

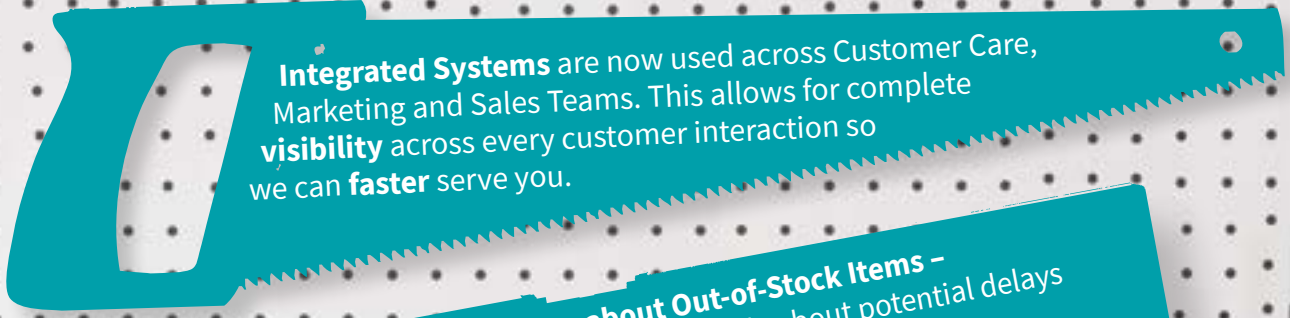
building a
better *experience*
with **koozie**
group®



your blueprint for success – handy tools, tips, checklists and offers

check out our **toolbox!**

We've put lots of tools in place to make it simple – **and easy** – for you to partner with us!



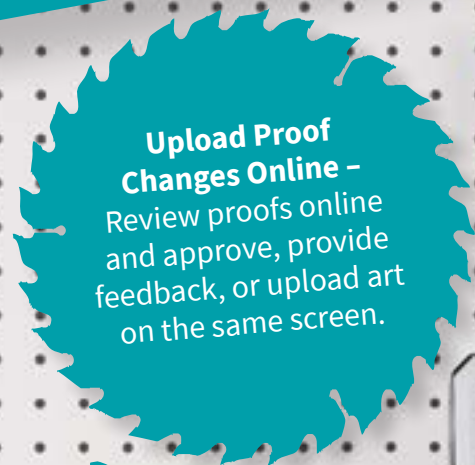
Integrated Systems are now used across Customer Care, Marketing and Sales Teams. This allows for complete **visibility** across every customer interaction so we can **faster** serve you.



Improved Communication about Out-of-Stock Items – We now communicate earlier and more proactively about potential delays when the items you ordered is out of stock.



White Glove Service for Large Orders – We'll assign one of our team members to your orders of \$20,000 or more. This person will be your contact and keep an eye on your order until your customer receives it.



Upload Proof Changes Online – Review proofs online and approve, provide feedback, or upload art on the same screen.



Improved Clarification Process – We send a max of two clarifications. After that, we will give you a call.

DIY helpful hints!



We offer easy **self-service tools** available at kooziegroup.com — the perfect DIY tools to save you time!

The Koozie® Group Order Tracker gives you a real-time snapshot of your order status online, including tracking numbers. Click the link in your order acknowledgement email, or call our automated system at 1-800-787-2224.

Create your own virtuals at kooziegroup.com 24/7

Search based on lead time to find products whose standard lead time is less than or equal to the number of days entered.

We use PromoStandards! This means you can quickly and easily exchange data with Koozie Group to minimize errors and save time. Interested? Visit promostandards.org to learn more.

View and pay your invoices online using ACH, credit cards and apply credit memos.


WE'VE GOT STOCK!
Look for this icon at kooziegroup.com to find products with high inventory.

Company Name _____

Koozie Group Account # _____

Company Address _____

PO Number _____

Date _____

Order Contact

Name _____

Shipping Address

Name _____

Phone # _____


Address _____

Email Address _____

City, State, Zip _____

Promo Code _____ Shipper Number _____
(If shipping on third party account.)

Additional Dropship Addresses Attached? Y/N Yes No

➡ Dropship Template 

Requested Ship Date:

In-Hands Date:

Item Number	Item Name	QTY	Item Color	Imprint Color	Imprint Location	Imprint Method	Unit Price	Line Total

Subtotal

Art Information:
(Include imprint copy, item shape, background if applicable)

Art Sales Agreement:

Is this a repeat order? Y/N Yes No Previous Reference _____

*If yes, please provide previous PO, Sales Order or Invoice Number. (Please note, we only keep orders on file for up to 24 months.)

