

SMART
FORMALWEAR
SOS

SmartFormalwear Operating
Systems Manual

A Guide
to Tuxedo
Rentals & Sales

Foreword:

Welcome to the SmartFormalwear Operating Systems Manual, otherwise known as the S.O.S. Manual. This manual is a tool for all our clients, whether they are brand-new to the business or old hands in the tuxedo industry. By providing this manual to our clients, we hope to put the answers to any questions you have at your fingertips. Thank you for choosing Sarno & Son and we look forward to your business.

Sincerely,
The Customer Service Staff of SmartFormalwear

Our Mission

Since 1940 and into the Formal Future...

We will help every customer look their best for the most important occasions in their lives

We will provide a comfortable, stylish tuxedo to fit any budget.

We will make each customer feel as important to our business as they truly are.

We will provide the finest quality and the highest level of service available.

The SmartFormalwear Staff Directory

These are the people that make everything possible.

Who to Call

When

For What

Customer Care – Option 2

customercare@sarnotux.com
 Michael Shoff, mikes@sarnotux.com
 Michael Smirne
 Kate Whitaker

Prom Season

Mon-Fri
 8:30am to 9pm

Saturday
 8:30am to 5pm

Off Season

Mon – Thurs
 8:30am to 8pm

Friday
 8:30am to 6pm
Saturday
 9am to 3pm

When you need to place and order, change an order, check on the status or delivery of an order; cancel an order, **request credit on an invoice**, order supplies or general questions on rental prices and style information.

Request a credit – creditdept@sarnotux.com

Retail Sales customer care

Al Baez, sales@sarnotux.com

See Customer Care hours above to place orders
 Retail Fulfillment 9AM – 5PM

Customer care can place orders to purchase any items (coats, pants, shirts, vest, tie, shoes, jewelry) or to inquire about purchasing.

Returns – Extension 119

Stephanie Shiffner, returns@sarnotux.com

Monday – Friday 8:30 am to 5 pm

When you have any questions concerning returning an item or tuxedo, late returns or **YELLOW** bills for late return or lost items.

Make a Payment

Extension 108 (Option 4)

Bridget Clarke, bridget.clarke@sarnotux.com

Monday – Friday 9am to 5pm

When you wish to make or change the method for paying your account, such as Visa or MasterCard.

**** Note:** Accounts Receivable does not handle credit requests. Requests for credit are processed through our Customer Service Department.

Account Executives

Rick Ripple, richardr@sarnotux.com X223
 Michael Goodrich, mikeg@sarnotux.com X224
 Steve Leahy, stevel@sarnotux.com X225

On the Road – email or Voice Mail

Marketing, Posters & Banners Contact your Account Executive to request marketing materials, including posters, banners, and display items. Our account executives are on the road Monday-Friday. Messages left on their voicemail extensions are transferred directly to their cell phones.

Management Team

Mark Sarno, President – marks@sarnotux.com • Nancy Sarno del los Rios, Treasurer – nsarno@sarnotux.com

Nick Pietroniro, Vice President – nickp@sarnotux.com

Toby White, VP of Wholesale Sales – tobyw@sarnotux.com • Michael Shoff, VP of Customer Relations – mikes@sarnotux.com

Charlie Smith, VP of Marketing – charlies@sarnotux.com • Sean Martin / Leigh King, VP of Operations – gm@sarnotux.com

Measuring Basics –

The most important skill that must be mastered in the tuxedo industry is measuring people. Without proper measurements, there is no order to place. Our customer service staff is trained to help with problem measurements but is handicapped by the fact that they cannot see the customer. For those who might be nervous about getting things right, remember that measuring for clothing is not an exact science. The rule of thumb is “an inch does not matter.” This means that if you are off by an inch or less, the suit will normally still fit the customer well. There are exceptions to that rule, but Sarno & Son backs every order with no charge for equivalent replacement items (shipping charges may apply).

FITTING TYPES

3 Types Of Fit

WHAT SUITS YOU BEST?

Good fitting garments that meet your expectations require an understanding of these basic fit types. Each one has its own benefits and characteristics. This guide illustrates the differences, features and benefits of the three fit types.

Tell us how you would like your outfit to look and feel, and we can adjust your sizes to accommodate your fit type.



R



T



S

RELAXED JACKET
The Relaxed Fit covers a broad range of styles and fits a variety of body types. Tailored to offer superior levels of comfort while providing distinct styling. Typically paired with pleated pants but can be worn with flat front pants as well.

- Standard Lapel
- Fuller Chest
- Higher Button Stance
- Standard Length

TRIM JACKET
More than ever, it's about fit. Doesn't matter what kind of suit or tuxedo you're looking for, the fit means everything. A trim fit will hug your shoulders and be tapered to contour to your body. A trim fit coat is paired with flat front pants and should be measured for little break.

- Slim Lapel
- Higher Armhole
- Narrow Sleeve
- Tapered Body
- Shorter Length

SKINNY JACKET
The most fitted look, a skinny fit is for the most fashion forward. A skinny fit will fit tight to your shoulders and be narrow through the torso. A skinny fit coat is paired with skinny flat front pants and should be measured for very little break.

- Slimmer Lapel
- Much Higher Armhole
- Very Narrow Sleeve
- Very Tapered Body
- Shortest Length

R

Relaxed Fit



A fuller fit that gives extra room and provides the most comfort, slight bagginess and no pulling.

A. The shoulder may slope slightly giving a relaxed appearance

B. The waist of the jacket has no pulls and should be relatively flat

C. The pant legs are full with room to move

D. Lapel is flat on the chest

E. The shoulder may slope slightly causing the sleeve to be longer

F. The back is relatively flat with some fullness

G. Full fit under the arm that will appear as baggy

H. Vest covers the waist band of the pants and is fitted with minimal pulling

I. The pants bottom is larger and covers more of the shoe, outseam will be longer

J. The pants pockets are lying flat and there is fullness across the hip area

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TYPES OF FIT

T

Trim Fit

A balanced fit that gives a trim look without excessive pulling or bagginess.

A. The shoulder is square and the sleeve is trim with minimal pulling

B. Suppression of the waist showing slight pulling at the button

C. The pant legs are trim with minimal pulling



D. Slight bulge of the lapel

E. The shoulder is square with no crease or sag



F. The back is relatively flat with slight pull

G. Proper fit under the arm that allows for comfort



H. Vest covers the waist band of the pants and is fitted with minimal pulling



I. The pants bottom is smaller and requires a shorter crotch measurement



J. The pants pockets are lying flat and there is minimal pulling across the hip area

S

Skinny Fit

A very tight and shorter fit that emphasizes pulling and wrinkles associated with high fashion and provides the least comfort.

A. The shoulder is under sized, creating a bulge past the sleeve cap. The sleeve is very trim with noticeable pulling

B. Suppression of the waist showing pronounced pulling at the button

C. The pant legs are tight with pulling, pocket bags showing



D. Prominent bulge of the lapel

E. The shoulder is bulging which may cause creasing



F. The back will show slight to moderate pull

G. Under arm will be tight and show no fullness



H. Vest will be shorter and may expose the waist band of the pants. Will show pulling at the buttons



I. The pants bottom is much smaller and will not cover the shoe. A shorter crotch measurement



J. The pants pockets are stretched and will not lay flat. There is pulling across the hip area

TYPES OF FIT

The Key Measurements

There are nine key measurements needed to properly fit an adult customer into a full tuxedo rental. They are:

1. Underarm Chest
2. Overarm Chest
3. Coat Insleeve
4. Waist
5. Hip
6. Trouser Outseam
7. Neck
8. Shirt Sleeve
9. Shoe

Procedures for Proper Measuring

- I. Underarm Chest, normally called just the chest measurement.
 - a. Have the customer remove his coat.
 - b. Ask the customer to stand up straight with his arms down at his sides. Make sure the customer is not flexing his chest.
 - c. Wrap the tape around the fullest part of the chest, well up under the arms, over the shoulder blades. *Be sure that the tape does not fall off the shoulder blades!*
 - d. Insert one finger between the tape and the body to insure the proper ease.
 - e. Read the measurement from the tape.
- II. Overarm Chest
 - a. Follow steps a. and b. for the underarm chest.
 - b. Wrap the tape around the fullest part of the shoulder blades, arms, and chest.
 - c. Insert one finger between the tape and the body to insure the proper ease.
 - d. Read the measurement from the tape.
- III. Coat Insleeve
 - a. Have the customer wear a coat that properly fits their chest and with sleeves longer than the customer needs.
 - b. Roll sleeves to the proper length.
 - c. Remove coat from customer.
 - d. Measure the distance from the cuff of the coat seam to the underarm following the inside seam.

We understand that not everyone has coats for their customers to try on. In these circumstances, please skip the coat insleeve measurement since it can only be measured accurately from a coat.

Procedures for Proper Measuring (Cont)

- IV. Waist
- Have the customer remove any bulky items from around their waist and stand up straight.
 - Measure around the waist, just above the hipbone and across the navel.
 - Insert one finger between the tape and the body to insure the proper ease.
 - Read the measurement from the tape.

- V. Hip – **VERY IMPORTANT**
- Have the customer remove any bulky items from their pockets and stand up straight.
 - Place the tape directly over the pants around the largest part of the seat.
 - Read the measurement from the tape.

The hip measurement is often overlooked and is rarely given to us in an order. This measurement can be important since some people have large hips that may require going to a larger waist in order to have the pants fit properly. For more information, check the trouser chart on the "Measuring Information and Sizing Scales" in the back of our Smart Formalwear Catalog.

- VI. Trouser Outseam
- Have the customer stand straight with eyes looking forward.
 - Draw an imaginary line horizontal from the navel to just above the hip.
 - Extend the tape down from the imaginary line down the side of the leg to the outside arch of the shoe.
 - Read the measurement from the tape.

- VII. Neck
- Have the customer unbutton the collar of his shirt.
 - Place the tape low on the neck where the shirt collar would normally fall.
 - Insert one finger between the tape and the neck to insure the proper ease.
 - Read the measurement from the tape.

- VIII. Shirt Sleeve
- Ask the customer to stand straight with his arms straight down at the sides.
 - Place the tape at the base of the neck in the back.
 - Extend the tape across the top of the shoulder and down the arm to a point about 1 inch below the wrist bone.
 - Read the measurement from the tape.

- IX. Shoe
- Ask your customer for their dress shoe size.

When it comes to asking for a customer's shoe size, it is best to avoid using a sneaker size. Because of the various designs and style of sneakers, the sneaker size is not a reliable indicator of the proper size for dress shoes.

Getting the Proper Coat Size and Length –

In order to obtain the proper coat sizes for a customer, one needs to look at the underarm chest, overarm chest, the waist, and either the coat insleeve or the trouser outseam measurements. By comparing these measurements, you can get the appropriate coat size almost every time.

The first measurement that needs to be looked at is the underarm chest measurement. For most people, this will be their actual coat size. For example, most people with a 40" underarm chest measurement will fit into a size 40 coat. For starters, assume that the coat size is equal to the underarm chest measurement.

Second, compare the overarm chest measurement with the underarm chest measurement. If the overarm chest is more than 7" greater than the underarm chest measurement, you will need to go up a coat size in order to accommodate the shoulders. Keep in mind that after size 44, only the even sizes are produced by the manufacturers.

Next, compare the waist measurement against the coat size. For the average person, the coat size needs to be 6-8" greater than the waist. For customer with larger coat sizes (48-60), the difference only needs to be 2-4". This is because almost all tuxedo coats (any under size 62) taper at the waist. When the coat size is too close to the waist size, the customer may be unable to button the coat. For customers that have a waist approximately 2" smaller than the waist and a coat size between 42 and 56, we would recommend them going into a style # 195P (portly) if possible. On the other end of the scale, if the customer has a waist 8"-10" smaller than the coat size, we would recommend a style # 195A (athletic). We understand that many times a customer has to match the rest of the wedding party. Our customer service will gladly help find the best fit for these situations.

Below you will find a chart of examples to give you a better idea on getting the coat size.

| Underarm Chest | Overarm Chest | Waist | Coat Size | Notes |
|----------------|---------------|-------|----------------|--|
| 40" | 46" | 34" | 40 | Coat equals chest. |
| 40" | 48" | 34" | 41 | Overarm greater than 7" from Underarm. |
| 46" | 54" | 40" | 48 | Overarm greater than 7" from underarm and only even sizes past 44" |
| 42" | 48" | 37" | 43 | Coat up one size to insure 6" drop between coat and waist |
| 42" | 48" | 40" | 42 Portly | Recommend portly due to 2" difference between coat and waist. Otherwise, warn customer that coat may not button. |
| 42" | 48" | 33" | 42 Athletic | Recommend athletic due to 9" difference between coat and waist. |

Getting the Proper Coat Size and Length (cont.)

