So What Can the TrAce App Do for You?

- Provides you a two way direct link to your uniform provider.

- Saves you from having to run into your company contact, ask questions and wait on a response.

- Get text notification that requested services have taken place, such as repairs or replacements.

- Get text notification weekly of what's being delivered that day.

- Allows you to request repairs directly.

- Allows you to request size changes directly to Ace (requires customer approval).

- Allows you to request the Ace rep see you on next delivery.

- Allows you to request upgrades or replacements directly (pending inspection and approval).

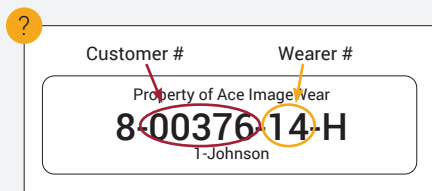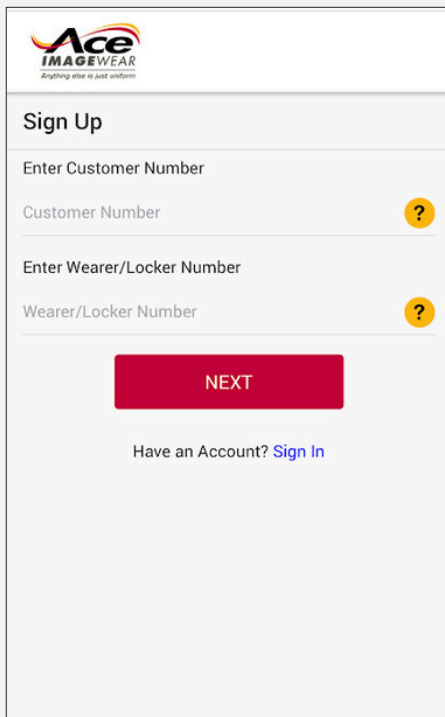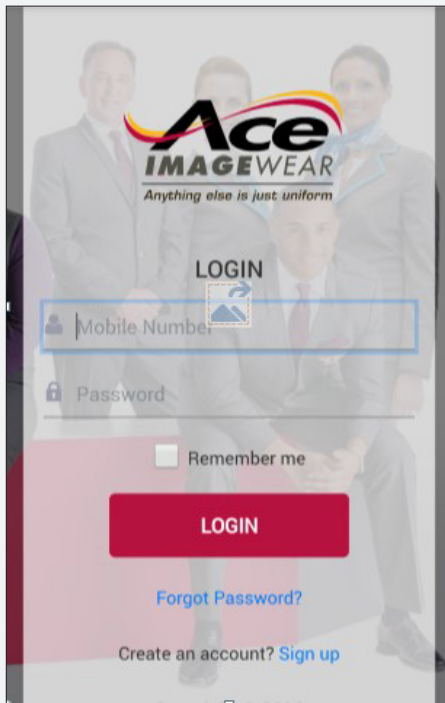- Allows you to call our Customer Service desk directly for unresolved issues or questions.

FOR EVERY UNIFORM QUESTION

Yep, There's an App for That!

Ace IMAGEWEAR

Anything else is just uniform

To Create New User

STEP 1

From your phone's web browser,
go to www.tracekc.aceimagewear.com
Select **Sign Up**.

STEP 2

Enter the Customer # (all 5 digits) from your
ID label. If you don't know where this is, hit the
? mark button.

STEP 3

Enter your wearer #
Once you hit **Next**, your name should appear.

Sign Up

Enter Customer Number

00501

Enter Wearer/Locker Number

28

| Company Name: | Ace ImageWear |
| Name: | Ronnie Seltmann |

Enter Mobile Number

816-716-1412

Enter OTP (One-Time Password)

Enter the received OTP   Resend

CONFIRM

STEP 4

1. Enter your mobile number

2. System will automatically send you a one time password via text.

00501

Enter Wearer/Locker Number

28

| Company Name: | Ace ImageWear |
| Name: | Ronnie Seltmann |

Enter Mobile Number

816-716-1412

Enter OTP (One-Time Password)

814638   Resend

CONFIRM

RESET

STEP 5

Enter the One Time Password (OTP) and **Confirm**.

