

FOR EVERY UNIFORM QUESTION

Yep, There's an
App for That!

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.

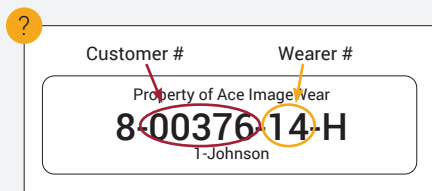
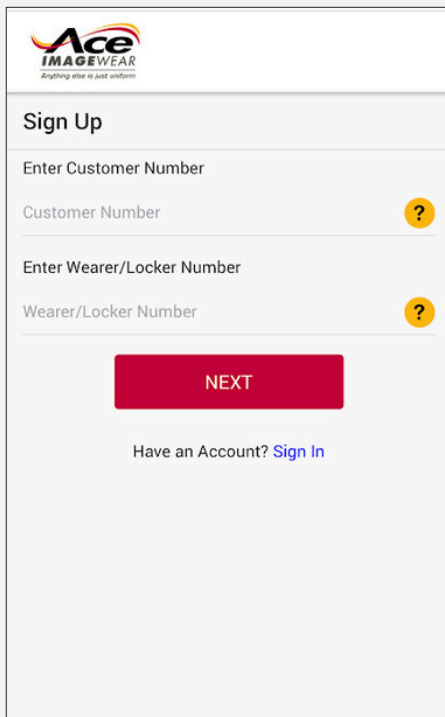
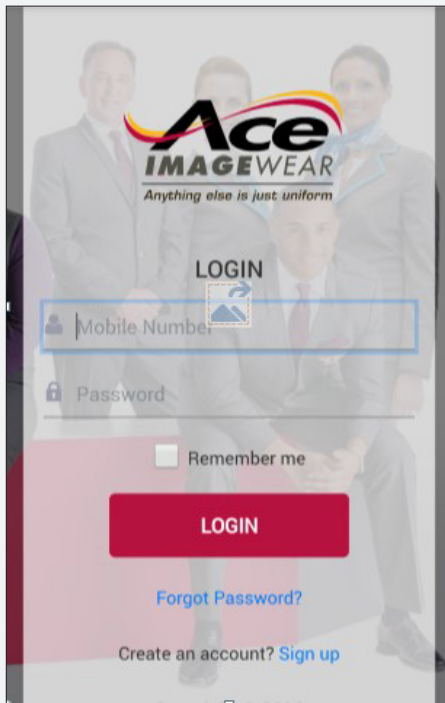




To Create **New User**

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.



Success
OTP(One-Time Password) sent successfully

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

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 4

1. Enter your mobile number
2. System will automatically send you a one time password via text.

STEP 5

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



Ace
IMAGEWEAR
Anything else is just uniform

Name: Ronnie Seltmann

Enter Mobile Number

816-716-1412

Create Password

●●●●●●●●

●●●●●●●●

"Password must include at least one Special Character, one Number, one Uppercase, and one Lowercase"

REGISTER

RESET

Have an Account? [Sign In](#)

Success ×

Thank you for registering! Please login using your Mobile Number and Password.

Name: Ronnie Seltmann

Enter Mobile Number **OK**

816-716-1412

Create Password

●●●●●●●●

●●●●●●●●

"Password must include at least one Special Character, one Number, one Uppercase, and one Lowercase"

REGISTER

RESET

Have an Account? [Sign In](#)

STEP 6

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**.

STEP 7

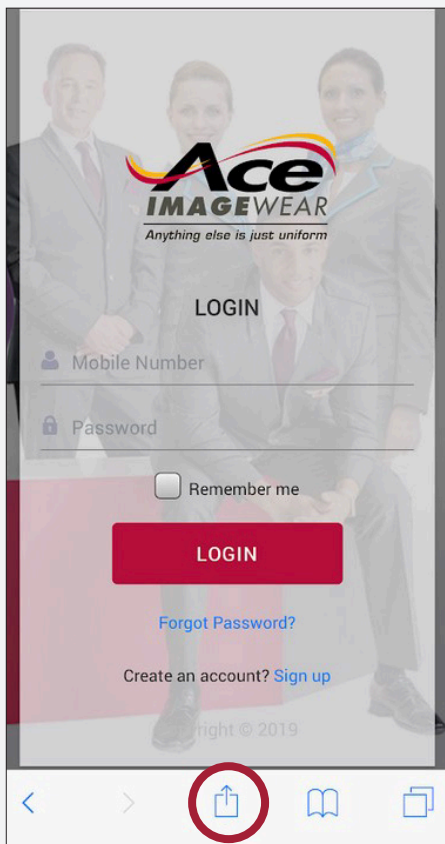
1. System confirms successful registration.
2. Tap **Sign In** to take you back to the login screen.



