to most frequently asked questions can be found online at <https://help.pbs.org>. Visitors can browse by topics and key words or open a support ticket by clicking the **submit a ticket** button at the bottom of the page.

DVD & Blu-ray FAQ



Q -What is a Blu-ray Disc?

A -Blu-ray disc is a true high-definition disc format designed to maximize the viewing experience available from today's HDTVs. Blu-ray discs and players deliver dramatically improved picture and sound quality compared to standard definition DVDs.

Q -What is the difference between a DVD and Blu-ray?

A -While they look alike, Blu-ray discs are encoded and read using blue lasers. The shorter wavelength allows for capacity up to 5 times greater than that provided by DVD's red laser technology.

Q -Can I play a Blu-ray Disc in a DVD player?

A -No. You will need a Blu-ray player, a Sony PlayStation (3 or later generation) or Blu-ray disc drive in your computer to play Blu-ray discs. DVD players will not play Blu-ray discs.

Q -Can I play a standard DVD in a Blu-ray player?

A -Yes. Blu-ray players are designed to be backward-compatible with DVDs.

Q -Can I watch Blu-ray discs on my computer?

A-Blu-ray discs will play on your computer only if you have a Blu-ray disc drive installed. Most computers do not come with a Blu-ray disc drive.

Q -What type of TV do I need to play Blu-ray discs?

A -Blu-ray was made to play high-definition (HD) video so you'll want to view on an HDTV including plasma, LCD and rear-projection.

Q -If I play a DVD on an HDTV, isn't that HD?

A -No. DVDs cannot reproduce a high-definition picture. Playing a DVD on an HDTV will produce only a standard definition picture. In order to see a true high-definition picture, you need a Blu-ray player and HDTV (connected via HDMI, DVI or component video cables) plus true high definition content from a Blu-ray disc.

Q -Why do Blu-ray discs cost more than DVDs?

A -The production costs are more expensive, both in producing the HD video content and in manufacturing the actual discs.

HV and AV DVDs

HV stands for **home viewer**. A home viewer is an individual who wishes to purchase programs for personal use and not for educational or other sharing purposes. Customers who wish to purchase programs for home viewing may only purchase the HV version of the program. The regular DVD you would buy from any retailer is the HV version.

AV stands for **audiovisual**. Any organization (business, government, educational, etc.) or representative thereof wishing to purchase PBS DVDs should be identified as an AV customer. AV is intended for **PUBLIC PERFORMANCE** use. Therefore an AV purchase entitles the buyer to a set of public performance rights that include permitting the end user to legally screen the program for any group of people outside of a formal classroom setting provided the end user charges no admission for viewing the program. These rights only apply to the physical copy of the DVD or Blu-ray purchased by the end user; the end user is NOT authorized to make any other copies – physical or digital.

How do I select the AV version of a program during order entry?

If an AV version is available, you can select it by typing the item number followed by **AVDV**. For example, WC5672**AVDV** would apply the AV version of the DVD Somewhere South. The cost of the AV version is greater than the cost of the HV version because the customer is also purchasing the AV rights with it.

Do we sell any programming in Blu-Ray format for AV use?

No.

Sharing PBS Videos

Nonprofit organizations may feature PBS programs/videos on their websites by using the embed functionality on video.pbs.org. Choose a video, click the “more” button under the video player and then click on “embed.”

Non-Affiliate Content

The WORLD Channel

The WORLD Channel is a 24/7, full-service multicast channel featuring public television nonfiction documentary, science and news programming complemented by original content from emerging producers. Customers can find more information online at: <http://worldchannel.org>.



i *Customers can purchase programming seen on The WORLD from Shop PBS!*

Create TV

The program genres seen on Create® TV include public television series and specials on cooking, travel, arts and crafts, gardening, home improvement and other lifestyle interests. Customers can find more information online at: <http://www.createtv.com/Home>

i *Customers can purchase programming seen on Create TV from Shop PBS! When they click "Shop" on createtv.com, they will be redirected to Shop.pbs.org.*

Objects and Memory Home Video

Please inform customers wishing to purchase the home viewer (HV) version of Objects and Memory programming to call (914) 737-5005 or visit www.objectsandmemory.org.

PBS KIDS Shop

The PBS KIDS Shop is operated separately from shop.PBS.org by Custom Personalization Solutions (CPS). PBS KIDS Shop customer service can be reached at **1-888-957-9696** or customerservice@shop.pbskids.org.

Shop PBS promo codes are not valid on the PBS KIDS Shop website. Please refer customers looking for PBS Kids promotions to check shop.pbskids.org or call PBS KIDS Shop customer service. Because the inventory and fulfillment are different than Shop PBS, any PBS KIDS Shop customers with shipping and inventory questions will need to be directed to contact PBS KIDS Shop customer service.

Additional Resources

PBS TeacherLine

A website featuring online courses developed by leading professional organizations and local member stations to align with national and state academic education standards. These courses were retired from TeacherLine on **January 15, 2021**. KET's professional development courses are now available for registration and enrollment on the KET Education website <https://edstore.ket.org/>. Customer service inquiries related to TeacherLine should be directed to:

PBS LearningMedia™

A collection of short educational video clips and other instructional resources for the classroom. Learn more at ***PBSLearningMedia.org***.

SAFARI MONTAGE

A place for teachers, students and administrators to store, search, access and share free district-created, curated and procured digital resources – including a video library and live media streaming. Learn more at ***safarimontage.com***.

ALEXANDER STREET PRESS

A database of digitized publications and the world's leading provider of academic streaming media to libraries. Learn more at ***alexanderstreet.com***

FILMS MEDIA GROUP

An online store and streaming subscription service for educational content intended for public performance use. Learn more at ***films.com***

KANOPI

Stream thousands of ad-free films free of charge on your TV, mobile phone, tablet or computer at ***kanopystreaming.com*** thanks to the generous support of participating libraries, colleges and universities.

OVERDRIVE

An online and app-based reader for e-books and audiobooks through your local library or school. Learn more at ***overdrive.com***