Mel Gambert

It All Starts With A Great Shirt.

SALES MANUAL

Thank you for choosing to work with Mel Gambert as your custom/MTM shirt maker. Our family history in the shirt business dates back to 1933 with our third generation continuing to hone the craft of shirt making right here in Newark, New Jersey, U.S.A.

This detailed and comprehensive manual has been revised to assist our dealers in taking and submitting more accurate orders. **Please refer to it for answers to basic questions.**

The following are points to pay particularly close attention to when reviewing this manual:

- Custom/MTM shirts are produced according to the specifications requested with the goal of producing what the customer wants. Customers that are new to the Custom/MTM process may require additional adjustments or repairs to achieve the look and fit they desire.
- All order submissions are assigned an order number when they are entered into the Online Dealer Portal (beginning with a "W"). Any questions, tracking or other communication about orders will require this order number, since we do not use any other references (customer name, etc.).
- There is a $15 surcharge to manually process Non-Portal Orders.
- Always refer to the most recent order # when submitting a repeat order. Always fill in all fields regardless of whether the order is a repeat or not, as this is the actual work copy to go to the production floor, so all information is imperative to the shirt making process. When submitting an order for a repeat customer, copying over all fields to the new order is simple and explained in a later section.
- Please pay close attention to Memos and Out Lists. Selling "out" fabrics not only delays your order, while finding fabrics to use as a substitute, but could lead to a disappointed customer. Our active inventory is always available on our website at gambertshirts.com in the gallery section.
- We aim to deliver orders in a 6 week turnaround time. Missing information, fabric outs, or unclear notes will cause delays. Any orders that have specialty design elements will take additional time to produce as well.
- For orders with special details, please use the comment section in the Portal.
- We have strategic quality control points on our production floor. We do measure and inspect styling on every shirt before it leaves the shop to be delivered to you for your customer.

We appreciate your business, and always do our best to satisfy you and your customers.
We recognize that you have choices of who you can work with, and we sincerely thank you for your business and support.

Mel Gambert

TABLE OF CONTENTS

I. Office Information

II. Statement of Policy
   a. Dealer Requirements
   b. Placing an Order
   c. When Writing An Order
   d. Changes / Cancellations
   e. Out of Stock Fabrics
   f. Delivery Times
   g. CMT (Cut Make Trim) Orders
   h. Blue Pencil Alterations
   i. Rush Orders / “Must Have By” Orders
   j. Repairs
   k. Our Warranty
   l. Basic Shirt Care
   m. Shipping & Handling, Direct Shipments

III. Finishing / Styling Options
   a. Collar Components
      i. Collar Components & Options
      ii. Collar & Cuff Lining/ Fusing
      iii. Stitching
      iv. Mitre Styling
   b. Harris Contrasting Fabrics
   c. Monograms
   d. Buttons
   e. Front Styles
   f. Split & Drop Yokes

IV. Determining Tapers

V. Measurements / Order Form

SECTION I – OFFICE INFORMATION

MAILING ADDRESS

MEL GAMBERT CUSTOM SHIRTMAKER

Billing

3rd Floor – **427 Ferry Street**
Newark, NJ 07105
(973) 344-3440

Packages/Freight

3rd Floor – **127 Christie Street**
Newark, NJ 07105
(973) 344-3440

We recommend UPS or FedEx for shipping to us.
If using USPS, we highly recommend insuring the shipment.
We cannot guarantee receipt of packages

OFFICE HOURS:

Monday through Friday
8:00am to 4:30pm EST **(Phones are unavailable during lunch 12-12:30)**
Closures: Last Week of July, First Week of August, Christmas to New Years

CONTACTS: **Office (973) 344 - 3440**

Customer Service	Rosa DaCunha	(973) 344 – 3440 ext. 101	csr@gambertshirts.com
Order Information	Soraia & Isadora	(973) 344 – 3440 ext. 104	orders@gambertshirts.com
Fabric Inventory	Avril Mitchell	(973) 344 – 3440 ext. 105	avrilm@gambertshirts.com
Accounting/ Billing	Lucy Perez	(973) 344 – 3440 ext. 103	helenab@gambertshirts.com
Sales Director	Paul Perry	(973) 943 – 9363	paulp@gambertshirts.com
Sales Director	Kristen Comeau	(240) 674 – 5570	kristenc@gambertshirts.com
Mitch Gambert		(973) 344 - 3440	mitchg@gambertshirts.com
Mel Gambert		(973) 344 - 3440	melg@gambertshirts.com
Lorraine Gambert		(973) 344 - 3440	lorraine@gambertshirts.com

SECTION II – STATEMENT OF POLICY

DEALER REQUIREMENTS

Dealers generating **annual sales minimum of $10,000** or approximately 15-20 shirts per month **AND** are current with accounts receivables qualify for the following services:

- New Fabric Mailings
- Dealer Discounts/Promotions
- Rush/Sample Programs

Dealers who do not meet these requirements will not be eligible for any promotional offerings or dealer discounts. However, they can still receive swatches for Active Fabrics upon request for an additional charge.