Once you have the coat size, you need to find the coat length. The most common way of getting the coat length is to look up the trouser outseam on the 'Men's Coat Chart' in the back of the sourcebook (reproduced below). Just find the customer's outseam on the chart and record the appropriate coat length. While the height and sleeve lengths are listed on the chart, they are not good indicators of the coat length because 1: most people overestimate their height and 2: people with the same height can have arms that vary in length.

| Coat Length | Height | Insleeve | Shirt Sleeve | Trouser Outseam |
|-----------------|---------------|----------|--------------|-----------------|
| Short (S) | 5'7" or under | 16 | 30-32 | 37 – 39 ½ |
| Regular (R) | 5'8" to 5'10" | 17 | 33-34 | 40 – 42 ½ |
| Long (L) | 5'10" to 6'1" | 18 | 35-36 | 43 – 45 ½ |
| extra-Long (XL) | 6'2" or over | 19 | 37-38 | 46 and up. |

The majority of coat orders only need the coat size and length. As the chart above shows, there is an insleeve measurement associated with the coat length. This is the insleeve we keep all of our coats at and will fit almost all customers wearing the appropriate coat length. For people with longer or shorter arms than average we do accept some alterations in the coat sleeves. We will shorten the sleeves up to 3 inches and can lengthen sleeves up to 1 inch. When calling us with coat alterations you can either give us the actual insleeve or the how much you want the sleeve lengthened or shortened. Alterations can be given in ½ inch increments with a minimum alteration of 1". Occasionally, a client will order a ½" alteration (such as a 40R w/ insleeve 17 ½"). We generally ignore ½" only alteration since a ½" is small enough difference to be unnoticeable by most people.

Hard to Fit – Portly and Athletic

Some customers that will come to rent a tuxedo will have a physical build that is different from the average person. We break these body types into two categories: Portly or Athletic. To fit these customers we carry our 195 Erik Lawrence 2B Notch, and our AB3 Joseph Abboud Vette in athletic and portly. With these tuxedos, we can fit almost every customer.

The portly tuxedos are designed for customers that have a waist measurement approximately 2" smaller than their chest size and have a chest between 42" and 56". A customer with these measurements can have some trouble buttoning his coat in other styles since the average coat tapers 6" at the waist. If a customer has a portly body but cannot wear a 195P (mostly due to having to match the rest of a wedding party), you may have to seek a compromise by going up in the coat size to give more room at the waist at the cost of adding some extra room in the shoulders. We recommend ordering a try on coat before the event to insure the best fit in such cases.

The athletic tuxedos are designed for customers that have a waist measurement approximately 8" smaller than their chest size and have a chest between 42" and 54". A customer with these measurements can find that a normal coat has too much space around the waist.

Boy's Suit Sizing

| Age/ Size | Weight (lbs.) | Height (inches) | Chest | In-sleeve | Back Length | Waist | Inseam | Outseam | Neck Size | | Shirt Sleeve |
|-----------|---------------|-----------------|-------|-----------|-------------|-------|--------|---------|-----------|-----|--------------|
| 3 | 31-35 | 36-38 | 23 | 8½ | 17 | 19 | 13½ | 20 | BXS | 10½ | 19½ |
| 4 | 35-39 | 38-42 | 23 | 9½ | 18 | 20 | 15 | 22½ | | | |
| 6 | 45-52 | 43-47 | 25¼ | 11 | 19½ | 22 | 18 | 25½ | BS | 11½ | 23½ |
| 8 | 53-63 | 48-51 | 26½ | 12 | 20½ | 23½ | 21 | 28½ | | | |
| 10 | 64-76 | 52-55 | 28¼ | 13 | 22 | 24½ | 23½ | 32 | BM | 12½ | 27½ |
| 12 | 77-89 | 53-57 | 30 | 14½ | 24 | 25 | 26 | 34½ | | | |
| 14 | 90-103 | 59-61 | 31½ | 15½ | 25½ | 26½ | 28½ | 37 | BL | 13½ | 31½ |
| 16 | 104-115 | 62-64 | 33 | 16 | 16 | 27 | 29½ | 38½ | | | |
| 18 | 115-125 | 65-68 | 35 | 16½ | 16½ | 28 | 39½ | 39½ | XS | 13½ | 31 |

When it comes to sizing boys, it is best to start with the chart above. Boys are a challenge to measure since sometimes parts of a boy's body may grow faster or slower than others. The best way to determine the proper sizing for a boy is to take as many measurements as possible and find them on the boy's sizing chart and use that to find the best fit. The most important measurements to watch are the chest, waist, and outseam but other measurements should also be taken into consideration. The rule of thumb is to lean to the larger size since a person can comfortably wear something a little too big but not a little too small. Since boys sizes are hard to pin down, feel free to ask our customer service personnel with any questions when ordering.

Height and Weight

A closer look at the sizing charts in our tuxedo sourcebook will reveal two measurements which have not been mentioned too often in this section. They are the customer's height and weight. Both these measurements can be of great help in finding the proper fit of items, except for one problem. Most people overestimate their height and underestimate their weight. This does not mean that the customer is trying to lie, but just a natural tendency for people to believe they are taller and thinner than they really are. While it is possible to measure the customer's height and weight within the store, many people are sensitive to these two measurements and may not feel comfortable having them taken.

| <p>Max Outseam of Men's Pants (based on rise)</p> <table border="1"> <tr> <td>Short</td> <td>43"</td> <td>Long</td> <td>48"</td> </tr> <tr> <td>Regular</td> <td>45"</td> <td>Ex-Long</td> <td>49"</td> </tr> </table> | | | | | | | Short | 43" | Long | 48" | Regular | 45" | Ex-Long | 49" | <p>Hat Sizing Chart</p> <table border="1"> <thead> <tr> <th>Basic Sizing</th> <th>Traditional Hat Sizing</th> <th>Brim Size</th> </tr> </thead> <tbody> <tr> <td>S</td> <td>7</td> <td>21 ½"</td> </tr> <tr> <td>M</td> <td>7 ¼</td> <td>22 ¼"</td> </tr> <tr> <td>L</td> <td>7 ½</td> <td>23"</td> </tr> <tr> <td>XL</td> <td>7 ⅝</td> <td>24"</td> </tr> </tbody> </table> | | | | | Basic Sizing | Traditional Hat Sizing | Brim Size | S | 7 | 21 ½" | M | 7 ¼ | 22 ¼" | L | 7 ½ | 23" | XL | 7 ⅝ | 24" |
|---|------------------------|-----------|-----|-----|-----|-----|-------|-----|------|-----|---------|-----|---------|---------|---|-----|-----|-----|-----|--------------|------------------------|-----------|---|---|-------|---|-----|-------|---|-----|-----|----|-----|-----|
| Short | 43" | Long | 48" | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Regular | 45" | Ex-Long | 49" | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Basic Sizing | Traditional Hat Sizing | Brim Size | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| S | 7 | 21 ½" | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| M | 7 ¼ | 22 ¼" | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| L | 7 ½ | 23" | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| XL | 7 ⅝ | 24" | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Max Outseam of Boy's Trousers</p> <table border="1"> <thead> <tr> <th>Waist</th> <th>18"</th> <th>20"</th> <th>22"</th> <th>24"</th> <th>26"</th> <th>28"</th> </tr> </thead> <tbody> <tr> <th>Outseam</th> <td>26"</td> <td>30"</td> <td>34"</td> <td>37"</td> <td>40"</td> <td>43"</td> </tr> </tbody> </table> | | | | | | | Waist | 18" | 20" | 22" | 24" | 26" | 28" | Outseam | 26" | 30" | 34" | 37" | 40" | 43" | | | | | | | | | | | | | | |
| Waist | 18" | 20" | 22" | 24" | 26" | 28" | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outseam | 26" | 30" | 34" | 37" | 40" | 43" | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

COAT SIZE CHART

INSTRUCTIONS: Measurement theory dictates that in determining coat size, one must fit and focus on the largest part of the body. The coat size matrix is three parts:

- **UPPER BODY** is diagnosed with chest and overarm measurements
- **MID BODY** is fitted with the waist measurement
- **LOWER BODY** is ascertained through the hip measurement

Use the chart to assist in determining coat size. The chart is one aspect of the process. Keep in mind that product knowledge and trying on a coat truly aid in the finalization of a coat size.

| Coat | Weight (pounds) | Chest (inches) | Overarm (inches) | Waist (inches) | Hips (inches) |
|------|-----------------|----------------|------------------|----------------|---------------|
| 34 | 125 | 32-34 | 39-41 | 27-28 | 32-34 |
| 35 | 125-130 | 33-35 | 40-42 | 27-29 | 33-35 |
| 36 | 135-140 | 34-36 | 41-43 | 27-30 | 34-36 |
| 37 | 140-150 | 35-37 | 42-44 | 28-31 | 35-37 |
| 38 | 150-160 | 36-38 | 43-45 | 29-32 | 36-38 |
| 39 | 160-170 | 37-39 | 44-46 | 30-33 | 37-39 |
| 40 | 170-175 | 38-40 | 45-47 | 31-34 | 38-40 |
| 41 | 175-185 | 39-41 | 46-48 | 32-35 | 39-41 |
| 42 | 185-190 | 40-42 | 47-49 | 33-36 | 40-42 |
| 43 | 190-200 | 41-43 | 48-50 | 34-37 | 41-43 |
| 44 | 200-215 | 42-44 | 49-51 | 35-38 | 42-44 |
| 46 | 215-220 | 44-46 | 51-53 | 37-41 | 44-46 |
| 48 | 220-240 | 46-48 | 53-55 | 39-43 | 46-48 |
| 50 | 240-260 | 48-50 | 54-57 | 42-46 | 48-50 |
| 52 | 260-275 | 50-52 | 56-59 | 44-48 | 50-52 |
| 54 | 275-290 | 52-54 | 58-61 | 46-50 | 52-54 |
| 56 | 290-300 | 54-56 | 60-63 | 48-52 | 54-56 |
| 58 | 300-310 | 56-58 | 63-65 | 50-54 | 56-58 |
| 60 | 310-320 | 58-60 | 64-67 | 53-57 | 58-60 |
| 62 | 330 | 60-62 | 66-69 | 54-59 | 60-62 |
| 64 | 340 | 62-64 | 68-71 | 57-61 | 62-64 |
| 66 | 350 | 64-66 | 69-73 | 58-63 | 64-66 |

BOY'S COAT SIZE CHART

| Coat | Weight (pounds) | Height (inches) | Chest (inches) | Coat Inseam | Waist (inches) | Pant (outseam) | Neck (inches) | Shirt Sleeve |
|------|-----------------|-----------------|----------------|-------------|----------------|----------------|---------------|--------------|
| 3 | 31-55 | 36-38 | 22½ | 7½ - 8 | 18/20 | 20-22 | 10-10½ | 19½ |
| 4 | 35-39 | 38-42 | 23 | 8 - 8½ | 20-21 | 21-23 | 10-10½ | 19½ |
| 6 | 45-52 | 43-47 | 25 | 9½-10½ | 22-23 | 23-26 | 11-11½ | 23½ |
| 8 | 53-63 | 48-51 | 26½ | 11½-12 | 24-25 | 26-28 | 11-11½ | 23½ |
| 10 | 64-76 | 52-55 | 28 | 12½-13 | 25-26 | 29-31 | 12-12½ | 27½ |
| 12 | 77-89 | 53-57 | 29½ | 13½-14 | 26-27 | 32-35 | 12-12½ | 27½ |
| 14 | 90-103 | 59-61 | 31½ | 14½-15 | 27-28 | 35-38 | 13-13½ | 31½ |
| 16 | 104-115 | 62-64 | 33 | 15½-16 | 28-29 | 38-40 | 13-13½ | 31½ |
| 18 | 115-125 | 65-68 | 34½ | 16-16½ | 28-30 | 40-42 | 13½-14 | 31½ |

Please Note: There is only one sleeve length per neck size for boys shirts. See above.
Boys pants will adjust for only two sizes in the following ranges: 18-19, 20-21, 22-23, 24-25, 26-27 & 28-29.
If the boy's measurements are smaller than those for tuxedo size 3, consider buying one of our Infant Tuxedos.
Boys shoes are available in whole sizes only.

