

Forest Service Unit Coordinator Website

User Guide Index

Section	Page
Unit Coordinator Initial Login	2
The Home Page and Navigation: Notices Section	2
The Home Page and Navigation: Navigating Around The Website	3
Using the Online Store: Selecting An Item	4
Using the Online Store: Adding An Item To Your Cart	5
Using the Online Store: Placing an Order	6
Using the Online Store: The Checkout Screen	7
The My Account Page	8
Check Order Status	9
The Customer Service Page	9
Help and FAQ,	9
Download a Catalog	9
Reports	10
Measuring Guide	10
Contact Us	10
Returns	10
Special Cut Request	11

Forest Service Unit Coordinator Website User Guide

Unit Coordinator Initial Login

First time Unit Coordinators wanting to login to <http://www.htc-fsuc.com> will be required to obtain a password in order to access the website. To obtain a password follow these instructions:

1. Send an email to webmaster@htcorp.net from your USFS email account
2. Include your Name and Login ID e.g. 999RRUUSS
3. Your new password will be emailed to you within 1 business day

Your Forest Service email address will be applied to your Unit Purchase account as the primary email and a system generated message will be sent with your new password.

Once you receive your new password, you may login by entering your 999RRUUSS in the "Sharepoint ID" box and new password in the password box.

Returning Customers:

If you already have a password, you can login using the form below:

SharePoint ID:

999010400



Password:

●●●●●●●●



log in

If you need help or have questions, please email customersvc@htcorp.net or call us at 1 (877) 482-2260.

The Home Page and Navigation

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



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

The screenshot shows the US Forest Service website interface. Annotations include:

- Top Navigation:** Links for Home, My Account, Customer Service, and Logout. A note states: "To navigate to the My Account page, Customer Service page, Home page or Logout of the website, click in this area." A shopping bag icon shows "0 Items | \$0.00".
- Category Menu:** Men's, Women's, Unisex, Volunteer and SCSEP, Unit Purchase Only, Law Enforcement. A note says: "Click here for the online store. Drop down menus allow you to jump to a specific item category and begin shopping." Another note says: "Clicking here will also allow you to jump to a category. While shopping, this list will expand to give you a visual representation of where you currently are within the hierarchy of the online store."
- Search Bar:** "Search by Product# or Keyword" and "Search for an item". A note says: "Your shopping cart".
- HTC Logo:** HUMAN TECHNOLOGIES CORPORATION.
- Forest Service Logo:** U.S. FOREST SERVICE, DEPARTMENT OF AGRICULTURE.
- Message:** "You have logged onto the Uniform Coordinator portal".
- Text:** "For all the latest news and announcements, please scroll down this page. This information will include such things as important dates to remember, service interruptions, and other newsworthy items that we feel will help us to keep you better informed and improve your ordering experience."

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

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

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

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

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

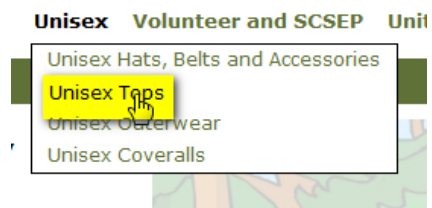
For Address Change Instructions – Visit our "[Help and FAQ](#)" page.

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

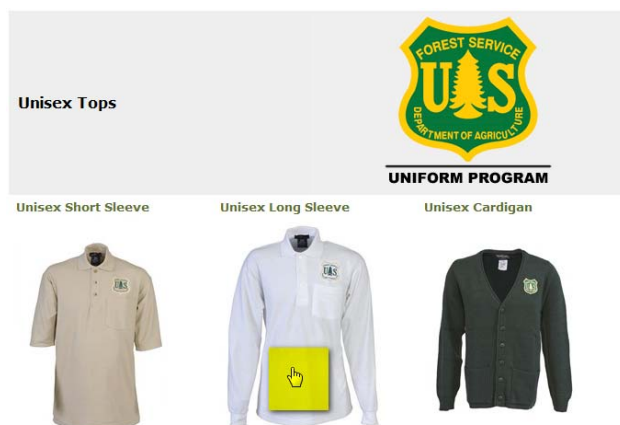
Help and FAQ Download a Catalog About Us Reports	Customer Service Measuring Guide Contact Us	Returns Check Order Status Sitemap Special Cut Request
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Using the Online Store

