



**Farm Credit Services
of America**

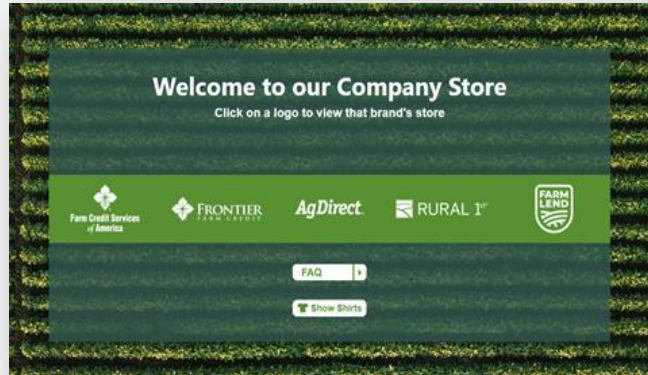
ICOSTORE COMPANY STORE OVERVIEW

ICOSTORE HIGHLIGHTS

- Access to more brands and product selection
- Ability to add new apparel brands and bulk promo items
- Some items have no minimum order quantities (you can order 1,5 or 100 of an item)
- Some items have larger minimum order quantities which provides a better price point than if you order one or two items
- Single sign-on

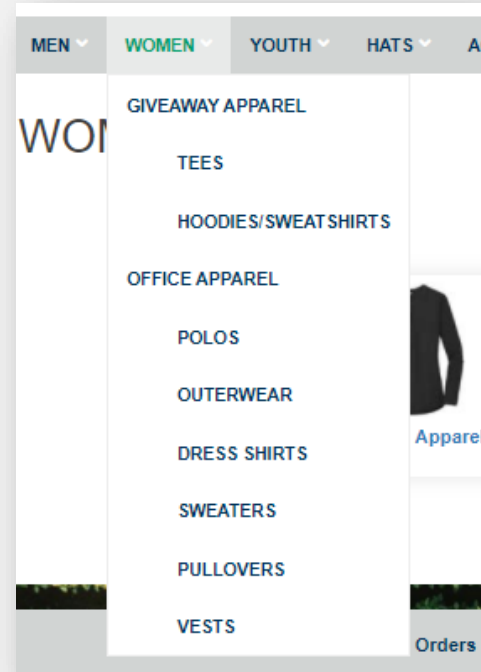
ACCESSING THE COMPANY STORE

- From Access America, select [Company Store](#)
- You will be taken to the Company Store landing page that has information on special order vendors and Lands End, in addition to the link to our main Company Store
- Click on a logo to view items for that brand. Items vary slightly for each brand.



AG WORKS HERE CUSTOMER MERCHANDISE

- Giveaway apparel for customers with the “Agriculture Works Here” tagline is available under:
 - Mens Giveaway Apparel
 - Womens Giveaway Apparel
 - Youth