COAT LENGTH CHART

| COAT LENGTH | HEIGHT | INGSLEEVE | SHIRT SLEEVE | TROUSER OUTSEAM |
|-------------|--------------|-----------|--------------|-----------------|
| Short | 5'7" or less | 16 | 30-32 | 37-39½ |
| Regular | 5'8" - 5'10" | 17 | 33-34 | 40-42 |
| Long | 5'10"-6'1" | 18 | 35-36 | 42½-44½ |
| X-Long | 6'2"+ | 19 | 37-38 | 45+ |

TROUSER CHART

| TROUSER SIZE | PLEATED MAX HIP | TRIM MAX HIP | SKINNY MAX HIP |
|--------------|-----------------|--------------|----------------|
| 27-28-29 | 40 | 37 | 36 |
| 30-31-32 | 42 | 39 | 38 |
| 33-34-35 | 46 | 41 | 40 |
| 36-37-38 | 48 | 44 | 43 |
| 39-40-41 | 50 | 48 | 46 |
| 42-43-44 | 53 | 51 | - |
| 45-46-47 | 56 | 54 | - |
| 48-49-50 | 58 | 56 | - |
| 51-52-53 | 61 | 60 | - |
| 54-55-56 | 64 | 62 | - |
| 57-58-59 | 65½ | 65 | - |

FULL BACK VEST SIZING CHART

| Coat Size | VEST Size | Waist Range |
|-----------|----------------|-------------|
| 34 to 38 | S | 27" to 32" |
| 39 to 42 | M | 33" to 36" |
| 43 to 44 | L | 37" to 41" |
| 46 to 50 | XL | 42" to 46" |
| 50 to 54 | 2X | 47" to 50" |
| 56 to 58 | 3X | 51" to 56" |
| 60 to 70 | 5X (open back) | 57" to 65" |

BOY'S VEST SIZING CHART

| Coat Size | Backless Vest Size |
|-----------|--------------------|
| 3 to 6 | BS |
| 8 to 12 | BM |
| 14 to 18 | BL |

STANDARD MICRO SHIRT CHART

| MEN'S NECK | SHIRT | MAX | |
|------------|-------|-------|-------|
| | | CHEST | WAIST |
| 13-13½ | XS | 36 | 32 |
| 14-14½ | S | 40 | 36 |
| 15-15½ | M | 44 | 40 |
| 16-16½ | L | 48 | 44 |
| 17-17½ | XL | 52 | 48 |
| 18-18½ | 2X | 56 | 52 |
| 19-20 | 3X | 60 | 56 |
| 21-22 | 4X | 64 | 60 |
| 23-24 | 5X | 68 | 64 |
| 25-26 | 6X | 72 | 68 |

TIPS ON MEASURING BOYS When measuring boys, make sure you have all the sizes recorded including height, weight, as these are as important as chest and waist. Also ask the age of the child. It often corresponds to the coat size. The Boys Coat Size Chart may help in approximating coat size. If the boy's waist is the only measurement that would require a larger tuxedo size than the rest of the measurements, consider Style #195 in a Husky Fit.

FITTED MICRO SHIRT CHART

| MEN'S NECK | SHIRT | MAX | | |
|------------|-------|-------|-------|--------|
| | | CHEST | WAIST | BICEPS |
| 13-13½ | XS | 33 | 28 | 12 |
| 14-14½ | S | 37 | 31 | 13 |
| 15-15½ | M | 41 | 34 | 14 |
| 16-16½ | L | 44 | 37 | 15 |
| 17-17½ | XL | 47 | 41 | 16 |
| 18-18½ | 2X | 50 | 46 | 16.5 |
| 19-20 | 3X | 53 | 51 | 17 |

SIZE CHARTS

The Rental Cycle

Coordinating Styles – Consulting vs. Order Taking

Coordinating styles for a customer is the key service that separates a sales consultant from an order taker. By listening to your customer's needs, you can help to coordinate a look that is individualized while staying within the etiquette guidelines.

Groom: Once a customer has selected the primary style, you will have options to suggest helping the groom stand out from the wedding party. Consider using color to differentiate the groom by having the groom in white, ivory, or grey and the party in black. If the groom chooses the same style coat for all, differentiate his look by changing the accessory color and/or tie style.

Ushers: The ushers should all dress alike. There may be a difference in accessory color if the maid of honor or matron of honor is dressed in a different color than the maids. The ushers may opt for a different style tie from the groom or fathers.

Fathers: In most cases, fathers should not wear the color of the bridesmaids' dresses. They often are in a neutral color such as black or silver. Generally the FOB does not match his wife's dress, because it looks odd when he walks the bride down the aisle. Caution the groom not to dress the fathers identically to him, unless he wants a very simple look. It is a good idea to suggest lay down collar shirts for fathers; they often feel it is more comfortable.

Ring bearer: There are two ways to coordinate the ring bearer. It generally is dictated by what the flower girl is wearing. If she matches the bridesmaids, we suggest the ring bearer match the ushers. If she matches the bride, we suggest the ring bearer match the groom.

Grandfathers: Don't forget these special men. Suggest a simple tuxedo; it will make them feel included, yet comfortable.

Collecting Important Information from Your Customers

It is important to collect the following information from your customers to insure that you will be able to contact them should you have a question or the return is late: Name, Address, Phone Number, Drivers' License number and a Credit Card number (for security purposes). This information is just as important for you to have as correct measurements to insure a proper fit.

Each customer is removing \$400 to \$800 worth of merchandise from your store that you are ultimately responsible for. Take all necessary precautions to insure its return. You can record most of this information on our order forms. For your protection, be sure to have the customer sign the rental agreement. Sometimes the renter is escorting a date to the prom, and doesn't attend the school. Be sure to get the name of the student at the school in case the rental isn't returned on time.

Vital information about your customer can also be used for marketing purposes. You can develop a mailing list of past customers for upcoming sales or special offers. For proms: Be sure to ask if they are a Jr. or Sr. (future marketing contact). The information can also be stored in a V.I.P. file, allowing repeat customers to order tuxedos with just a phone call.

Keeping your Customer Informed - Sets the Proper Expectations

By keeping our customers informed, we can prepare them for a smooth rental experience. We suggest you provide the information below, before they leave your store. In no particular order, here is what you should explain to your customer when they place an order with you. You may want to print an information sheet for your customers to take with them, especially if their event is far into the future.

1. Final Fitting/Pick-up Date: This date is the most important to your customer. Any order placed more than a week from the day of the event will usually ship on your first truck of that week almost every time. For our UPS customers, we ship orders on Monday to arrive on Tuesday (or Wednesday for any client that is 2 days away). Please arrange for your customer to try-on and pick up the evening of delivery or the following day. While our drivers try to be consistent with delivery times, we cannot guarantee delivery time. Circumstances can sometimes require drivers to alter their usual route causing a delay in delivery.
2. Return Date: This is the second most important date to your customer. This is normally the first business day after the date of use. It is important that the customer makes arrangements to get their order back at least a day before your pickup (or before UPS picks up from your store on Tuesday for UPS orders). If the customer cannot return their tuxedo in time, please inform customer service **at the time of ordering**.
3. Cancellation Policy: Your customer should be fully informed with your store cancellation policy to prevent misunderstandings. It is to your advantage to look over our Cancellation Policy, found on the Rental Policy and Terms page of the confidential price list, to make sure there is no conflict with yours.
4. Exchanges: Ask your customer to try-on their rental as soon as possible. It is important that the customer understands that if an item doesn't fit, changes will be available up to Thursday at 5:00 pm for UPS/FED EX delivery. Truck delivery customers can call through Thursday night for Friday delivery. For Saturday delivery, the cutoff for exchanges is Friday, 5:00pm due to final UPS pickup at 6:00pm.
5. Deposit: Every store has different policies concerning a deposit but it is still important that the customer understands what is required to place an order along with your refund policy. We recommend taking at least half the rental cost as a deposit to cover our Cancellation fee and the shipping cost in case of a cancellation.

Wedding Assurance Program

1. This is a check system to assure the bride and/or groom that everything is on track for their big day. Double check which members have been measured as well as style selection for the different members.
2. Calls should be made to the bride or groom at least three weeks before the wedding. This allows any changes to be made before the warehouse starts producing the orders.
3. All calls should be logged in the "Wedding Changes and Follow Up" box on the event screen in Wintux Web. Or in the wedding envelope manually. Use coding such as "WA call 7/25 by NLS, spoke to bride, all correct."
4. Make any changes that need to be made. Add a note to the above box if you make a change.
5. Changes can ONLY be made by the Bride or Groom.

Quality Control of Tuxedos at Store Level

(Understood that within the past two weeks you have contacted the groom or bride to do Wedding Assurance to confirm styles, sizes and that all members have been measured) Our warehouse inspects each piece of the garment before it is shipped to you, but another set of eyes inspecting the garment before your customer sees it is invaluable.

1. Checking Picking Slips against Wedding Registration
 - Check that all orders are in for the wedding. Any missing orders should be followed up by contacting Customer Service.
 - Check off name of customer to indicate suit is complete and inspected
2. Inspecting Tuxedo for Quality Points
 - a. Coat- press on lapels and body of coat
 - Check that needed alterations are completed

- Check buttons on the front are secure
- Check size and style
- b. Trousers- correct style and size
 - slides and zipper work properly
- c. Shirt - correct color, style and size
 - top button is secure, and front buttons are all there
 - check for soiled cuffs and collar
- d. Accessories - correct style and color
 - Check that correct tie is as ordered
 - Check correct size in relationship to coat and trouser sizes (not necessarily what's on picking slip)
 - Check that all clasps, hooks and buttons are functional
- e. Pocket Squares, Studs and Suspenders
 - Pocket Square color as requested on wedding card
 - Folded neatly in pocket, and can be seen, may need to pin
 - Studs and links are correct style, quantity and not broken
 - Suspenders are correct color and working clasps
- f. Shoes
 - Check for style and size
 - Check for left and right shoes

Contacting Your Customers Regarding Pickup

Be sure to contact your customers to inform them their orders are ready for pickup. Let them know what your store hours are, and whenever possible, have each customer try on their garment in your store. In store try on gives you the opportunity to help the customer adjust a pre-tied tie, explain how the studs and cufflinks work, and to remind them when to return their rental to your store.

When each Customer Comes in to Try on/Pick up

Greet them by name whenever possible. People love recognition and love their own name. Work on remembering the person's name and a few tidbits related to the use of the tuxedo. If you remember someone's name, they will be floored. If you don't remember the name, when you get their name from their ticket use it often.

"Tom, please try on the coat and pants to ensure proper fit."

"Tom, that tuxedo looks great."

"Tom, thank you very much for coming in."

Go over the pieces of the tuxedo and proper wearing guidelines with each customer. They will appreciate this. Show them how the trousers adjust, how to put in the studs and cufflinks, how the vest adjusts etc. We recommend you hand them the pants and shirt to try on, and then ask them to come out of the dressing room to try on the vest and coat. Often customers are overwhelmed when you give them the entire unit.

If an exchange is needed, be sure to highlight the exchanged item on the order form, and indicate the change. We will give you a new transaction number for the exchange. We recommend you keep the original items in the store on the rack for returns.

Before the customer leaves, shake their hand (a lost art) thank them for renting with you and ask them "**When are you returning this rental?**" By asking, instead telling them, they have to think about the answer and plan for the return.

Returning Tuxedos

Timely Returns are vital to all of us – when you're late, we're late!

- Please return all suits with the same care in which they were delivered. Suits should be on hangers and shoes in original bags.
- Late returns must be sent back, fastest means possible, at your expense.
- Suits must be returned to our warehouse by Wednesday following use date, or will be subject to a rebilling charge of a full rental cost.

Ways to Insure Speedy Returns

Sarno & Son provides return policy stickers on all orders. Use these stickers to inform the customer when his rental is due back to your store. At the bottom of the ticket there is space provided for you to fill in the day and time due back. We urge you to fill in this information. Many customers use this as a final marking to indicate the order has been checked in and ready for your customer. We recommend that you mark the date and time to be returned the first business day following use, for example orders rented for Friday should be returned Saturday. List your time due with some leeway: if you close at 8pm, mark the sticker 6pm.

These stickers, as well as signs in your dressing rooms and doorways, will help your customers to remember when they need to return their tuxedo. Consider taking, as a security deposit, a valid credit card number from each customer. Inform them at the time of pickup that if the tuxedo is not returned by a certain day and time that you reserve the right to charge a per day late fee to their credit card. Or you may want to take a cash deposit (separate from payment for the rental) that will be refunded only upon return of the tuxedo. Dedicate a specific time of the day on Sunday or Monday to call all outstanding returns. Remind the customer their rental is due back by a certain time to avoid late fees.

For prom customers, we recommend obtaining a parents Cell number.

Don't assume your customers are returning a complete tuxedo. Inevitably, someone will forget a tie or a pair of shoes at home or in the car. Be sure to check each item off your order slip; remember to check for exchange items. Customers have been known to return their own clothes by mistake. Occasionally customers return an entire wedding together in one big pile. Take the time to count the coats, shirts, pants, etc. You are not inconveniencing the customer by making them wait.

See Best Practices at the end of this manual for additional tips on Speedy and Accurate Returns.

Remember the return of a rental is not the end of the relationship. Remind your customer that you can keep his measurements on file for future rentals. Ask him for any referrals and to consider a positive review on sites like google, yelp, and wedding wire.

Using Return Log Books

After you've inspected the return to insure all items are present, you can list it on our "Return Log Books". Our driver will count and sign for the returns, a copy is kept in your log. This is not an exact science, as exchange items or customer items may be listed as a return. Our drivers have tight schedules and cannot check each item.

Using Scanner to Log Returns

A more exact method to log returns is the use of a barcode scanner. The scanner reads the barcodes and logs them in an excel spreadsheet. Contact your sales representative if you're interested in learning more.

Placing Orders With Sarno & Son

Methods of Ordering

Sarno & Son offers three different ways to place orders with us: toll-free phone number, toll-free fax number, and online ordering through Wintux Web. We strongly recommend that no matter which method of ordering, orders should be called in as soon as the customer places the order with your store. Don't hold your orders until all are measured.

The most common method of ordering is through our **toll-free phone number (1-800-233-1404 ex 2)**. Our phone lines are staffed six days a week with knowledgeable people that do not just take orders, but are trained to assist with your questions.

The second way of ordering is through the Internet with **Wintux Web**. This is a special program that allows a computer to connect remotely to place orders directly into our Wintux system. Fast and convenient, this not only lets orders be placed 24 hours a day, 7 days a week, it automatically checks availability to insure items will be in stock when they are needed.