1. Create a password, note Password Rules: *"Password must include at least one Special Character, one Number, one Uppercase and one Lowercase."*

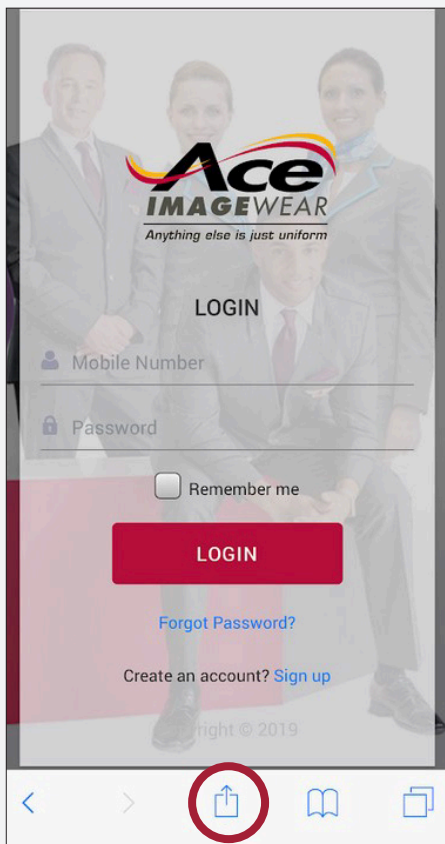2. Type the new password a second time to confirm and tap **Register**.

1. System confirms successful registration.
2. Tap **Sign In** to take you back to the login screen.
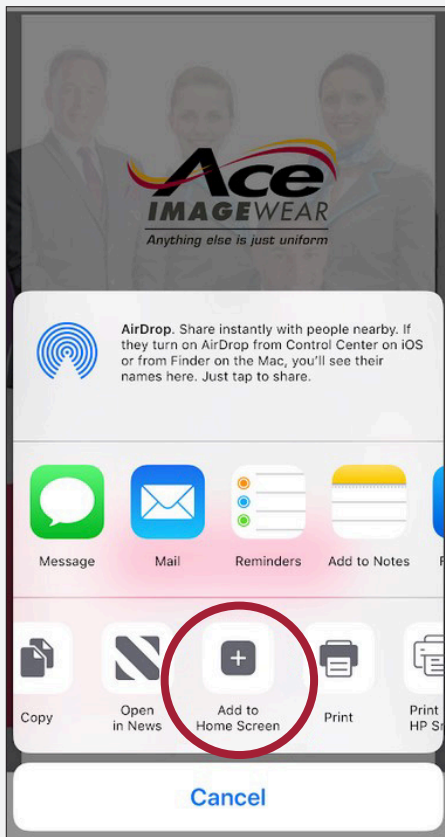
To Set The Icon App On An iPhone

STEP 1

When the web page initially loads, the bottom options appear, select the one circled.
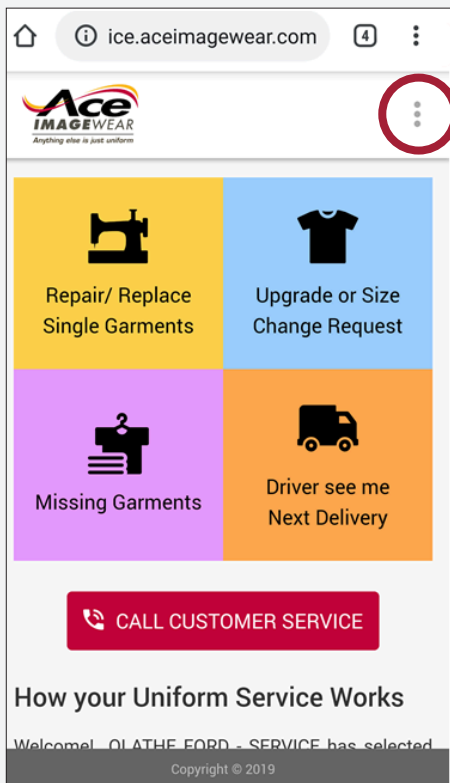
STEP 2