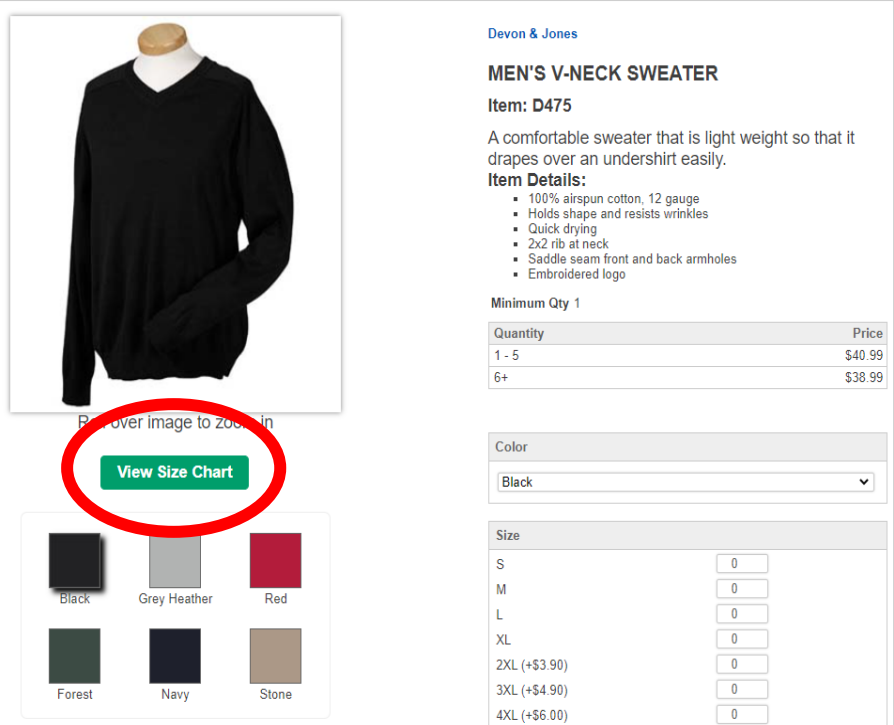


OFFICE APPAREL

- Office attire is located under the Mens and Womens sections under “Office Apparel”
- Each teammate can choose one apparel item each year
- New employees can order two apparel items
- Use the side navigation to sort
- Items for customers can be ordered from this section but they will not have the “Ag Works Here” logo
- Remember that Lands End is also an option for branded office apparel

APPAREL ITEM SELECTION

- Select item
- Select color
- Enter quantity next to desired size
- **Review size chart before ordering**
- Choose logo placement if that is an option for your chosen item
- Scroll down to see if there are any customer reviews



Devon & Jones

MEN'S V-NECK SWEATER

Item: D475

A comfortable sweater that is light weight so that it drapes over an undershirt easily.

Item Details:

- 100% airspun cotton, 12 gauge
- Holds shape and resists wrinkles
- Quick drying
- 2x2 rib at neck
- Saddle seam front and back armholes
- Embroidered logo

Minimum Qty 1

Quantity	Price
1 - 5	\$40.99
6+	\$38.99

Color

Black

Size

S

M

L

XL

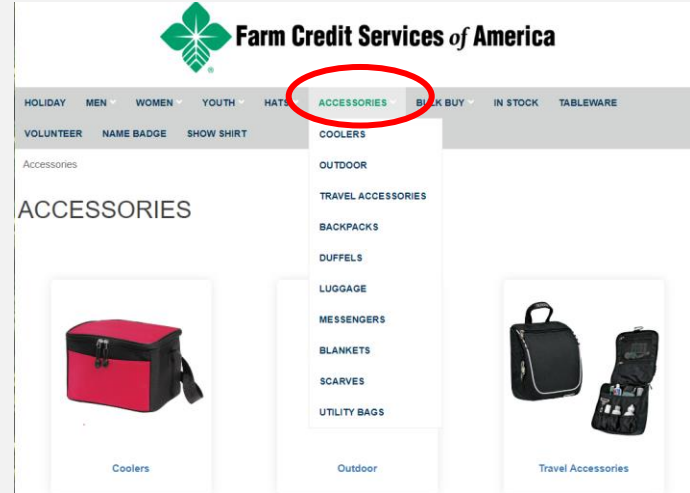
2XL (+\$3.90)

3XL (+\$4.90)

4XL (+\$6.00)

ACCESSORIES

- This section has a variety of bags, coolers and travel accessories
- A few items in this category require a minimum order of more than one piece, but most do not



IN-STOCK ITEMS




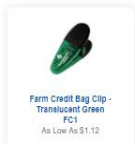


- In-stock items are a selection of popular items that are already branded and held in inventory for a faster turnaround
- Available items vary by brand

MEN'S LADIES' YOUTH HATS ACCESSORIES PROMO ITEMS **IN STOCK** TABLEWARE VOLUNTEER

All items in this category have a minimum of 1 piece. In stock items ship within 2 business days from Tempe, AZ. If in stock items are needed by a specific date, please add your date to the Special Instructions area at checkout.