Proof Requested? Y/N Yes No E-mail to Send Proof _____

Promo Code _____ Special Quote or Pricing Sales Agreement Number _____

Additional Order Notes:

Send order and art to orders@kooziegroup.com or order online at kooziegroup.com.





Purchase Order Checklist

	Please include the following on your PO	Why do we need this?
Your Account & Contact Information	Your Koozie Group® Account Number	This information allows us to easily contact you if we need to clarify any aspect of your order.
	Company Name	
	Your Name	
	Your Phone Number	
	Your Email Address	
Order & Product Information	PO Number	We want to get your order into production as quickly as possible. By providing all the information we need on your purchase order, we can get it entered and on its way to our production teams.
	Item Number	
	Item Name	
	Item Quantity	
	Item Color	
	Item Shape/Background/Point Style	
	Repeat order? (Y/N) If yes, provide a ref number. Please note: We only keep files on hand for 24 months.	
Packaging & Shipping Information	Shipping Address	When your order is ready to ship, we want to get it on its way to your customer! To do that, we need to have complete shipping information. Please make sure you've checked all these boxes so that your order doesn't get held up.
	Shipping Method	
	Requested Ship Date	
	In-Hands Date	
	Third Party Billing? (Y/N) If yes, provide account # with billing zip code.	
	Drop Shipment? (Y/N) If yes, include the list of addresses.	
	Packaging: Standard/Special	
Pricing Information	Unit Price	Pricing misunderstandings are frustrating for everyone! You'll help us invoice you for the correct amount the first time around by providing all the details in this section that apply to you.
	Using a Pricing Sales Agreement? (Y/N) If yes, provide the #.	
	Special Quote (Must Attach)	
	Promo Code	
Artwork	Production-Ready Art Sent with PO?	We rely on you to provide production-ready artwork so that your imprint looks great! When you supply complete imprint information, we can get your product into production without the need to follow up with you. (https://www.kooziegroup.com/US/customer-ordering-general-information#productionreadyartwork) Our art templates (available on the product page) are another great resource and provide minimum weight/fonts for a specific item.
	Using an Art Sales Agreement? (Y/N) If yes, provide the #.	
	Imprint Color	
	Imprint Copy	
	Imprint Location	
	Imprint Method	
	Is a proof required? (Y/N) If yes, let us know where to send the proof.	

ready to *build* your next order?



At kooziegroup.com you can save even more time and avoid the PO altogether! Ordering online is simple & quick, and you can get **EQP Pricing** with your first online order!

Use coupon code **BUILD22**
when you order online at kooziegroup.com
to get **EQP Pricing** on your next order!
Canadian customers, please use **ZBUILD22**

Offer valid through December 31, 2022. Valid only for online orders placed on kooziegroup.com. Must use promo code BUILD22 when ordering. One-time use only. Can be used in conjunction with other offers. Catalog quantities only. Can be used on any end-user order. All other terms and conditions apply. Production-ready art must be supplied. No cash value. Visit kooziegroup.com for complete product details, including minimum quantities. Void if altered, copied, transferred, traded, sold or where prohibited, taxed or restricted by law.

At kooziegroup.com we've made it easier than ever to find exactly what you need! The functionality and resources available on our website are practically endless, but here are our favorites.

- Check Inventory
- Calculate Freight
- Check Order Status
- Create Virtual Samples
- Place Orders – in as Little as 60 Seconds
- Get the Best Prices Online
- Order Random Samples
- Save Items in a Wish List
- Obtain Ordering, Contact & Account Information
- **WE'VE GOT STOCK!** Search by Order Quantity
- Search Based on Lead Time
- Manage Your Account and Pay Invoices Online
- View All Current Promotions
- Download High-Resolution Images
- Find Safety Sheets and Test Reports
- Download Product Templates
- View Promotional Materials
- Select Stock Art and Images
- Utilize our Targeted Resource Pages
- Click Links to Social Media and Blog
- Find Detailed Product Information
- View Catalogs and Sales Resources
- Use Product Alerts to See Real-Time Inventory Levels at the Color Level

Tell us what you think! **Your feedback helps us improve.** Please answer our quick optional survey after your interaction with our Customer Service Team. We respond to all SAGE/ASI ratings.