Select the **Add to Home Screen** option.
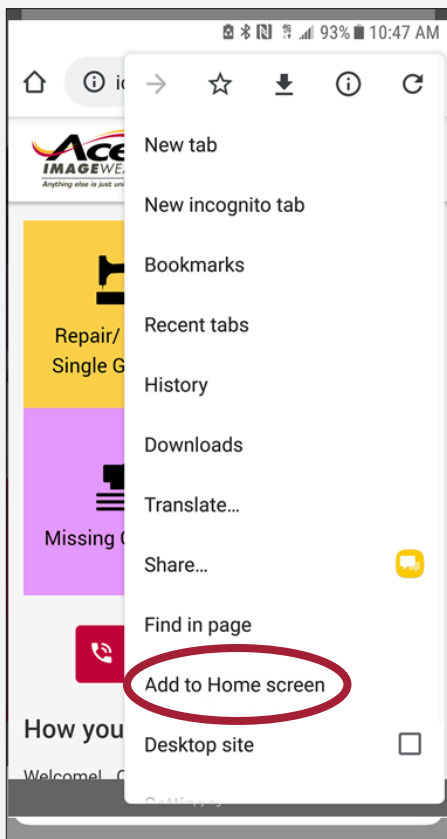
To Set The Icon App On An Android

STEP 1

Tap on the **3 vertical buttons** at the top right portion of the screen. Options will appear.
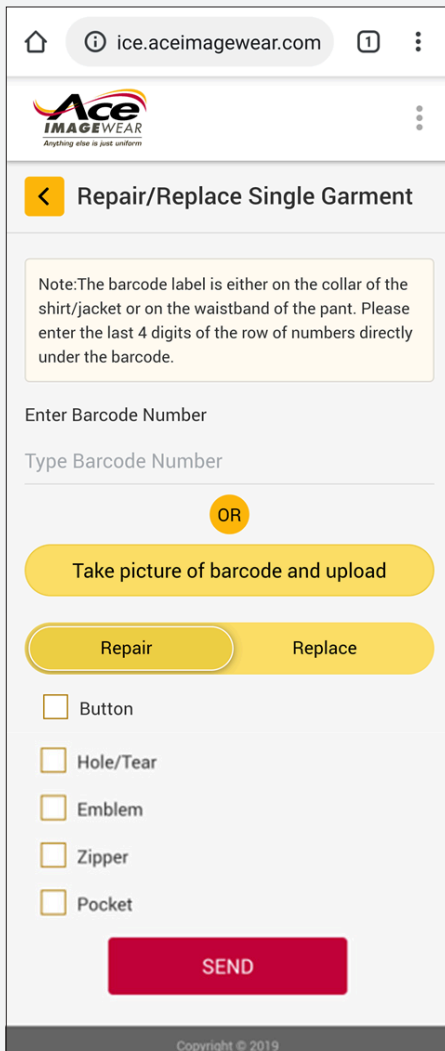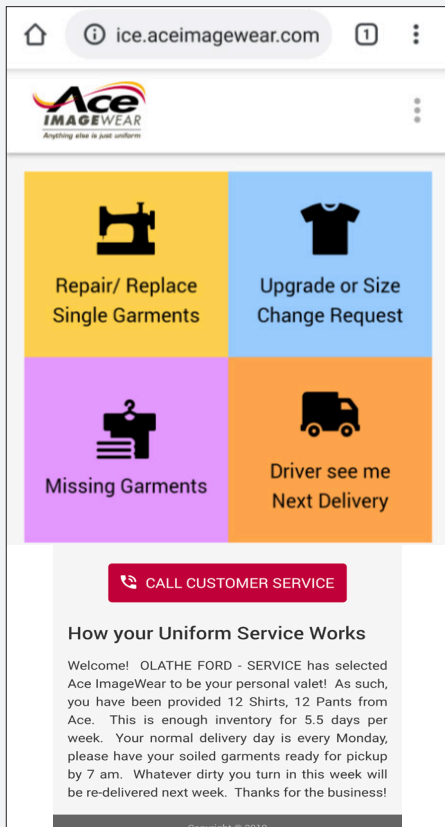
STEP 2

Select the **Add to Home Screen** option.

How To Use The TrAce App

MENU SCREEN

Click which service you need. Repair/replace your garment, request size change, report missing garments or request that the driver sees you at the next delivery. You always have the option to click to call customer service, too.

REPAIR/REPLACE

Provide details of the garment you need repaired or replaced. Fill out information requested and submit.

How To Use The TrAce App

UPGRADE/SIZE CHANGE REQUEST

Select which garments need upgrades or size changes and complete request options on the screen. Note: all requests are subject to your company's approval prior to fulfillment..

How To Use The TrAce App

MISSING GARMENT

Report missing garments by selecting garment type.

Add comments to provide any additional details.

DRIVER SEE ME NEXT DELIVERY

Request to speak to your Ace Route Service Representative during your next delivery. Provide your message and details in the comment section and send.