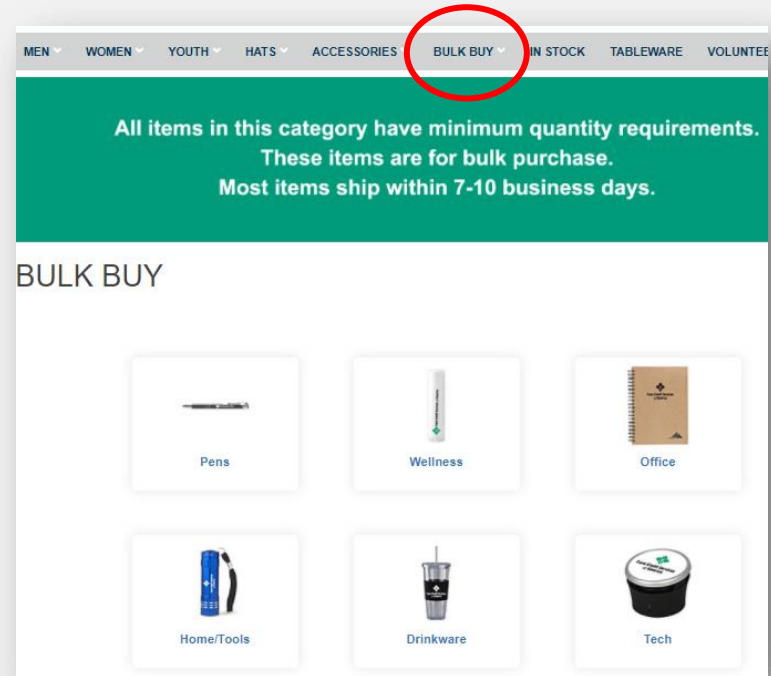
IN STOCK

10 item found Sort By Price Low To High

 <p>Farm Credit Adhesive Business Card Holder w/Calendar FC1 As Low As \$0.82</p>	 <p>Farm Credit Mardi Gras Grip Pen - Green FC1 As Low As \$0.66</p>	 <p>Farm Credit Beverage Wrench - Silver FC1 As Low As \$1.11</p>
 <p>Farm Credit Bag Clip - Translucent Green FC1 As Low As \$1.12</p>	 <p>Farm Credit Monthly Pocket Planner FC1 As Low As \$1.47</p>	 <p>Farm Credit Tall Golf Tees - White (10/Pkg.) FC1 As Low As \$1.88</p>

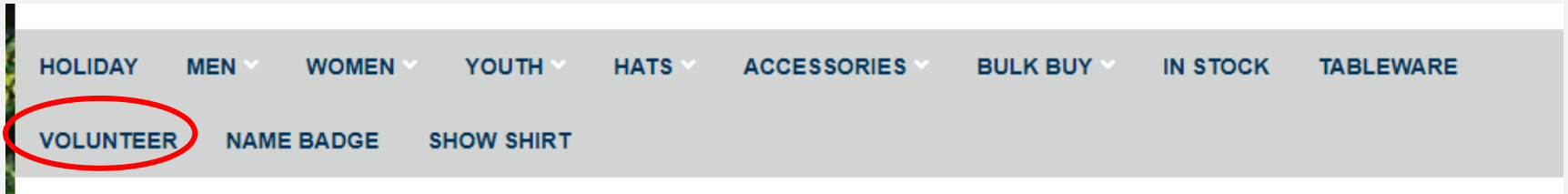
BULK BUY

- Bulk buy items require a larger minimum order quantity (varies per item)
- This provides a better price point and more selection
- These items are ideal for offices/teams that plan ahead for events or order once a year to keep their closet stocked
- Remember, Staples is also an option for special orders. You may want to compare pricing.



VOLUNTEER SHIRTS

- Volunteer shirts are available in a variety of colors in a soft, tri-blend material
- Teams can pick the color they would like
- FCSAmerica and Frontier logoed volunteer shirts are available
- The volunteer shirt style/design may change from year to year