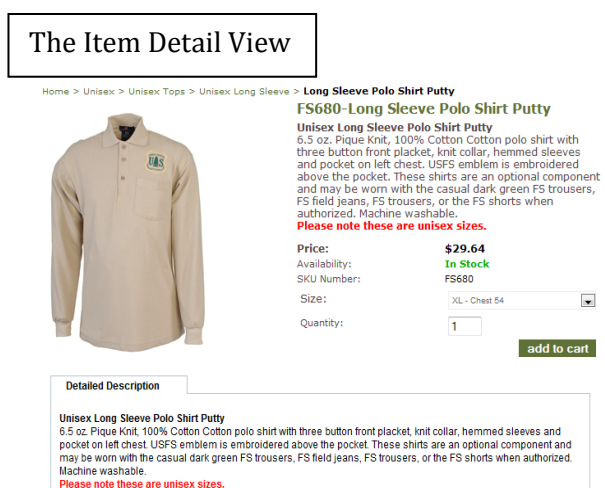
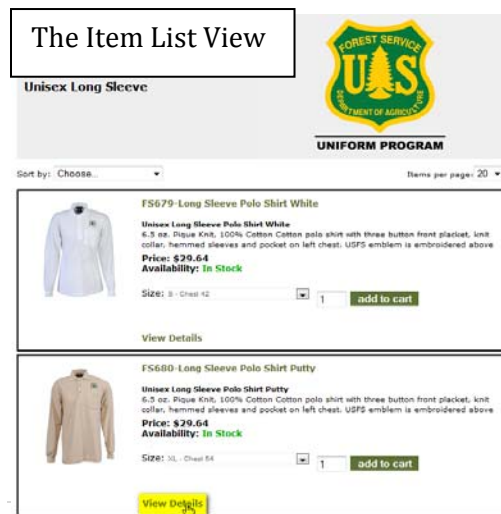
Selecting an Item: Click on the category name in the top category menu which corresponds to the type of clothing you would like to purchase.



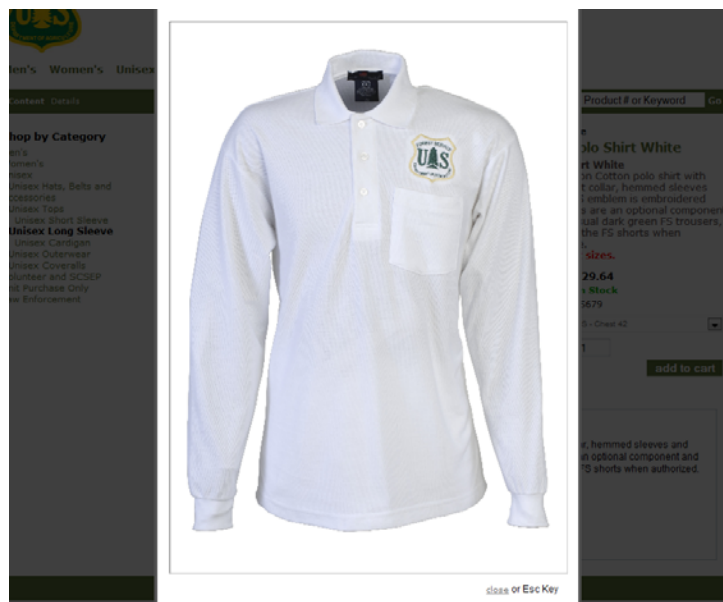
If there are subcategory choices, choose the specific subcategory by clicking on the picture which corresponds to your choice.



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



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



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

Price: \$111.43
Availability: In Stock
SKU Number: FS610
Waist Size: 36
Rise: Regular
Quantity: 1

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

* Inseam (Max 2 Characters)
 36

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

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

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

[Content](#)
[Details](#)

Shopping Cart

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

[Click here to update quantities:](#)

Discounts: \$0.00
Subtotal: \$111.43

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


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

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

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

1. Billing Address: This is your default account billing address.
2. Shipping Address: This is your default account shipping address. Unit Coordinators are allowed to ship to a different address within their region. If you would like to do so, please change the address here to the desired Forest Service location. Leave the “Update Account Shipping Address” **Unchecked**, otherwise your default account address will be changed.
3. Shipping Method: Shipping is included with the price of your order so this should always show “Standard \$0.00”.
4. Payment Info: Choose either “job code” or “credit card” from the drop down. Fill in your credit card information for orders which will be paid by credit card, otherwise move to the next step.
5. Review Order Summary: You have one last chance to review your order before placing it.
6. Place Order: Enter your valid job code here. The system will validate the entered job code and notify you if it is not valid. Once a valid job code is entered the place order button will appear.
7. Click the place order button to submit your order to HTC.