To Set The Icon App On An iPhone

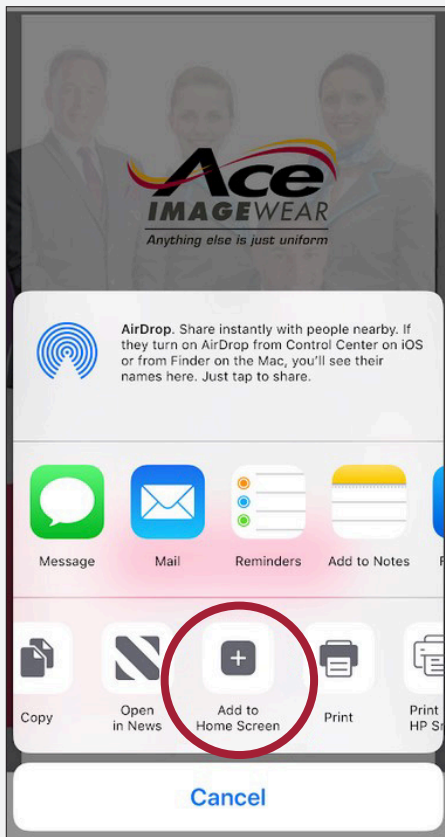
STEP 1

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



STEP 2

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

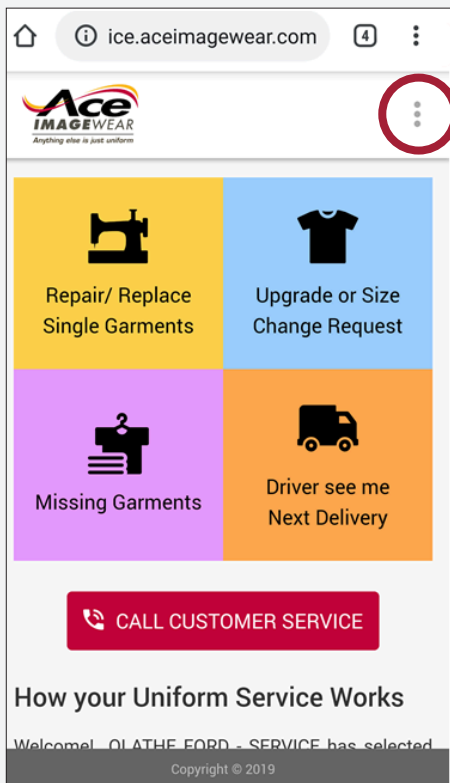




To Set The Icon App On An Android

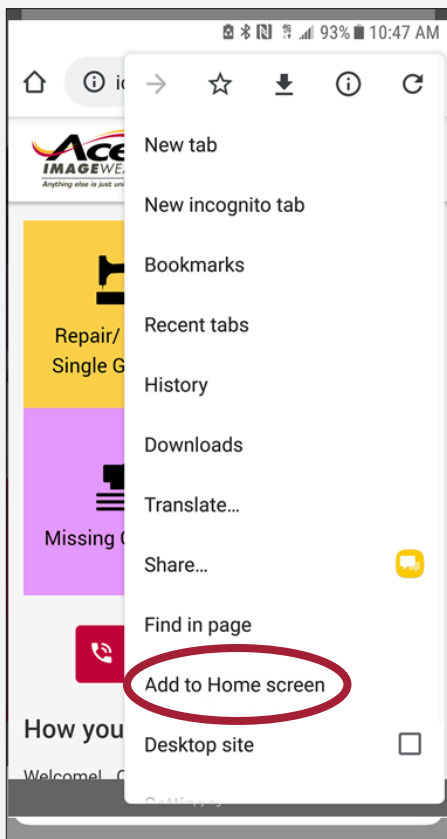
STEP 1

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.