The third most common method of ordering is by **faxing orders to us (1-800-889-3678)**. This method is extremely useful when you need to order large wedding parties and do not have the time to call each individual order into us. **We strongly suggest that any orders that are 3 weeks or less from the date of use to be called in to us, especially during prom season.**

Completing the Order Form prior to Placing your Order

Completing our order form will provide all the information necessary for "calling in" an order to Sarno and Son, or placing the order online with Wintux Web. Although we don't ask for address, phone, driver's license and email, we strongly recommend you gather this important information on EVERY customer. This is also the order by which we'll take your order over the phone.

1. **Account Number**: If you ever forget your account number, it is normally the first letter of your store name, the first letter of the city the store is in, and the last four digits of your store's phone number. In rare circumstances, this may not work due to stores moving locations or changing phone numbers. For these occasions, customer service will gladly help by looking the account number up in our computer system. (Will be populated on Wintux Web)
2. **Date of Use**: Due to the Wintux system, the date of use is required before any other information (besides your account number). We ask that we be given the **actual date of use** and not the pick-up date. This keeps our tuxedos flowing into and out of our plant in the most efficient manner. In the following circumstances, customer service can adjust the dates to better serve your customer:
 - a. Out of Town Event: If your customer is leaving town customer service can adjust the date, within reason, to insure all pieces will arrive before they leave town.
 - b. Morning Events: If the event is in the morning, such as funerals, customer service can adjust the date of use to the day before to insure items arrive before the event.

Our customer service staff does understand that some events, such as black-tie dinners, do occur during the week. Please be understanding if our staff asks to verify the date of use in such cases.

3. **Occasion**: Our Wintux system asks for the type of occasion to help us gather information on where our tuxedos are being worn. We do not need detailed information but would like to be informed on whether the order is for a wedding, prom, or single order.
4. **Ticket Number**: The ticket number is whatever group of numbers, letters, or names (up to 12 characters) that is used to track orders within your store. While this may seem unnecessary since we will assign a transaction number to the order, this adds an extra bit of security since we can still match your order if the transaction number is forgotten. This allows another way for you to cross-reference the order.
5. **Customer Name**: The name of the person renting the tuxedo. This is not a required piece of information, but is very helpful in making sure everyone gets the right tuxedo. Watch for Jr., Sr. and members of weddings with the same last names.

6. **Coat Style Number:** In order to process your order efficiently, we ask that you give us the coat style number for the coat needed. Since we feature several different looks for each style, we will ask for specific style numbers for each part of your order (pants, shirt, accessories, and shoes) Each page of the catalog lists "as pictured" style numbers for your convenience.
7. **Coat Size and Length:** We ask all our accounts to determine which coat size a customer needs before calling Sarno & Son. We do this because the best person to judge the proper size is the person taking the measurements. As always, our customer service personnel will gladly assist in determining the size of a coat for those customers with difficult builds (such as boys, athletic, and portly builds).
8. **Coat Alterations:** In order to efficiently process orders, we only alter our coats if the alteration is a full inch or more in half inch increments. For example, we can shorten sleeves 1", 1½", 2", 2½" but will not do just a ½" adjustment and other fractional adjustments such as ¾" or 1 ¼".
9. **Pants Style:** For 95% of all orders, just giving "matching pants" will get you what is needed. This is important only if you need something exceptional like skinny fit, or black pants when the coat is white or ivory.
10. **Pants Size:** Wintux requires only two measurements, the waist and the out seam. The hip measurement should be used along with our sizing charts, to insure the pants will provide enough room for the customer's hips. This is especially important with our trim fit styles. We prefer the outseam, over the inseam measurement. The only exception is the EXTREME skinny pant, which has a fixed inseam.
11. **Shirt Style:** We have both trim fit and regular fit shirts in our microfiber collection. Please consult our catalog pages, or shirt section to determine the code. Remember to ask your bride if she is wearing white or ivory to help coordinate the party.
12. **Shirt Size:** Like our pants, we require two measurements for our shirts, the neck size and the shirt sleeve length. Please be aware that due to the differences between the coat and the shirt, the shirt sleeve measurement cannot be used to determine the coat insleeve.
13. **Jewelry:** If you prefer, we can set up your account to have studs and cufflinks automatically added to your orders; please ask customer service. Our rental options are "Black with Silver Trim", "Black with Gold Trim" or "White with Gold Trim". Studs and cufflinks come as a complete set of 4 studs and 2 cufflinks.
14. **Accessory Style Number:** With 100's of vest and tie combinations available, we ask you provide the style number needed.
15. **Tie Style:** Most of the time, "matching bowtie" or "matching long tie" will be enough to get the proper tie on an order. However today many choose to have a contrasting tie, please be specific about which tie you are ordering if you wish different style and/or color ties with vests. For example, it is common for a wedding party to have colored vests that match the tuxedo but wish to have a color long tie to match the bridesmaids.
16. **Shoe Style & Size:** If possible, please ask the customer for what size shoe they wear in a dress shoe. Sneaker sizes can be different from a dress shoe size and may lead to a poor fitting shoe being ordered.
17. **Miscellaneous items/Pocket Squares:** This "catch all" category is for unique items that don't fit anywhere else on an order. We rent Pocket Squares and the code should go here. Suspenders, garment bags, and extra rental shirt or tie all fall into this category.
18. **Special requests:** Our orders contain a small area of notes which is used for items such as unusual measurements or special shipping instructions.

In general, the above list covers everything needed for a single order where the customer is ordering a full tuxedo or suit. Obviously if the customer does not want a vest & tie, you do not need that information. If you believe anything else needs to be conveyed to us about your order, feel free to inform our customer service department. They will be happy to get you the answers you need.

Our system will hold style information on our screen. This makes ordering a wedding party easier. If styles are consistent, just give us the sizes.

Rush Orders

We all get last minute customers, If an order is needed to be there the next day, please keep in mind the following deadlines:

- ◆ For van delivery, orders need to be placed by 8pm the night before.
- ◆ For orders needed to be delivered by UPS or FedEx, orders need to be placed by 5pm. Our last package pickup is at 6pm. Orders placed after 5pm cannot be guaranteed to be processed in time for the 6pm pickup.
- ◆ Shipping charges that may arise from rush orders are the sole responsibility of the account.
- ◆ If you are placing an urgent order on Wintux Web, it is advised to call customer service to be clear about shipping options.
- ◆ Rush Orders in Prom Season will incur an additional rush fee of 10.00.

Exceptions to the Regular Process

Regardless of the method used to place your order, exceptions will occasionally arise when placing an order. Most exceptions have to do with one of three things: availability, delivery date or sizing. The Sarno & Son customer service staff is trained to assist you and strives to satisfy both you and your customer. Following is a list of situations that may occur along with the suggested means of handling the issue.

- **Coat Unavailable** – Sometimes a coat size is unavailable at the time of ordering. In this situation, there are several possible solutions. (This mostly happens in prom season)
 1. Check for a coat in the same style and length but one size bigger or smaller. The rule of thumb for clothing is that one inch does not make a significant difference. For most people, a coat one size off (which is normally only 1-2 inches bigger/smaller) will still fit the person.
 2. Check for a coat in the same size but similar style. Refer to the front of our catalog, tuxedos by color. Here you'll find "thumbnail" images of our tuxedos sorted by color.
 3. Check for a coat in the same style and size but with the length one size longer or shorter and the sleeves adjusted. Keeping in mind the rule of thumb mentioned above, a coat that is slightly longer or shorter is normally acceptable and our alterations department will adjust the sleeves to the proper length.
 4. Prom Season – Although we try to stock to meet demand, popular styles do run low, especially in small sizes. We do ask that in prom season, when close to use date, you ask your customer for several style choices.
- **Vest/Tie/etc. Unavailable** In Prom season, popular colors can book up fast. Always have a second choice from your customers, especially for customers ordering less than two weeks before their event.
- **End of Week Delivery** – Usually due to heavy rental volume the week before an event, our customer service staff may mention that an order is a possible "end of week" delivery. This means that items needed for the order may not be back in time to make the first delivery to your location, but will be available for delivery on Friday or Thursday. We do not recommend EOW if the event is Friday. Please keep in mind that in PROM SEASON, replacement orders and **ALL** orders placed a week or less away from the date of use are automatically set for end of week delivery. All "end of week" deliveries will be delivered on the next delivery date after they are ready and are not held longer than necessary.

Customer Service will indicate EOW in notes, please be sure to inform your customer, so they know they will have a pick up/try on later in the week.

Canceled Orders

No one likes to have cancelled orders, but they happen. If you cancel an order before it leaves our warehouse, there is no charge to you. Simply call our order department and give the transaction number of the cancelled order. Orders canceled after being shipped are subject to a service charge per unit plus shipping charges. To receive proper credit, attach a complete credit return slip to the unused rental. Please fill in all information requested, such as account code and transaction number. There is no credit on partial orders, such as vest & tie only.

It is wise to charge your customers a non-refundable security deposit of half the amount of the rental at time of ordering, to cover any service charges as well as your time invested.

We often deliver orders early, this is a benefit to you and your customers. The cancellation policy applies to these orders as well.

How to Check Delivery Status

Daily Orders Shipped Email for all Customers with Email.

We send automatic emails each day there is a delivery coming to your store. Please provide us an email address and check daily for updates.

Order status in Wintux Web – see page 33 for how to check your order status in Wintux Web

Contact Customer Care

If you have a concern about the timing or status of a delivery, please call customer service right away, and we will be glad to help.

All our delivery vans are equipped with GPS units that enable our customer service department to track our drivers while they are on the road. Drivers typically make their deliveries in the same order each day, and customer service will call if a driver is delayed either by weather conditions or traffic issues.

Concerns regarding UPS or FedEx delivery should be called to our customer service department so we can contact them directly. We have arranged with these companies to have a preferred customer number that usually allows better access to information and personnel not offered by their normal 800 numbers. Unfortunately, per our agreements with these companies, we are unable to give out our preferred customer number.

For all other shipping, our customer service people are still the people to contact first. All tracking numbers and important phone numbers are within our computer system and all of our customer service staff is trained in contacting any of the delivery companies to find the answer you need. We do ask that when dealing with a shipping problem, please be patient. Depending on the method of shipping, it can still take a while to get answers from the delivering companies.

For those on Wintux Web – the info tab (F5) of each transaction lists a hyper-link to UPS or FedEx with the tracking number.

Ordering Replacements, aka Change Orders

In general, we do not charge for exchanges, other costs, such as shipping, alterations, and upgrades may apply.

We strive to ship replacement orders when they are ready. However in Prom Season, all replacements are produced after the full orders, and treated as End of Week deliveries. This means they are scheduled for Friday or Thursday when ready. We are sensitive to use date, and work to have all orders to your store as quickly as possible. If you have a concern, such as an event scheduled in the morning, please inform our customer service staff at the time of ordering the replacement. We will do what we can to insure the replacements will arrive in time for the event.

While Sarno & Son does not charge for the like replacement items, certain charges may be billed to your account. Some examples are:

- ◆ Accounts will be charged for any price difference when changing the style of an order. If an Ike Behar Chandler coat is ordered as a replacement for an order originally booked as an Erik Lawrence Sable 1 Button Shawl, the price difference will be billed to the store account.
- ◆ Accounts will be charged the appropriate cost when adding items to an order that has already shipped.
- ◆ Shipping charges are the responsibility of the account except when replacement items are needed due to problems caused solely by Sarno & Son (such as items arriving damaged or soiled items).
- ◆ If the original order has not finished processing through our plant, the original order will be updated with the replacement items instead of a replacement order being generated.
- ◆ Prom Season – after your order has reached our shipping department, there will be a \$10.00 charge for any style or color change made to the order.

When are Tuxedos due back to Sarno & Son?

Tuxedos are due back to Sarno & Son by the Wednesday following use. Tuxedos should be returned by the means with which they were shipped to you. If you received your tuxedos for a given week by UPS please use UPS to return the tuxedos to Sarno & Son. Please hold onto the boxes your orders are delivered in. You may use the ARS stickers enclosed in your shipment. If you are unfamiliar with ARS stickers, please contact our shipping or customer service department.

If Sarno & Son delivered your tuxedos to you on one of our trucks, we will also pick up the tuxedos the following week by our truck. Please have all returns ready for your first truck pickup. Late returns are due back by Wednesday following use. It is your responsibility to get them back to Sarno & Son. Please send orders back to us when late. Do not wait for a second truck pickup without authorization from our returns department. These orders may be needed and cannot wait for the next truck.

Remember, each customer is removing \$400 to \$800 worth of merchandise from your store that you are responsible for. Take all necessary precautions to insure its return. Collect all important information from ALL customers, including name, address, phone, license number and credit card number.

This Item is Clean Ticket

This pink ticket is used on items that have not been worn by the customer. It is not necessary to put these on orders that have credit slips attached. These tickets are designed for exchanges, try-ons or

promotional items that do not require re-cleaning. These tickets are provided at no charge from Sarno & Son.