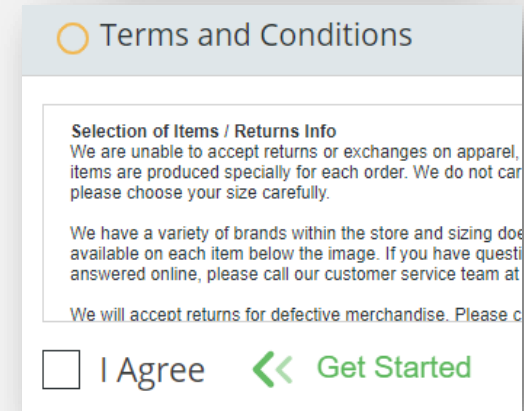
SHOW SHIRTS & NAME BADGES

- Show shirts and metal name badges can be ordered through the Company Store



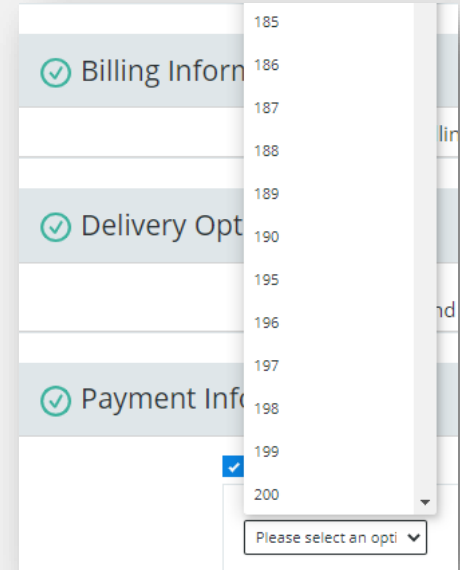
CHECKOUT PROCESS

- When you are done shopping, click the cart icon in the top right to checkout
- If you are not logged in, you may be redirected to the store home page. If so, click the cart icon again.
- Carefully review cart contents and sizes to avoid making returns
- Review the terms and conditions then click “I agree”



CHECKOUT PROCESS

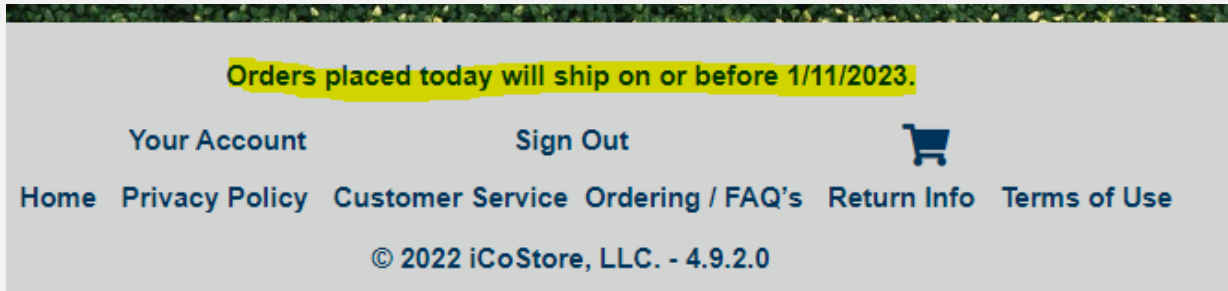
- **Billing information:**
 - Cost center orders: Enter your office mailing address
 - Personal credit card orders: Enter the address that matches your current personal credit card address
- **Delivery options:**
 - Enter the address where items should be shipped
 - Do not use a P.O. Box for the shipping address
- **Payment info:**
 - Choose your cost center from the drop-down menu
 - Regional cost centers for retail offices are pre-loaded
 - Do not use your company-issued Mastercard for store purchases that the company will pay for. Please use a cost center.



The screenshot shows a portion of a checkout form with three sections: 'Billing Information', 'Delivery Options', and 'Payment Information'. Each section has a green checkmark icon. A dropdown menu is open over the 'Payment Information' section, displaying a list of cost center numbers from 185 to 200. A blue checkmark is visible next to the number 199. Below the list is a button labeled 'Please select an opti' with a downward arrow.