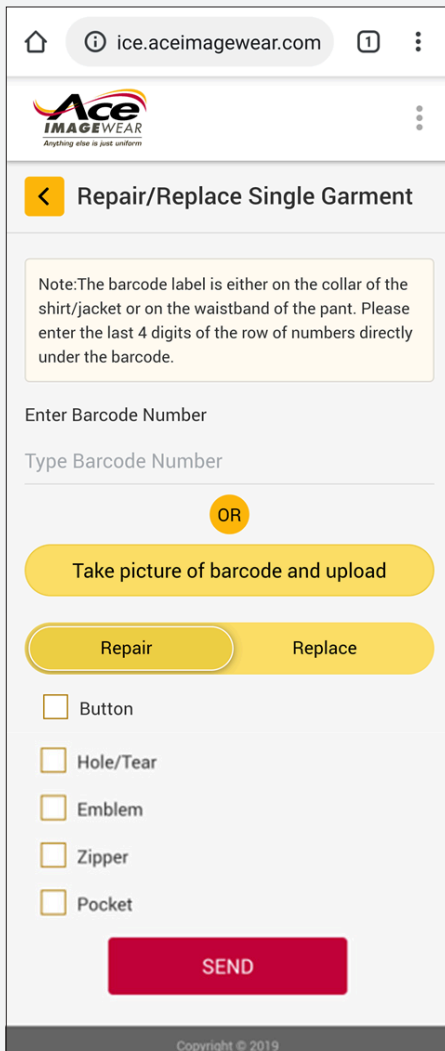
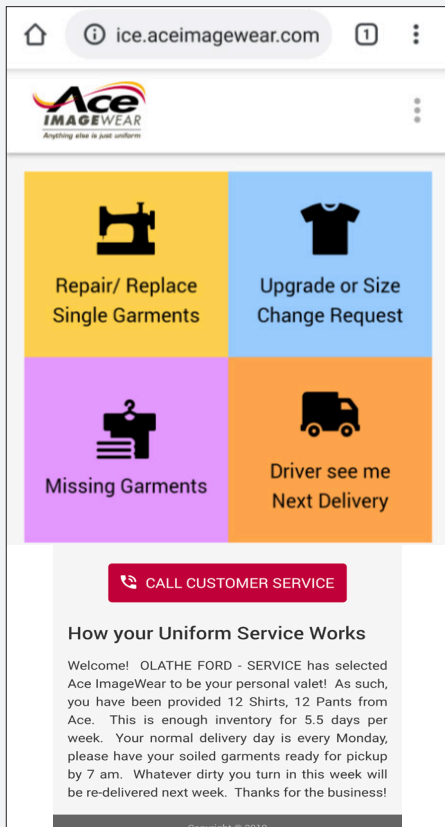




How To Use The TrAce App

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.

ice.aceimagewear.com

Ace IMAGEWEAR
Anything else is just uniform

Upgrade/Size Change Request

Note: Service requests are subject to approval of the company's Customer Contact

Shirt
 Pant
 Jacket
 Coverall

Check All that apply

Change Shirt/Jacket/Coverall size

No Change
 1 size larger
 1 size smaller

Change all sleeve length to

No Change
 Short
 Regular
 Tall Long

Change all sleeve length to

No Change
 Short
 Regular
 Tall Long

Change pant waist to

No Change
 1 size smaller
 1 size larger

Change pant inseam

Longer
 Shorter

Upgrade request(Garment worn out)

Yes
 No

SEND

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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.

A screenshot of a mobile web browser showing the "Missing Garment" form. The browser address bar shows "ice.aceimagewear.com". The page header features the "Ace IMAGEWEAR" logo with the tagline "Anything else is just uniform". The form title is "Missing Garment" with a back arrow. A note states: "Note: You are currently assigned the following: 12 Shirts, 12 Pants. This is enough for 5.5 days per week of service." Below the note are four dropdown menus: "Shirt Missing" (0), "Pant Missing" (0), "Jacket Missing" (0), and "Coverall Missing" (0). A "Comment" text area is at the bottom. A footer bar contains "Copyright © 2019".A screenshot of a mobile web browser showing the "Driver see me next delivery" form. The browser address bar shows "ice.aceimagewear.com". The page header features the "Ace IMAGEWEAR" logo with the tagline "Anything else is just uniform". The form title is "Driver see me next delivery" with a back arrow. Below the title is a "Your Message" text area. At the bottom of the form is a red "SEND" button. A footer bar contains "Copyright © 2019".

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.