Using the Sarno & Son Returns Book

We provide return books to record the receipt of tuxedo returns by our drivers. These return books help protect you, when missing items are in question. There are two ways to fill out the sheet. First, you may list the order by style size and barcode number of the coat. Second, you may list the style and size of the coat and then check off each item. There is a section provided for shoes, exchanges, cancellations and payments received. It is best to fill out the sheet as each return is made. Filling out the sheet while our driver is waiting will delay his deliveries. Retain the yellow copy in your book for your records and return the white copy with our driver. Return books are provided at no charge from Sarno & Son and are available from our drivers or customer service.

UPS customers are invited to use the return sheets as a packing list.

What Happens to Rentals upon Return to Sarno & Son?

All tuxedos are checked into our warehouse upon return. We do not sort the orders by store; we simply scan all barcodes in two different steps, to insure accurate return of the items from your account. After the items have gone through our cleaning process, they are scanned again before entering our racks. This acts as a double check to our system. If an item is missed in our return process, it is often caught when it is going out on a new order. The computer returns it from the previous account before assigning it to the next customer. If we receive items that do not belong to us, they will not scan into our computer. The items are put to the side and are returned bi-weekly to the rightful owner. We can only return items that are labeled with the store name. If you own your own merchandise, please take the time to write your name on each item to insure its return. Our retail department has fabric pens available for you to purchase in either black or white ink. These fabric pens are good for marking machine washed or dry clean only garments.

Billing for Late and Lost – Yellow Invoices

We don't like to bill, but we will. Sarno & Son re-bills for late returns (items not returned to our plant by the Wednesday following use) for the full amount of the rental. During busy season we issue reminder flyers listing styles that are very popular and will be re-billed without exception.

Items that are missing from returns are invoiced on yellow paper and sent weekly. Please check your store and with your customers for the missing items. After 30 days, any items not returned to our warehouse are billed at replacement cost. As a backup, periodic inventories are taken. Please contact our returns department (x119 returns@sarnotux.com) if you feel there is a discrepancy with a bill, you're having problem with a customer or for replacement costs.

Billing Information (has this changed, been updated?)

How Do I Figure Out the Charges on My Invoice for Tuxedo Rentals?

In order to properly calculate the charges for a tuxedo rental, you will need a copy of the most recent confidential price list. The following step-by-step instructions should help find the correct prices for most of your orders.

1. Look for the pages marked 'Rental Pricing Guide' which list the base prices for all our styles.
2. On these pages, look for the coat style that matches and find the appropriate starting price:
 - a. Suit Price – This price includes the coat, matching trousers, basic shirt, choice of any vest **or** cummerbund **or** rental suspenders, and choice of any rental tie.
 - b. Coat Only – If the order only has a coat, this is the discounted price for renting a coat by itself.
 - c. Sugg. Retail – This is a suggested price point for a complete rental. Be sure to comparison shop in your local area, and position your price to be both competitive and profitable.
3. Turn to the area marked 'Accessories'. This section contains all of the additional prices that can be added to an order.
4. Look up the items rented on the order on this page and add the appropriate cost.
5. Make sure you add the additional charge for coat size 54 or larger found on the bottom of this page.
6. Your total is the normal cost to our customers when renting the order. This does not include any business discounts or price specials.
7. If there is no coat rented on the order, price can be found in the column marked 'Alone'.
8. All orders have an additional \$3.50 damage waiver applied to them.
9. Any additional help can be given by calling our customer service department.
10. Items commonly overlooked that can affect price are optional skinny fit pants, rental jewelry, microfiber shirts, and pocket squares.

Paying Your Invoices (I think all new are prepaid –right? Let's put 30 day open terms last or not at all..

Invoices are sent in red plastic bags hung over the hanger of your orders. Our invoices double as packing lists. Payments can be made to Sarno & Son in three ways. **First, COD.** Please remember all new accounts are COD until Sarno & Son has approved a completed credit application. Our invoices specifically outline amount and date due. **Second, prepay.** Sarno & Son now accepts Master Card and Visa, as well as ACH payments; we also allow customers to prepay their account. Customers avoid costly UPS COD charges by using this method. **Questions regarding your payment terms can be directed to accounts receivable.** If you want to request a credit, send an email to creditdept@sarnotux.com. If you have a question on an invoice, contact customer service at 800-233-1404 option 2 or send an email to customercare@sarnotux.com.

Making Payment on a Canceled Order under request a credit?

If you cancel an order before it leaves our warehouse, there is no charge to you. Orders canceled after shipment or deliveries are subject to a service charge 30.00 per unit plus shipping charges. To receive proper credit, attach a complete credit return slip to the unused rental. Retain the top copy for your records. Please fill in all information requested, such as account code and transaction number and invoice number. There is no credit on partial orders, such as vest & tie only. We do not issue a credit slip. Please note on your payment that you are utilizing your credit.

It is wise to charge your customers a non-refundable security deposit half the amount of the rental at time of ordering, to cover any service charges as well as your time invested.

In Store Organizational Tools

This section deals with ideas and forms that many of our accounts find helpful in organizing the rental process. Since every store organizes their procedures differently, everything in this section is optional. Feel free to use what will work for you and ignore the rest.

Wedding Registration Cards (envelopes)

Our wedding registration envelopes are great tools to organize your rentals and marketing information. On the front of the envelope you can record all of the style information for a wedding party, as well as important information about the wedding itself (what time it is, who the ushers and fathers are). On the back of the envelope you can gather important contact information from the wedding couple.

Order Forms

Sarno & Son order forms fit easily into our wedding registration envelopes, to help you organize wedding party rentals. These forms have space for the appropriate measurements and style codes. As well, they have a rental and return policy printed on each copy. Be sure to have the customer sign this form for your protection. Orders can be called or faxed in. Do Not Mail Orders. To fax an order, be sure to list your account code and rental date, turn the form sideways and fax to (800)889-3678.

Be sure to indicate, on each customer's order form, all sale items such as pocket squares or button covers and any alterations that must be made to the garments. Be certain to obtain a **customer signature** and to fill in the customer's name, address, phone number and drivers' license number. These forms, which provide three copies of the information for each tuxedo rental, can help you keep track of rentals. One copy goes to your customer, one to your bookkeeping/accounting department and one for you to track the rental and its return. It's important to retain these rental slips for tax purposes.

Change Authorization Form the following ones, do we provide samples?

This form acts as a confirmation of changes made to a wedding registration card. It will protect you, if a bride or groom questions a change made to the order. When designing this form, we recommend the form include: the name and date for the wedding party, the name of the person making the change the date the change was made, the name of the store person who assisted in the change, the customer's signature (if the change was made in person), how the change was made (in-store visit, phone, fax, mail or e-mail), and most importantly what changes are to be made. If changes are made to orders that have already been placed with us, please remember to call us and make changes on these orders.

Rental Information Sheet (custom to your location)

Your store hours and policies on initial fitting, final fitting, changes, payment, deposits, cancellation of orders and returns should be clearly posted in your store. Consider putting this information on a sheet that you can hand out to each customer. This is especially important for weddings. Brides and grooms are overwhelmed with all the planning, and a take-away sheet can be very helpful. The more your customers know at the time of initial fitting, the less confusion and questions there will be at the time of pickup.

Exchange Control Sheet

It is a good idea to set up some kind of system to track exchange orders coming into your store. This is especially important when there are different people working in the department. Some stores use an Exchange Control Sheet to log all exchange items needed. Another idea is to keep all slips that have expected change orders in an "incoming box." You can highlight the slip with the item needed as well as list the new transaction number.

Please note: It is best to only give the exchange item to the customer when the original item is in the store. Sometimes when the customer has both items, one gets missed and not returned properly.

Pick up Without Final Fitting Form

Please make every attempt to have your customers try on the tuxedo that they are renting before they leave your store, at the time of pickup. If this is not possible, consider using a form to indicate the importance of trying a tuxedo on as soon as possible, so that necessary changes may be made before your customer is on the plane, walking down the aisle or taking pictures for the prom. This form should have your phone number and store hours, and a place for the customer picking up the tuxedo to sign that he has read and understands the importance of trying on the tuxedo as soon as possible.

Store Signage

It's a good idea to post signage in your store informing your customers of certain policies and procedures. Consider hanging signs in your dressing rooms. You have a captive audience; take advantage of it by hanging signs explaining your return policy, advertising impulse sales such as socks or pocket squares. Avoid handwritten signs; strive for a professional look by printing your signs off a computer and hanging them in an inexpensive frame.

Consider signage by the register explaining your policy on deposits and refunds. This is also a good place to inform your customers when tuxedos are due back for return.

Brochures

Sarno & Son provides brochures to customers in good standing for a nominal charge. Minimum order for all brochures is 50 pieces each. Please call customer service for prices.

The Forgotten Resource ...Your Account Executive

Many businesses fail to grow their business at the maximum potential because they overlook one valuable resource, their sales representative. Our account executives have years of experience in the tuxedo industry and they are more than happy to help you any way they can.

Account Executives can...

- Give advice on the best way to price your suits. Your sales rep keeps current on the local market and can help you determine the best prices to be competitive.
- Educate you and your employees on the best way to
 - Measure a customer.
 - Properly dress your mannequins.
 - Use various marketing techniques to improve your business.
- Help you organize promotions that will attract customers to your store.

Best Practices suggested from fellow Sarno and Son Accounts for Accurate Returns.

- 1) Systematic garment check in which clerk identifies every piece of the order, starting with the tie.
- 2) Check in is performed in front of the customer, not after they have left allowing immediate attention to missing items.
- 3) Use of our returns logs immediately on check in with the only encouraged deviation being the use of the last three or four digits on the barcode instead of coat size. The last digits of a barcode are impossible to duplicate on a coat of a given style & size, proving accurate return by the correct party member & also forcing the account to confirm our labeling which is located near the barcode. Also encourage circling any missing item on the returns log sheet for easy identification & a UPS bar code strip being applied to the page from the box it was returned in.
- 4) A specific area separate from check in & well defined to hold product, especially if your store uses more than one company. Ask for Sarno & Son Returns markers to designate this area!
- 5) A specific cutoff time for calls, texts or emails to be made to customers reminding them to return by closing time & possible late return penalties. I also recommend that if a customer claims it is impossible to make the scheduled return an offer of reduced or complete dismissal of late charges is made provided the garment is returned the following day by a specific time. A warning should also be given that full daily late charges will be applied if a second return date is missed.
- 6) Some store owners successfully use a contract with the Bride & Groom specifying their responsibilities to the successful completion of their order. This contract provides specific expectations of timely fittings, assistance acquiring out of town measurements, responsibility for all wedding party members with late, lost or damaged merchandise & timely return of all garments. Often, the threat of the Bride & Groom losing money for a late return or other charge will result in greater effort to comply with return policies. The return of the deposit following return of all rentals will ...?
- 7) Encourage the Bride & Groom to assign a party member to be responsible for follow up or physical return himself.
- 8) Ensure your store is staffed well enough to handle the returns workload. In the end it will save you money.

Below are 2 examples of how stores manage their return. These 2 examples are from stores who consistently manage their returns with almost no issues.

STORE A

1. Have all tickets that are out on rental placed in a separate file. Attach any replacement tickets with original and staple together, or notate on original ticket what the replacement is.
2. This store uses their own jewelry, whomever takes the return must remove jewelry thus giving the return clerk more time to review the return.
3. Take tie out of the bag and place on a hanger and tighten the strap.
4. If anything is missing clerk notates on ticket and tells customer.
5. Instruct customer that they have to return the item within 24 hours or their credit card will be charged a late fee. Or charge the customer then, and give them 24 hours to return and refund.

- The clerk then places the ticket back in the file, but turns it so it stands up, indicating that something is missing.
- Once everything has been returned, clerk marks ticket returned, dates and initials it.
- Then place ticket in the returned file.

STORE B (can this be printed from wintux web – order status?)