PLACING AN ORDER

All orders are to be placed through the Online Dealer Portal. The Online Dealer Portal provides access to all orders that you place, all custom measurements/ details, and provides real-time fabric availability. Once an order is placed, an email will be sent immediately to you that confirms receipt of your order. If any detail is left off the order or a slight change needs to be made, please call our office and speak with Customer Service and ask if the order revision(s) can be made.

If you would like additional logins for your team, please email csr@gambertshirts.com and specify their email address(s).

SUBMITTING ORDERS:

We only accept orders using our Online Portal System.

For additional comments not available on the Portal, **Use the Comment section for those notes.**

Incomplete, incorrect, and/or orders for out-of-line fabrics will cause delays in processing and delivery. In the event of an incomplete or questionable order, our customer service department will make every effort to assist the dealer in correcting the error; however, **be advised that the delivery schedule does not start until after all the information is received**.
If we do not receive a response within a 48-hour period, the order will be returned to the dealer to be revised.
Processing will start when the completed order is received.

When ordering more than one style of shirt per customer (i.e. sport front and any other combination of available front styles OR square tail and traditional tail), please enter a separate order.
Minimums will apply and promotions will not be applicable.

CHANGES / CANCELLATIONS

With thousands of shirts in various stages, parts, and places, it is very difficult to make changes once an order is sent into production.
Therefore, any change to an order within 24 hours of received will be done at no-charge. After 24 hours and before any cutting is done, any change will be subject to a service charge, **$35 per order.**

Orders can ONLY be cancelled if they HAVE NOT been cut. If the order is cut, the dealer is responsible for payment in full for the order.

OUT OF STOCK FABRICS

Out Lists

A Fabric Out List will be sent weekly. It is the dealer's responsibility to maintain a current fabric line. Failure to do so many result in delayed production. Out Lists can be found on our website, www.gambertshirts.com and are updated regularly.

Out Fabrics

Dealers with orders with Out Fabrics will be notified within 24 hours of the orders receipt. If you do not respond within 48 hours of receiving the notice, the balance of the order will be processed without the missing item.

DELIVERY TIMES

MADE TO MEASURE **DELIVERY TIME: 6 WEEKS**

BASIC

These shirts are manufactured with fabrics kept in stock at Mel Gambert. They are basic, straightforward, made-to-measure stylings created from orders without missing details or out- fabrics.

MADE TO MEASURE **DELIVERY TIME: 6-7 WEEKS**

SPECIAL STYLING & DETAILING

These orders have non-conventional, special patterns for styling and/or detailing such as mitre-strip collars and cuffs or reversed pattern fronts.

CMT ORDERS (Cut Make Trim) **DELIVERY TIME: 6 WEEKS**
(From Receipt of FABRIC)

Special cut orders from alternate vendors/the dealer provides the fabric. These orders require more time and attention and the delivery schedule starts when the fabric arrives at the factory.

CMT Fabrics

All CMT fabrics MUST have hang tags identifying the following information:

1. Account/Dealer Name
2. Customer Name
3. Facing Side
4. Order Number
5. Fabric Identification

Please request that the fabric vendor send confirmation that the fabrics ordered have been shipped to Mel Gambert. In the event fabrics ordered are backordered, please request to be notified immediately, so as to advise our office on how to proceed.

If fabrics are being sent from the dealer (rather than the fabric vendor), please make sure the above information is included. A small clip of the fabric taped to the order or on a separate sheet of paper with the face of the fabric showing, along with the order number and customer name, will help ensure that the shirts are completed with the correct face.