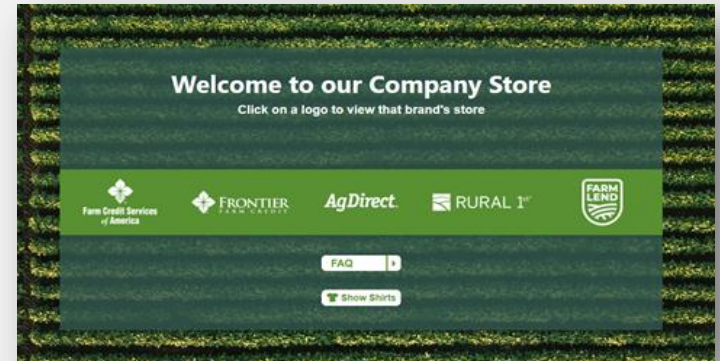
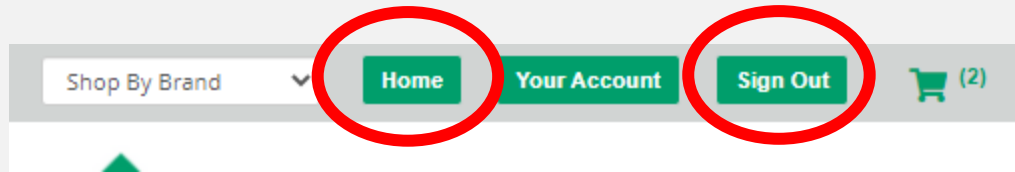
ESTIMATED SHIP DATE

- The bottom of the screen shows estimated date your order will ship
- Ground shipping time is not included in this date estimate



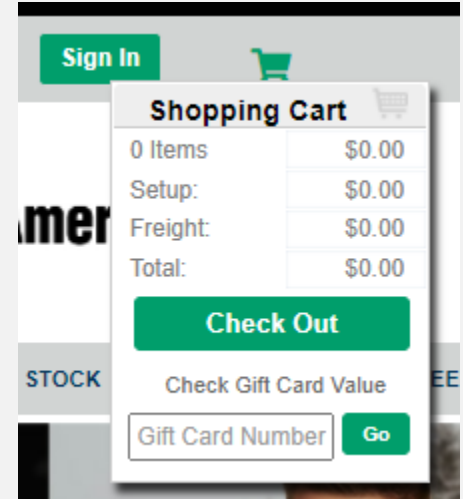
MULTIPLE BRAND ORDERS

- Each brand has its own individual store; they are not connected
- If you need to order items for multiple brands (for example, FCSAmerica AND Frontier apparel):
 - Sign out of the current store you're in
 - Click the home page button to get back to the landing page



MARKETING ALLOCATION TO RETAIL OFFICES

- Each retail office and BDT will receive an annual marketing allocation for merchandise to give to customers. The amount may vary each year.
- The gift certificate code and instructions will be sent to Account Specialists and Customer Service Specialists
- Offices can access their gift certificate balance at any time by clicking the shopping cart icon, then entering the gift card number under “check gift card value”



RETURNS

- If an item you ordered doesn't fit, check to see if it will fit someone on your team or in your office, or keep for a future customer giveaway or new teammate
- If you must return the item, email customerservice@icostore.com or call 888.839.7366. This information is also at the bottom of the company store website under "Customer Service."
- The item you're returning must not have been worn and preferably in its original packaging
- Remember to add a review of the item you're returning to help those who may be considering ordering that item

SHIPPING

Ground shipping on company store orders will be paid by Corporate Services.

Shipping for rush orders or personal credit card orders is **not** paid by Corporate Services.

PERSONAL CREDIT CARD ORDERS

- If you're using a credit card instead of a cost center, you must use your **personal** credit card, **not your work-issued MasterCard**
- Shipping for personal credit card orders is not covered by Corporate Services

FAQS

How often will new items be added?

- New brands and items will be added periodically, usually in the spring and fall
- Seasonal offerings, such as “holiday” will be added
- Watch for store and promo item announcements in Communication Updates

FAQS

What's the approved amount I can spend on my annual apparel item?

- Check with your leader for your spending limit. A dollar amount is not specified in the Association's policy.
- A variety of apparel price points are offered to meet various needs

FAQS

I need faster than “ground” shipping. What can I do?

- Please allow 1 to 5 business days for delivery after the item has been produced. Most orders ship from Tempe, AZ, however, you may receive shipments from multiple locations within the same order.
- For rush service, call iCoStore customer service at 888-839-7366
- Expedited shipping will be charged to your cost center. Cost estimates for expedited shipping are provided at checkout.

QUESTIONS?

Contact \$Marketing



Farm Credit Services
of America