- Creates an EXCEL spreadsheet with everything that is out on rental. See attached example

Week Ending : JANUARY 12, 2019

| RTD | Event | Ticket # Trans # | Name Phone # | Style & Size | Style & Size | Shirt Style & Size | Accs | Shoes | Rental Date | Exchange | Return Date | Return Sign In | Customer Signature |
|-----|-----------------|---------------------|--------------------|--------------|--------------|--------------------|---------|--------|-------------|------------------|-------------|----------------|--------------------|
| | GILBURN WEDDING | 621339 | Jack Gilburn | 151 | 151M | 137 | BSUSP | CCS | Jan 12 | 20700 46XL.SH | 1-16 | CH | [Signature] |
| | | 20637 | 908-907-2746 | 40X-19.5 | 34-46 | XL-7 | | 12M | | | | | |
| | | 621316 | Tom Higgins | 151 | 151M | 137 | BSUSP | CCS | Jan 12 | | 1-13 | CH | [Signature] |
| | | 20615 | 908-839-5501 | 40R-16 | 34-39 | L-3 | | 10.5M | | | 1-14 | WB | [Signature] |
| | | 621308 | Joe Naddeo | 151 | 1514M | 137 | BSUSP | CCS | Jan 12 | | 1-14 | WB | [Signature] |
| | | 20617 | 917-439-2621 | 40R-17.5 | 32-40.5 | M-5 | | 10M | | | | | |
| | | 621306 | Cody Smith | 151 | 151M | 134 | BSUSP | CCS | Jan 12 | | 1-16 | CH | [Signature] |
| | | 20616 | 908-489-6993 | 48R-16.5 | 40-39 | L-5 | | 11.5M | | | | | |
| | | 583991 | Ryan Hirce | 151 | 151M | 137 | BSUSP | CCS | Jan 12 | 20698 48R.SL | 1-14 | GS | [Signature] |
| | | 20584 | 732-693-9171 | 46R-15 | 38-40 | 2XL-5 | | 10.5M | | | | | |
| | | 621320 | Stephen Karoly | 151 | 151M | 137 | BSUSP | CCS | Jan 12 | | 1-14 | WB | [Signature] |
| | | 20623 | 908-616-5995 | 38R-16 | 31-38 | M-3 | | 9M | | | | | |
| | | 583987 | Justin Dattolo | 151 | 151M | 137 | BSUSP | CCS | Jan 12 | | 1-13 | VS | [Signature] |
| | | 20583 | 732-272-6532 | 43R-16.5 | 34-38 | L-3 | | 10.5W | | | | | |
| | | 621312 | Adam DiPasquale | 151 | 151M | 137 | BSUSP | CCS | Jan 12 | | 1-13 | SB | ND |
| | 20619 | 845-480-2945 | 46R-16 | 38-40 | XL-5 | | 10.5M | | | | | | |
| | 583988 | Patrick Moynihan | 151 | 151M | 137 | BSUSP | CCS | Jan 12 | | 1-14 | GS | [Signature] | |
| | 20582 | 732-690-0225 | 44R-17 | 35-38 | XL-5 | | 9.5M | | | | | | |
| | 583935 | John Gilburn | 151 | 151M | 137 | ABVT | CCS | Jan 12 | | 1-16 | CH | [Signature] | |
| | 20610 | 732-995-5901 | 50R-17 | 42-43 | 3XL-7 | | 12M | | | | | | |
| | 621307 | Bill Naddeo | 151 | 151M | 137 | ABVT | CCS | Jan 12 | | 1-14 | WB | [Signature] | |
| | 20618 | 917-494-4944 | 48R-17 | 38-41 | XL-5 | | 12W | | | | | | |
| | EBHS SHOW | 621378 | Max Bassilious | 153 | 153M | 137 | 49MALI | 2001 | Jan 11 | | 1-13 | CH | MB |
| | | 20672 | 732-354-5147 | 40L-19 | 33-44 | M-7 | 49MALIB | 13M | | | | | |
| | | 621379 | Kalen Smith | 558 | 558M | 141 | 48LILC | 2001 | Jan 11 | | 1-14 | WB | KS |
| | | 20673 | 908-3314-6352 | 40R-18 | 31*-41 | L-5 | 48LILCB | 11.5M | | | | | |
| | | 621380 | Zachary Radovanick | 195P | BLTRIM | 137 | 51SLV | RBLK | Jan 11 | | 1-12 | WB | [Signature] |
| | | 20674 | 732-208-4990 | 46S-15.5 | 40-39 | 2XL-3 | 51SLVL | 9W | | | | | |
| | | 621381 | Daniel Buttafuoco | 159 | 159M | 140 | 159V | 2000 | Jan 11 | | 1-14 | GS | DB |
| | | 20675 | 732-967-9783 | 35S-16 | 28-39 | S-3 | 57RYLB | 10.5M | | | | | |
| | | 621386 | Tim Gudzak | 196 | BLTRIM | 137 | 58REGN | 2000 | Jan 11 | | 1-14 | GS | TG |
| | | 20676 | 732-740-6755 | 44XL-19 | 36-43 | XL-7 | 58REGNL | 12W | | | | | |
| | 621383 | Jesse Kohn | 203 | 203M | 141 | 56BFUSS | MBLK | Jan 11 | | 1-18 | TR | [Signature] | |
| | 20681 | 908-415-6311 | 37S-16 | 31-39 | S-3 | 56BFUSB | 10M | | | | | | |

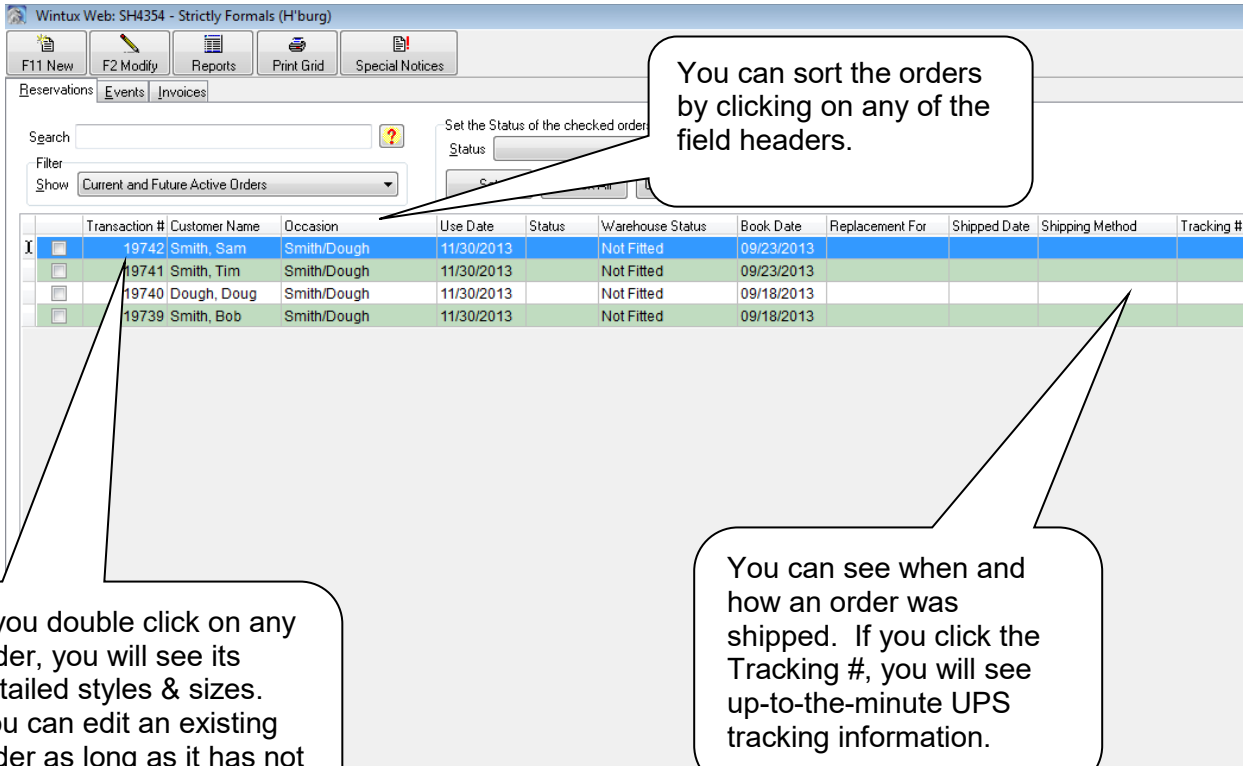
- This notebook is placed at the cash register station.
- When tuxedo is returned the clerk is responsible to take apart the tuxedo to check all items versus what is on the spreadsheet.
- If complete the clerk dates and initials and has the customer initial the sheet.
- Then tuxedo is placed in backroom on the return rail.
- If something is missing the clerk tells the customer.
- The customer is then told that they have to pay for the missing item right then!
- Once found the store will refund the customers
- The clerk is responsible for this process from beginning to the end.
- The store owner or manager later verifies what is on the spreadsheet versus what is in WINTUX.

Using Wintux Web

Double click on the SarnoTux Icon



Upon entering, you will see a screen that lists all of your current and future orders (also known as “reservations.”)



The screenshot shows the Wintux Web interface with a table of reservations. The table has the following columns: Transaction #, Customer Name, Occasion, Use Date, Status, Warehouse Status, Book Date, Replacement For, Shipped Date, Shipping Method, and Tracking #. The first row is highlighted in blue, and the others are green. Callouts provide instructions on how to interact with the table.

| Transaction # | Customer Name | Occasion | Use Date | Status | Warehouse Status | Book Date | Replacement For | Shipped Date | Shipping Method | Tracking # |
|---------------|---------------|-------------|------------|------------|------------------|------------|-----------------|--------------|-----------------|------------|
| 19742 | Smith, Sam | Smith/Dough | 11/30/2013 | Not Fitted | Not Fitted | 09/23/2013 | | | | |
| 19741 | Smith, Tim | Smith/Dough | 11/30/2013 | Not Fitted | Not Fitted | 09/23/2013 | | | | |
| 19740 | Dough, Doug | Smith/Dough | 11/30/2013 | Not Fitted | Not Fitted | 09/18/2013 | | | | |
| 19739 | Smith, Bob | Smith/Dough | 11/30/2013 | Not Fitted | Not Fitted | 09/18/2013 | | | | |

Callout 1: You can sort the orders by clicking on any of the field headers.

Callout 2: If you double click on any order, you will see its detailed styles & sizes. You can edit an existing order as long as it has not finished processing.

Callout 3: You can see when and how an order was shipped. If you click the Tracking #, you will see up-to-the-minute UPS tracking information.

If you click an existing order, or if you click (or press) F11 to create a new order, the order details screen will appear:

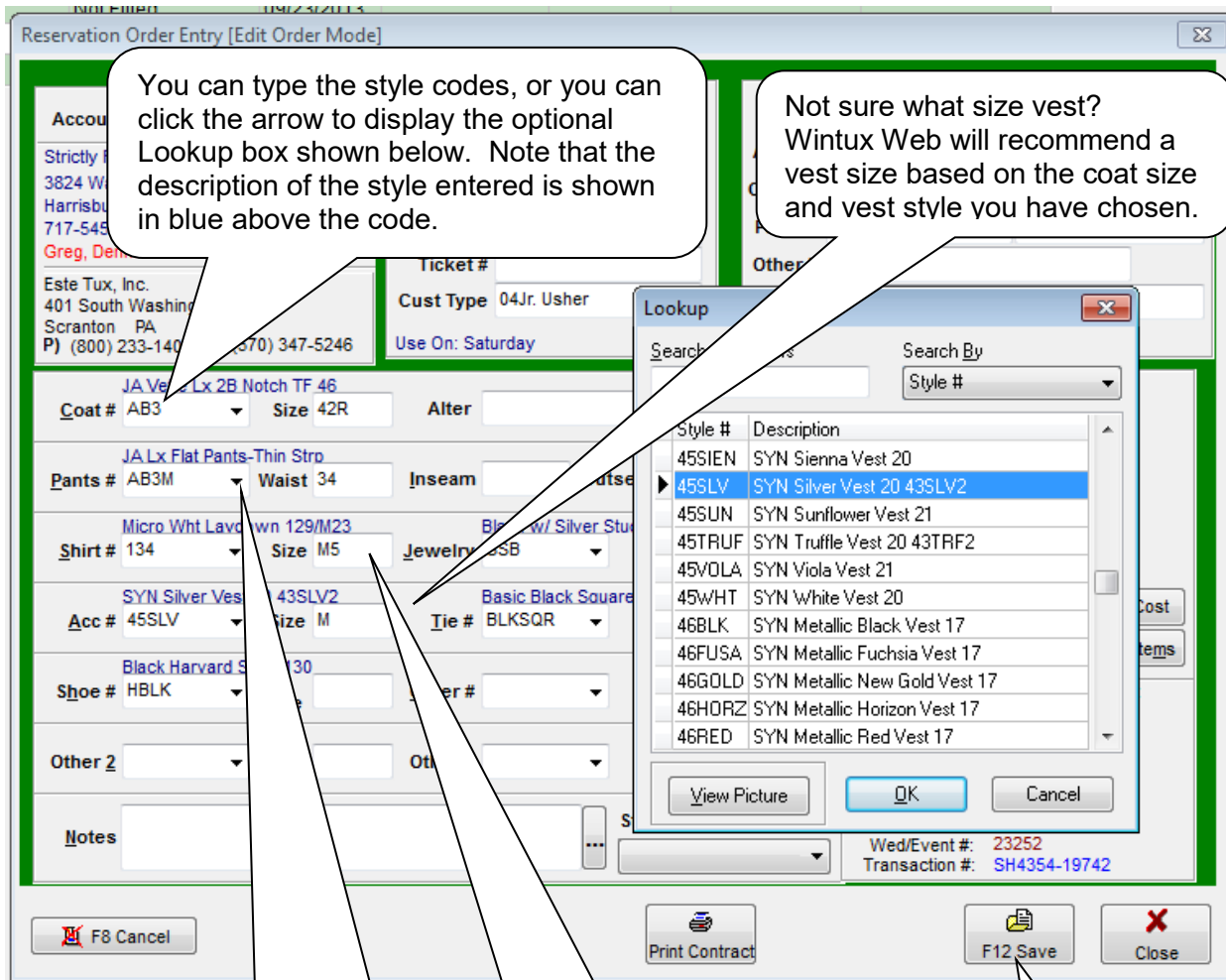
The screenshot shows the 'Reservat' window with the following fields and callouts:

- Account #**: SH4354
- Book/Fit**: WEB
- Use Date**: 11/30/2013
- Occasion**: SMITH/DOUGH
- Ticket #**: (empty)
- Cust Type**: 04Jr. Usher
- Name**: Smith, Sam
- Addr 1/2**: (empty)
- Cty,St,Zp**: (empty)
- Coat #**: AB3
- Pants #**: AB3M
- Shirt #**: 134
- Acc #**: 45SLV
- Shoe #**: HBLK
- Other 2**: (empty)
- Notes**: (empty)
- Status**: (empty)
- Cost**: (button)
- Cost of Goods**: (button)
- Close**: (button)

Callout 1 (top left): Enter the occasion and use date here. If you want Wintux Web to keep track of a PO # to match up with your accounting records, enter that in "Ticket #" below.