CMT Fabric ORDERING GUIDLINES

(THESE GUIDELINES ARE FOR FINISHED CHEST/WAIST/HIP MEASUREMENTS)

CHEST/WAIST OR HIP/SLEEVE SIZE	45" GOODS	60" GOODS
UP TO 48 FINISHED MEASURE W/ 36 SLEEVE	3 yards	2 ¼ yards
UP TO 56 FINISHED MEASURE W/ 36 SLEEVE	3 ¼ yards	2 ½ yards
UP TO 62 FINISHED MEASURE W/36 SLEEVE	4 yards	3 yards
UP TO 70 FINISHED MEASURE W/ 36 SLEEVE	4 ½ yards	3 ½ yards

TUXEDO PLEATING – ADD 1 YARD

If you have specific questions regarding yardage because of special detailing, sleeve, or tail length, call the factory **BEFORE** ordering to avoid unnecessary delays.

Leftover CMT material will be discarded if you do not expressly request that it be returned to you with the completion of the shirt order.

Special fabric programs offered by Gambert are subject to deliveries outside of 6 week time-frame as well as orders with special details.

BLUE PENCIL ALTERATIONS

This is a service we provide, through in-depth blue pencil alterations, where the fit of the shirt is almost that of true bespoke alterations to accommodate customers with non-standard body shapes or extremely particular/finicky customers. The patterns created are the sole property of Mel Gambert, L. Gambert LLC.

RUSH ORDERS

We offer two rush options.

- 2 Week Rush
- 1 Week Rush

Rush Fees for CMT or fabrics ordered through special fabric programs will be based on when the fabric arrives at the factory.

With all rushes we reserve the right to ship **NEXT DAY AIR**.
No credits will be given for shipping fees.

"MUST HAVE BY" ORDERS

In order to meet the objectives outlined here within, we treat all orders equally, without exception. Notations on orders for **"Must Have By"** will result in our staff reaching out to the dealer to see if a Rush is needed, potentially delaying the processing of the order.
THE ONLY WAY TO ENSURE A "MUST HAVE BY" DATE IS TO REQUEST AND PAY FOR A RUSH

REPAIRS

Straight forward repair requests are typically completed within **2-3 weeks**. Complex repair/alterations can take longer. Factory Errors will be corrected and shipped within 10 Business Days**.**

We do not repair shirts that were NOT manufactured by Mel Gambert. Shirts deemed notrepairable will be returned at our discretion.

Shirts returned to the factory for repair **MUST BE CLEAN**. We will not repair soiled shirts REGARDLESS OF RESPONSIBILITY for error.

CMT Repairs: Factory errors will be addressed, including ordering goods at the factory level. If the dealer or client is responsible for damage or requesting alterations (i.e. measuring error, customer change of mind, etc.), **the dealer will be required to provide enough fabric for the repair**.

Dye Lots: Because of normal wear, laundering, and subtle inconsistencies in dye-lot manufacturing, we cannot guarantee perfect color matches on repairs for shirts older than 6 months.

OUR WARRANTY

Mel Gambert warranties all products against manufacturing defects for a period of sixty (60) days from the date of delivery. Shirts will be repaired or replaced promptly, at our discretion.

BASIC SHIRT CARE

Cotton Incorporated and Textile Distributors Association, our Mill Representatives, have recommended the following care instructions. Our care label has been designed based on their suggestions for 100% Cotton shirting.

CARE LABEL:
Machine Wash Warm and Gentle Cycle Do not use bleach. Tumble Dry Low Press with cool iron using tension to restore original dimensions

By following the care instructions in our shirts, this will help to ensure an extended life and wear of shirts. The standard life expectancy is around 50-60 washings or 2-3 years.

Not following care instructions can result in damages ranging from discoloration in material, excessive shrinking or even stretching among other possible issues.

Hand washing and pressing will prolong the life of the shirts and minimize problems with shrinkage of collars and cuffs.

We recommend the care of our shirts by dry cleaners certified by **America's Best Cleaners**, or those with higher standards in laundering.

Some commercial laundries use a "souring" agent (acid) to balance the pH in "hard" water. There has been speculation that certain chemicals are causing damage to certain yarn dyes, especially in conjunction with the use of commercial steam presses. The temperature of these steam presses can exceed 325° F, which is **much** higher than the recommended setting of 280° F. Shirts are usually still wet when pressed; this means that the wet temperature is raised to well over 340°F, which can cause bleeding in dark colors or even the disintegration of the dyed thread in the yarn. These high temperatures are also known to cause excessive shrinking. Further some commercial laundries "blow out" sleeves which can result in stretching.

This is why the care label is so important. If you specify how to correctly care for the garment and the launderer does not follow the instructions, the launderer is responsible to your customer.