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

**US Forest Service**

[Home](#) | [My Account](#) | [Customer Service](#) | [Logout](#)
[Shopping Bag: 1 Item | \\$19.73](#)

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

Content Details

Checkout

1 *Billing Address*

First Name:

*Last Name:

Company Name:

*Street Address:

*City:

*State/Province:

*Zip:

*Country:

Primary Phone:

*Email Address:

☐ Update account billing address

2 *Shipping Address*

First Name:

Last Name:

Company Name:

Street Address:

City:

*State/Province:

Zip:

Country:

Primary Phone:

Email Address:

☐ Update account shipping address





3 *Shipping Method*

☒ Standard \$0.00

4 *Payment Info*

Coupon Code:

Payment Method:

5 *Review Order Summary*

Product Name	Label	Qty	Price Ea.	Total
Men's Poly Cotton Short Sleeve Field Shirt Size: S (14-14 1/2) Style: Regular	FS210	1	\$19.73	\$19.73

In House Account: \$0.00

Subtotal: **\$19.73**

Order Discounts: (\$0.00)

Sales Tax: \$0.00

Shipping: \$0.00

Grand Total: \$19.73

Balance Due: \$19.73

6 *Place Order*

Enter Job Code:

Enter any comments and place order

[Help and FAQ](#)
[Download a Catalog](#)
[About Us](#)
[Reports](#)

[Customer Service](#)
[Measuring Guide](#)
[Contact Us](#)

[Returns](#)
[Check Order Status](#)
[Sitemap](#)
[Special Cut Request](#)

Human Technologies Corporation

The My Account Page

The My Account page is the place to check your account information. Your default billing and shipping address is listed here.

You can also view your order history within the My Accounts section.

Content Details

Account Management

My Account

Billing Address

UNIT PURCHASE ACCOUNT
US Forest Service
3815 SCHREIBER WAY
COEUR D ALENE, ID
838158362
US
Phone:
999010400

Shipping Address

UNIT PURCHASE ACCOUNT
US Forest Service
3815 SCHREIBER WAY
COEUR D ALENE, ID 838158362
US
Phone:
999010400

My Orders

of Orders: **1**

Balance Due **(\$0.00)**

Filter By Date... ▼

Order #	Status	Order Date	Grand Total	Due Balance
<u>2578</u>	Voided	11/22/2010	\$32.93	\$32.93

Payment Schedule List
There are no records to display.

Check Order Status

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

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

The screenshot shows a web interface for checking order status. At the top left is a green 'Print' button. Below it, order details are displayed in a structured layout. The order number is 2578, status is Voided, and the order date is 11/22/2010. The shipping method is Standard. The grand total is \$32.93, and the in-house account payment is \$0.00, leaving a due balance of \$32.93. Below this, there are sections for Billing Address and Shipping Address, both pointing to the same location: UNIT PURCHASE ACCOUNT, 3815 SCHREIBER WAY, COEUR D ALENE, ID 838158362, US, Phone: 999010400. At the bottom, a table lists the products ordered.

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

The Customer Service Page

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

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

Help and FAQ

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

Download a Catalog

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

Reports

There are several online reports available here. The reporting interface has been redesigned to allow a choice of dates and not be limited to just the previous months' information. Clicking this link will take you to a page where the following reports can be viewed:

- **Forest Service Employee Shipment Report:** This report captures employee orders shipped for the specified date range. To run this report set the date range and choose "Employee" from the dropdown. Click "Run Report" and the report will be displayed on the web page.
- **Forest Service Unit Purchase Shipment Report:** This report captures unit purchase orders shipped for the specified date range. To run this report set the date range and choose "Unit Purchase" from the dropdown. Click "Run Report" and the report will be displayed on the web page.
- **Forest Service Quarterly Uniform Purchase Status Report:** This report captures employee and unit orders shipped for the specified date range. To run this report set the date range and choose "Both" from the dropdown. Click "Run Report" and the report will be displayed on the web page.

Measuring Guide

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

Contact Us

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

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

Returns

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

Special Cut Request

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

Content Details	
Special Cut Request Form	
Date:	<input type="text" value="12/22/2010"/>
Click Here to Print a Special Cut Worksheet:	Special Cut Request
Enter Item Number:	<input type="text"/>
Email Address:	<input type="text"/>
Enter Phone Number. Customer Service will call you to confirm the order:	<input type="text"/>
Order Quantity(Enter number of items at this size here):	<input type="text"/>
Measurements	
A) Neck (Measurement from Worksheet):	<input type="text"/>
B) Sleeve (Measurement from Worksheet):	<input type="text"/>
C) Bust (Measurement from Worksheet):	<input type="text"/>
D) Waist (Measurement from Worksheet):	<input type="text"/>
E) Inseam (Measurement from Worksheet):	<input type="text"/>
F) Head (Measurement from Worksheet):	<input type="text"/>
SPECIAL CUTS CANNOT BE CANCELLED OR RETURNED. You can call HTC Support at: 877-HTC-2260 (877-482-2260)	
<input type="button" value="submit"/>	

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