Callout 2 (middle right): Only the customer's name is required (last, first). If you prefer, Wintux Web can keep track of his address, ID and phone number so that you don't have to look for this in paper files. Sarno & Son will never contact your customer or give this to anyone!

Callout 3 (bottom center): Only people who know the special password can see your Cost of Goods.



You can type the style codes, or you can click the arrow to display the optional Lookup box shown below. Note that the description of the style entered is shown in blue above the code.

Not sure what size vest? Wintux Web will recommend a vest size based on the coat size and vest style you have chosen.

If you press the space bar, it will automatically give you the style code for the matching pants. Note that Wintux Web changes the pant waist. If you enter 36, 37, or 38, Wintux Web will use 37 – because these are all the same adjustable pant.

If you type the shirt size as "15.5-35," Wintux Web will translate this to the size code "M5".

Don't forget to save your changes! Now you will get a transaction number for new orders.

OK, but how do I know if my styles are available?
 Wintux Web automatically checks availability as you enter each item. If an item is not available, you will automatically get a message that asks you to choose an alternate style or size.

Ordering a Replacement

Once an order has Shipped from our warehouse, you can order replacement item(s) as necessary. Just choose your transaction from the reservation screen and either double click on it or click the F2 Modify button to bring the order up on your screen. Then, click the Create Replacement button:

| | | | |
|--|---------------|-----------------|-----------------------------------|
| Sarno & Son 401 South Washington Ave. Scranton PA 18505 (P) (800) 233-1404 (F) (570) 347-5246 | | Ticket # 584597 | Other ID |
| Cust Type | | Email | <input type="checkbox"/> Txt Msgs |
| IB Blake Nvy 120 T1B Pek 32 Coat # 153 Size 14B Alter 15 78201287 | Price | | |
| IB Navy 120 Trim 0Stp Pants # 153M Waist 24 Inseam Outseam 36 63889437 | Discount | | |
| MF White Laydown OPIts Shirt # 134 Size BLO Jewelry STUD Sizes 59633040 | Damage Waiver | | |
| IB Navy 4B Vest Acc # 153V Size BL Tie # 23BLKB Size B 63674097 0120269918 | Tax | | |
| Monaco Black Patent Shoe # 2000 Size 7 Other # Size 30003789 | Total | | |
| Other 2 Size Other 3 Garm Bag BLUE SmartFormalwear GBLUE Size | Rail: Slot: | | |
| Notes | Status | Rental Items: | |
| <p>If you would like to create a change order click the Create Replacement button</p> | | Date Booked: | |
| <input type="button" value="Print Contract"/> <input type="button" value="Create Replacement"/> <input type="button" value="F12"/> | | Ship By Date: | |
| | | In Stock Date: | |
| | | Status Date: | |
| | | Current Status: | |
| | | Wed/Event #: | |
| | | Transaction #: | |

Wintux Web will then give you a snapshot of your original order

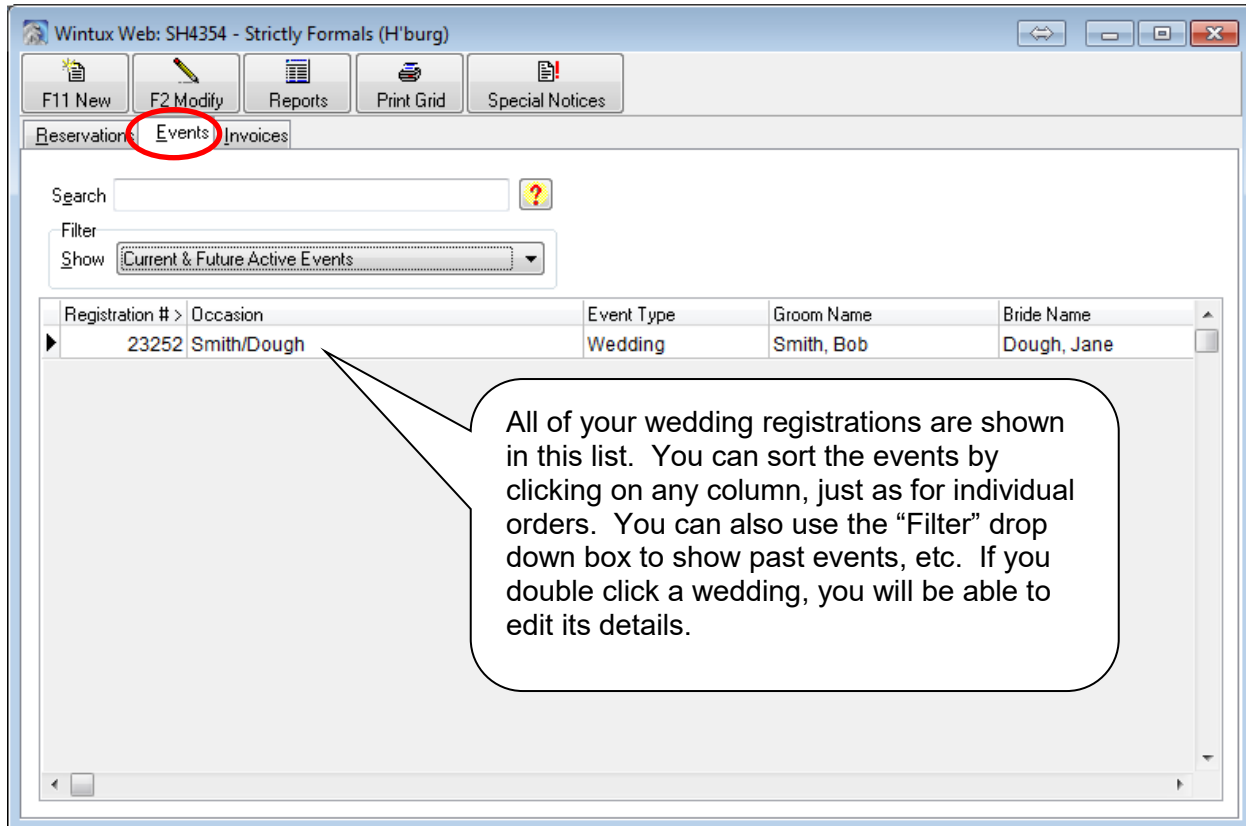
| | | |
|----------------|--------|-------|
| Coat | 153 | 14B |
| Pants | 153M | 24 36 |
| Shirt | 134 | BLO |
| Jewel | STUD | |
| Acc | 153V | BL |
| Tie | 23BLKB | B |
| Shoes | 2000 | 7 |
| Other | | |
| Other 2 | | |
| Other 3 | GBLUE | |

Simply type in the style(s) and size(s) of the replacement item(s) you need, and click on the F12 Save button. Wintux will then give you a transaction number for the replacement order.

Weddings (Events)

While you can enter each groomsman as a separate reservation, it's faster and easier to set up a wedding as an Event. This allows you to keep track of all the people in the wedding, even if they haven't been fitted yet. It also copies the styles from one groomsman to the next so you don't have to keep re-entering that information.

To access Weddings, click the EVENTS tab at the top of the screen.



The screenshot shows the Wintux Web interface with the 'Events' tab selected. The interface includes a search bar, a filter dropdown set to 'Current & Future Active Events', and a table of wedding registrations. A callout box explains that all wedding registrations are shown in this list and can be sorted by clicking on any column. It also notes that double-clicking a wedding allows for editing its details.

| Registration # > | Occasion | Event Type | Groom Name | Bride Name |
|------------------|-------------|------------|------------|-------------|
| 23252 | Smith/Dough | Wedding | Smith, Bob | Dough, Jane |

To create a new Wedding, click the F11 NEW button, or press F11 on your keyboard. Whether you are creating a new wedding or opening an existing wedding, you will see the main Event Information screen, shown below:

Event/Wedding Registration

Registration #: 23252 / SH4354 Book Clerk: WEB Origin: 9/18/2013 Status: **Registered**
 Event Name: Smith/Dough Event Info: Smith, Bob Book: 9/18/2013
 Event Date: 11/30/2013 Dough, Jane Status: 9/18/2013

Wedding / Event Information Members

Groom / Event Information

Name:

Address 1:

Bride Address:

Bride / Event Information

Name:

Address 1:

Address 2:

City, St Zip:

Home #:

Work #:

Email:

Event Details

Account:

Occasion:

Type:

Use Date:

Discount:

Referral Source:

Referral Name:

Event Time:

Event Location:

Location Directions / Notes:

Additional Comments (printed):

Default Styles

Coat:

Pants:

Shirt:

Jewelry:

Accessories:

Tie:

Shoe:

Other:

Other 2:

Other 3:

Request Review Print Close

Enter only as much of the bride and groom's information as you like. This is purely for your records.

Only the event type and use date are required. The remaining information is to help you as needed.

The default styles are typically used for the groomsmen. Each time you add a new member to the wedding, he will be put in these styles until you change them.

After setting up the event information above, click on the MEMBERS tab.

Click or press F11 to add a new member to the wedding party.

AFTER you have added all your members, click on the right corner of the Transaction # box to open the order detail (same as shown above) to enter sizes.

Click to select his role in the wedding. Type his name (last, first). Make any changes to the default styles that were automatically assigned to him when he was created.

| Transaction # | Status | Customer Type | Customer Name | Coat Style # | Pants Style # |
|---------------|------------|---------------|---------------|--------------|---------------|
| SH4354-19739 | Not Fitted | 01Groom | Smith, Bob | AB3 | AB3M |
| SH4354-19740 | Not Fitted | 03Usher | Dough, Doug | AB3 | AB3M |
| SH4354-19741 | Not Fitted | 03Usher | Smith, Tim | AB3 | AB3M |
| SH4354-19742 | Not Fitted | 04Jr. Usher | Smith, Sam | AB3 | AB3M |

Request Review Print Registry Undo F12 Save Close

If you scroll to the right, you will see pricing information and more.

Using Wintux Web to Manage your Tuxedo Business

Back to the Reservations screen (where we started) ...

The screenshot shows the Wintux Web interface for 'Strictly Formals (H'burg)'. At the top, there are navigation buttons: F11 New, F2 Modify, Reports, Print Grid, and Special Notices. Below these are tabs for Reservations, Events, and Invoices. A search bar is present, followed by a filter dropdown menu currently set to 'Current and Future Active Orders'. A callout box points to this dropdown with the text: 'You can change the criteria used to display orders in the grid below by using this drop down box. The options are self-explanatory and very useful. Try it now.' The main grid displays a list of orders with columns: Use Date, Status, Warehouse Status, Book Date, Replacement For, Shipped Date, Shipping Method, and Tracking #. The first few rows show orders with 'Not Fitted' status and various book dates.

Optional - Status Tracking

You can use Wintux Web to eliminate clipboards full of notes that tell you which tuxedos you have and which ones you are waiting to receive from Sarno & Son. You can also use Wintux Web to monitor which groomsmen have yet to send you their measurements!

This screenshot shows the same Wintux Web interface, but with the 'Status' dropdown menu open. The dropdown options are: Ready for Pickup, Out on Rental, Customer Returned, and Returned <none>. A callout box points to the 'Ready for Pickup' option with the text: 'Optional feature: put a check in the box next to the orders you wish to update, then use this Status drop down box to change the status of all those orders. Click SET.' The main grid shows a list of orders with checkboxes in the first column. The first two rows have their checkboxes checked, indicating they are ready for pickup. The columns are: Transaction #, Customer Name, Occasion, Use Date, Status, Book Date, Replacement For, Shipped Date, and Shipping Method.

What is this used for?

When you receive orders via FedEx, UPS or Truck, we encourage you to mark those orders as "ready for pickup". Now, if you use the "Filter" box above, you can easily see which orders you have yet to receive from Sarno & Son by changing the filter to "This Week's Orders – Not shipped or – In transit."

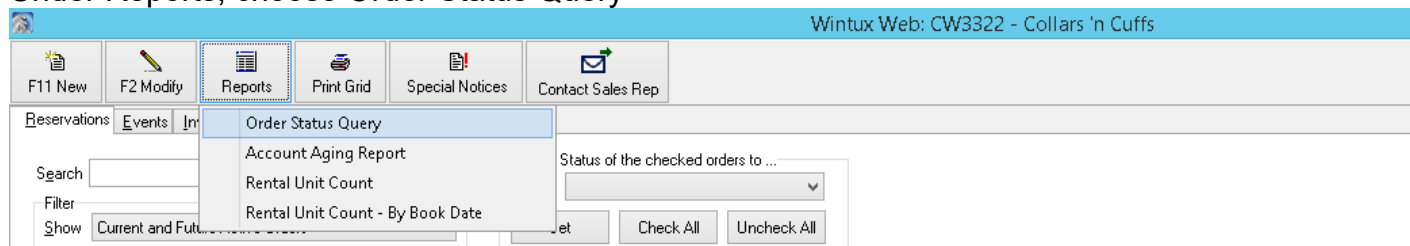
When your customer arrives to try on and pickup his tuxedo, you can mark his order as "Out on Rental." When your customer returns his tuxedo to you, you can mark the order

as “Customer Returned.” This allows you to use the Filter to easily determine which customers have not returned their tuxedos to you by selecting “This week’s orders – Out on rental.” These are the people you should call on Monday evening and say “This is a reminder to return your tuxedo today to avoid late fees!”