All of the fabrics that we supply are colorfast to washing and meet the industry standards for laundering as stated in this manual. We cannot be responsible for a single shirt cut from a roll of fabric on which we have had no other complaints.

This information is also available on our website, www.gambertshirts.com.

SHIPPING AND HANDLING

UPS Ground service = actual charges based upon weight/destination as published by UPS

UPS 2nd Day/ Next Day = actual charges based upon weight/destination as published by UPS

UPS Saturday Delivery and Overnight = actual charges apply

Mel Gambert reserves the right to use the best suited carrier for Express or COD Shipments.

Mel Gambert is NOT responsible for any shipments lost or damaged in transit.
UPS covers only $100 of damaged or lost packages. If you choose to insure your shipments, extra charges apply (as determined by UPS).

SECTION III - FINISHING / STYLING OPTIONS

COLLAR COMPONENTS – COLLAR OPTIONS:

Collars are made using a LEAF and a BAND
Refer to Style Book or www.gambertshirts.com for Visual References.

Vanishing Bands: Collars are available without a front band. On these, the top button and buttonhole are on the shirtfront. When used in conjunction with a sport front or camp collar, a loop is used in place of a buttonhole when specified on the order.

******To Order: place a **V**" before the collar style desired, a "**VA**" for a 1 ½ " collar back leaf, or a "**VB**" for a 1 ¾" back leaf height.

Button Down Collars: All collars are available as button downs. **No stays are provided on any button downs *UNLESS* requested.**

Eyelet Collars: Collars are available with hand sewn eyelet holes. The factory recommends 1, 2, or 3 spreads when ordering. **No stays are provided on eyelets *UNLESS* requested.**

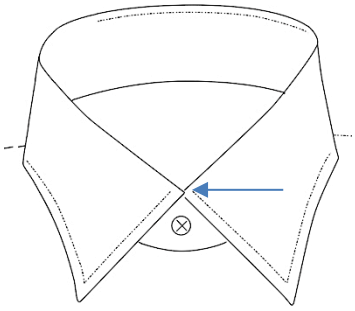
Tabs: Tabs are available with Snaps, Studs, Buttons, or Loops. The factory recommends the use of a 1, 2, or 3 spread when ordering tabs. **No stays are provided on tab collars *UNLESS* requested.**

Permanent Stays: A permanent built-in stay may be ordered upon request. The factory does not recommend permanent stays.

No Stays: No stay pockets are constructed in the collar if this is selected. If the customer later desires stays, new collars must be made.

Removable Stays: Removable stays are plastic stays that can be easily removed at customer's convenience for laundering. **This style is recommended by the factory.**

Tie Space:



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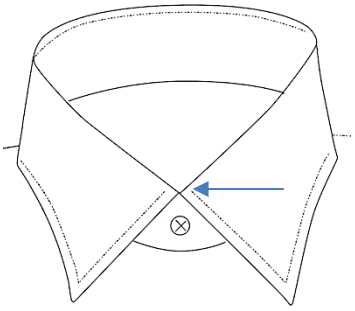
(OVERLAPPING)



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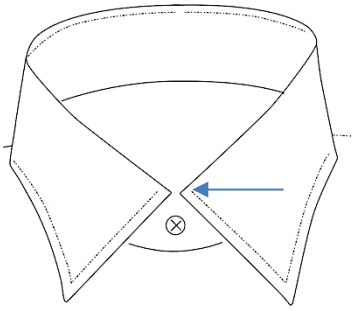


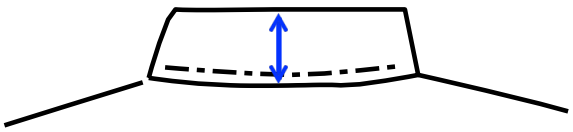
1/4"

COLLAR COMPONENTS

Ordering Format Example: **B 3 2 B**

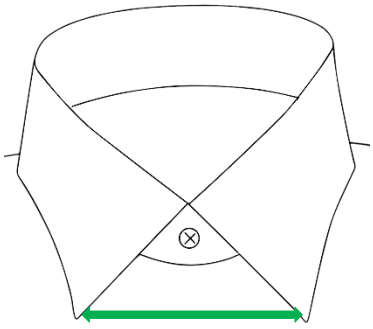
B Back Collar Height **3 Spread** **2 Point Length** **B Front Band Height**

BACK COLLAR LEAF HEIGHT (1ST LETTER)