You can also change the status to “returned” right before you box them up and ship them back to Sarno & Son (or give them to the Sarno & Son driver).

Tracking your Orders from the Warehouse

Under Reports, choose Order Status Query

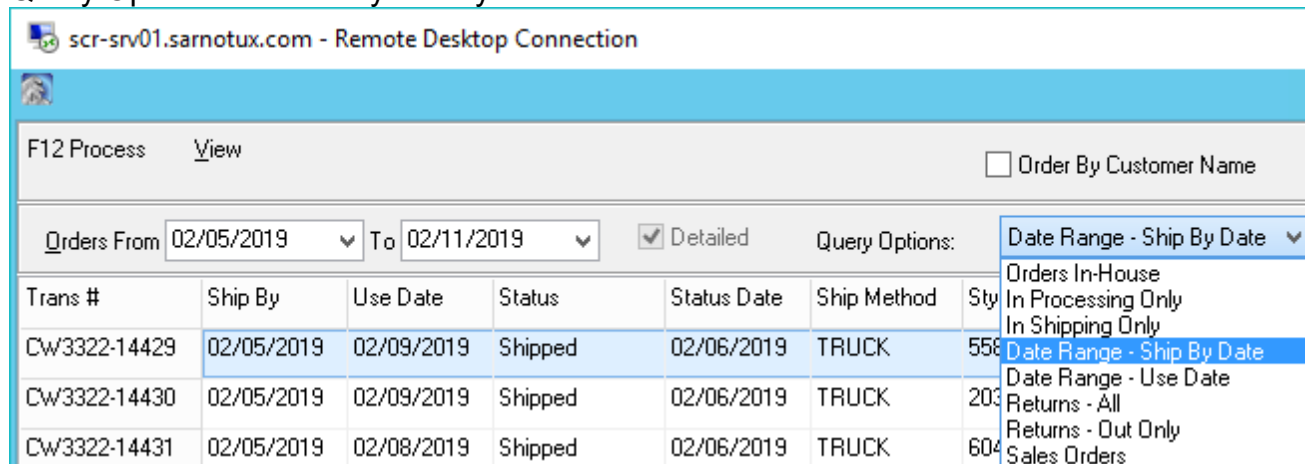


This screen gives you a number of options to track your orders.

The screenshot shows the 'Order Status' screen with a list of orders. The 'Query Options' dropdown is set to 'Date Range - Ship By Date'. The table below shows the data for several orders.

| Trans # | Ship By | Use Date | Status | Status Date | Ship Method | Style | Size | Contents | Ticket # | Customer |
|--------------|------------|------------|---------|-------------|-------------|-------|------|-------------|----------|----------|
| CW3322-14429 | 02/05/2019 | 02/09/2019 | Shipped | 02/06/2019 | TRUCK | 558 | 41R | CATATO | 393510 | Stephen |
| CW3322-14430 | 02/05/2019 | 02/09/2019 | Shipped | 02/06/2019 | TRUCK | 203 | 41R | CATATO | 393511 | Stephen |
| CW3322-14431 | 02/05/2019 | 02/08/2019 | Shipped | 02/06/2019 | TRUCK | 604 | 44S | CPSHATJ00 | 393520 | Roland |
| CW3322-14433 | 02/05/2019 | 02/09/2019 | Shipped | 02/06/2019 | TRUCK | 203 | 48R | CATTTO | 393531 | Maicel |
| CW3322-14434 | 02/05/2019 | 02/09/2019 | Shipped | 02/06/2019 | TRUCK | 201 | 50R | CATTTO | | |
| CW3322-14435 | 02/05/2019 | 02/10/2019 | Shipped | 02/06/2019 | TRUCK | 156 | 39R | CPSHATS0J00 | 393535 | Len |
| CW3322-14436 | 02/05/2019 | 02/10/2019 | Shipped | 02/06/2019 | TRUCK | 205 | 46R | CPSHATS0J00 | 393532 | Stephen |
| CW3322-14437 | 02/05/2019 | 02/10/2019 | Shipped | 02/06/2019 | TRUCK | 557 | 40R | CPSHATS0J00 | 584889 | Phil |
| CW3322-14438 | 02/05/2019 | 02/10/2019 | Shipped | 02/06/2019 | TRUCK | 561 | 40X | CPSHATS0J00 | 393534 | Matt |

Query Options has filters you may choose from to view different sets of orders

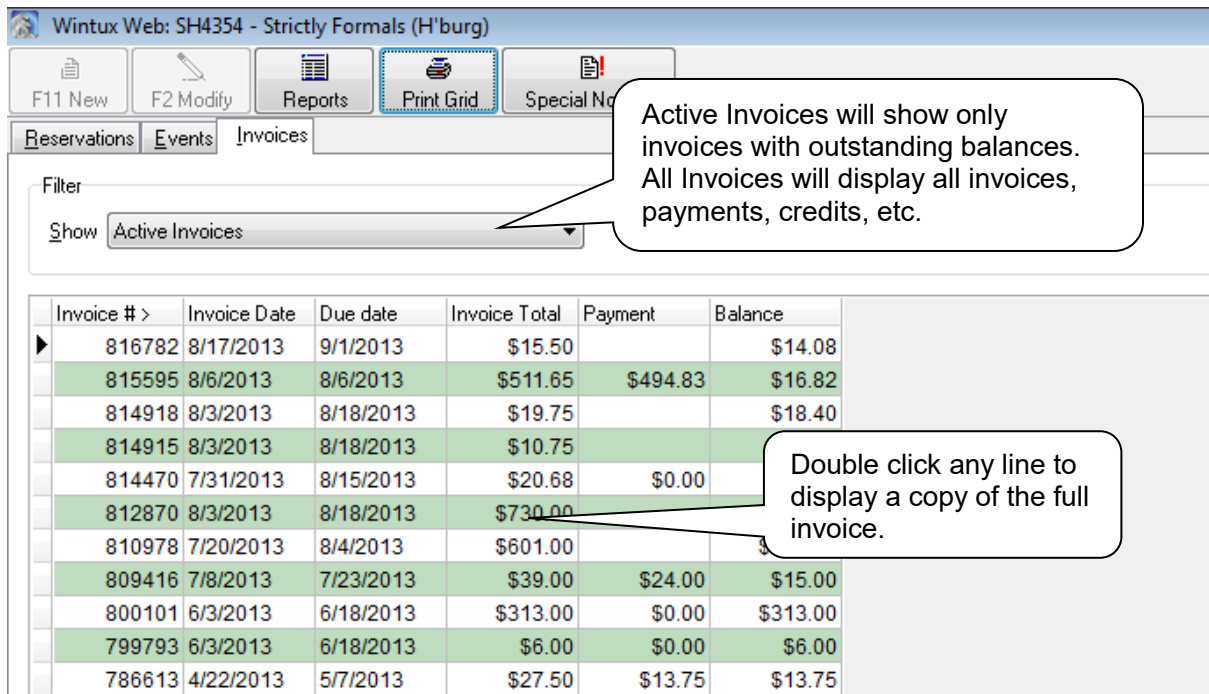


Once you choose which filter you wish to view, click on F12 Process (near the top left corner of your screen), and Wintux Web will display the orders matching that filter).

The Returns – Out Only filter will show which of your orders have (or have not) returned to the warehouse.

Invoices

Only employees who know your special password will be able to access this section. Here you can view up-to-the-minute information about your account. Note that COD payments collected by UPS or FedEx require a 2 week processing period before payments are applied in our accounting system



The screenshot shows the Wintux Web interface for 'Strictly Formals (H'burg)'. The 'Invoices' tab is selected, and the 'Filter' dropdown is set to 'Active Invoices'. A table displays a list of invoices with columns for Invoice #, Invoice Date, Due date, Invoice Total, Payment, and Balance. Two callout boxes provide instructions: one points to the 'Active Invoices' filter, stating that it shows only invoices with outstanding balances, while the 'All Invoices' filter shows all invoices, payments, credits, etc.; the other points to a row in the table, stating that double-clicking any line displays a copy of the full invoice.

| Invoice # > | Invoice Date | Due date | Invoice Total | Payment | Balance |
|-------------|--------------|-----------|---------------|----------|----------|
| 816782 | 8/17/2013 | 9/1/2013 | \$15.50 | | \$14.08 |
| 815595 | 8/6/2013 | 8/6/2013 | \$511.65 | \$494.83 | \$16.82 |
| 814918 | 8/3/2013 | 8/18/2013 | \$19.75 | | \$18.40 |
| 814915 | 8/3/2013 | 8/18/2013 | \$10.75 | | |
| 814470 | 7/31/2013 | 8/15/2013 | \$20.68 | \$0.00 | |
| 812870 | 8/3/2013 | 8/18/2013 | \$730.00 | | |
| 810978 | 7/20/2013 | 8/4/2013 | \$601.00 | | \$ |
| 809416 | 7/8/2013 | 7/23/2013 | \$39.00 | \$24.00 | \$15.00 |
| 800101 | 6/3/2013 | 6/18/2013 | \$313.00 | \$0.00 | \$313.00 |
| 799793 | 6/3/2013 | 6/18/2013 | \$6.00 | \$0.00 | \$6.00 |
| 786613 | 4/22/2013 | 5/7/2013 | \$27.50 | \$13.75 | \$13.75 |

Help is always available!

Our Customer Service Team can share your screen from our office and help you learn how to use Wintux Web. We want to make it easy for you to access your orders and weddings. Please call 800-233-1404 for assistance at any time!

Sarno and Son Shipping Report

Account: BH5321 Mike

Below is a list of orders shipped for your account today. Thank you for the opportunity to serve you!

For COD customers, amount due for this delivery is **\$0.00**

| Trans # | Customer Name | Ticket # | Use Date | Shipping Method | Tracking # |
|--------------|------------------|----------|-----------|-----------------|------------|
| BH5321-21808 | Strong, Mike | 553822 | 3/9/2019 | TRUCK | |
| BH5321-21810 | Christopher | | 3/9/2019 | TRUCK | |
| BH5321-21811 | Squires, Griffen | R-640424 | 3/15/2019 | TRUCK | |
| BH5321-21812 | Lacorazza, Mike | 640436 | 3/9/2019 | TRUCK | |
| BH5321-21813 | Huber, Steve | R-640429 | 3/9/2019 | TRUCK | |

Sarno and Son | 401 S. Washington Ave., Scranton, PA 18505 | 800-233-1404 | www.sarnotux.com

Sarno And Son Daily Orders Placed

Account: SB7566 Mike

Below is a list of orders placed for your account today. Thank you for the opportunity to serve you! Please review the list and reply to this email or call us at 800-233-1404 if we need to make any corrections.

| Trans # Use Date | Customer Name & Occasion | Coat | Pants | Shirt | Accsy | Tie | Shoe | Other |
|------------------------|-----------------------------|------------|---------------|-------|-------|-----|------|-------|
| SB7566-880 3/8/2019 | Tom S | 157 42L | 153M 37-44 | | | | | |

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Event Dates and Order Dates Do Not Match For Your Stores

| Order # | Order Use Date | Event Use Date | Event Occasion | Event # |
|--------------|----------------|----------------|-----------------|---------|
| DW8500-12856 | 4/6/2019 | 4/11/2019 | Bracken/Sooklal | 72864 |

This is an important issue that needs your immediate attention! Above is a list of orders from your stores with use dates that do not match the event use date. This is serious error that will cause their rental orders to be shipped on the wrong date. Please fix this right away!

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Sarno And Son Orders Not Returned

Account: AA6263 mike

Below is a list of **complete orders** that were due back on or before today but have not been returned to our warehouse. During winter months there may be changes in your truck delivery or these orders may be in transit with UPS or FED EX. If they have not been shipped back, or picked up by our truck, please locate and return as soon as possible. Every late return can mean a future delay! **Please return these items promptly to avoid further late fees.** If you have questions or if you need an ARS label, please reply to this email or call us at 800-233-1404 Ext. 119.

Notice of individual late items like shirts, accessories or shoes will be addressed separately by yellow invoice mailed to your store. We appreciate your help in assuring proper flow of rental merchandise.

| Trans # Use Date | Customer Occasion | Coat Style/Size | Barcode | Description | Due Date |
|-----------------------------|------------------------------|----------------------------|----------------|-------------------------------|-----------------|
| AA6263-7007 3/2/2019 | Daniel GTO | 162 43L | 2011435924 | IB Mason Blk 120 2B Ntc 58 | 3/7/2019 |
| AA6263-7008 3/2/2019 | Dnaiel GTO | 155 43L | 78190737 | IB Chandler Blk120 T1B Shl 76 | 3/7/2019 |

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