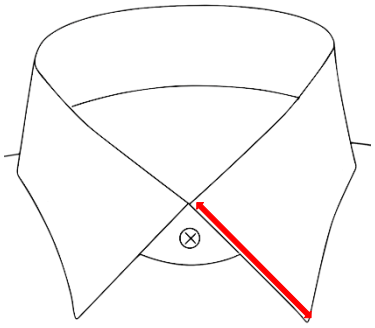
A	1 ½"
B	1 ¾" *Standard*
C	2"
D	2 ¼"

SPREAD (1ST NUMBER)



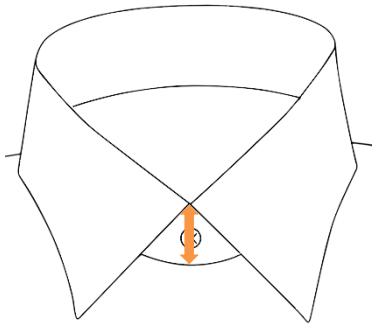
1
2
3
4
5
6
7

POINT LENGTH (2ND NUMBER)



8 2”
9 2 ¼”
0 2 ½”
1 2 ¾”
2 3”
3 3 ¼”
4 3 ½”
5 3 ¾”
6 4”

FRONT BAND HEIGHT (2ND LETTER)



AA 3/8”
A 1/2"
B 3/4" *Standard*
C 1”
D 1 ¼”
DD 1 ½”

NOTE: D BAND CAN BE SINGLE OR DOUBLE BUTTON



Curved Collars: Any collar can be curved. (Request in comment box)

Scoop Collars: Useful for customers with short, squat necks. (Request in comment box)

COLLAR & CUFF LINING

Fused: The definition of a fused collar/cuff is a lining inside the collar/cuff **glued** to the shirt material. We do over 85% of our collars and cuffs as fused.

Non-Fused: Lining is stitched in, not glued.

Collar Lining Weight/Density Options:
Mel Gambert offers the below at an additional charge.

Heavy ---------- Medium ---------- Light		FUSED	NON-FUSED		ADDITIONAL CHARGE
	3 PLY		•	3 pieces of fabric in place of lining	
	SUPER SOFT	•	•	Lightest lining offered	
	SOFT (64)	•	•		
	DEFAULT	•	•		
	BD	•	•		•
	CONTINENTAL		•	Full Body Swiss Lining	•
	BUILT UP	•		2 Layer Lining for Extra Firm Finish	•
	PATCH	•	•	Built Up Only in Front Leaf	•
	ITALIAN BUILT UP	•		Double Firm Collar Lining	•
	APOLLO-FUSED	•		Collar only, triple fused, all edges trimmed	•

STITCHING

Regular Stitching is ¼" from the edge of Collars, Cuffs, and Center Pleat Front.

Edge Stitching is stitching along the edge of Collars, Cuffs, and can be done on Center Pleat Fronts when requested. **Mark an "**ES**" in the Pleat Box.**

Saddle & Pic Stitching available upon request.

Color Thread for Button and Buttonhole for Sewing
The factory uses its own discretion when it comes to matching thread **unless** specifically requested on the order form.

Top Stitching Contrast Thread
A white shirt with contrasting red stitching (or the like) is available upon specific request.

MITRE STYLING

See Style Book for samples. All mitered pieces are layered on top; we do not do inlayed mitre styles.

HARRIS CONTRASTING FABRICS

The Harris Model allows for a shirt to use a different (or contrasting) fabric on specific parts of the shirt. Below outlines both options for this; Harris including some parts of the shirt while a Modified Harris will allow for even more contrasting parts.

HARRIS	HARRIS MODIFIED
Inside Collar Band	Inside Collar Band
Inside Cuff	Inside Cuff
Side Gusset	Side Gusset
Small Sleeve Facing	Small Sleeve Facing
	Top of Under & Inside Front Placket
	Contrast Buttonholes & Button Stitch if requested

MONOGRAMS

Always write customer initials on the order as they appear in name. (First, Middle, Last) **For Example**: John Thomas Smith would be written on the order form as "JTS", even if the particular style being ordered will be produced as JST.

We offer over 40 different monogram stylings in 60 different thread colors. The styles and thread colors can be found in your Master Binder as well as on our website, www.gambertshirts.com.

Custom Monograms
Upload the custom monogram using the Online Dealer Portal. The upload section is located at the bottom of the order form.

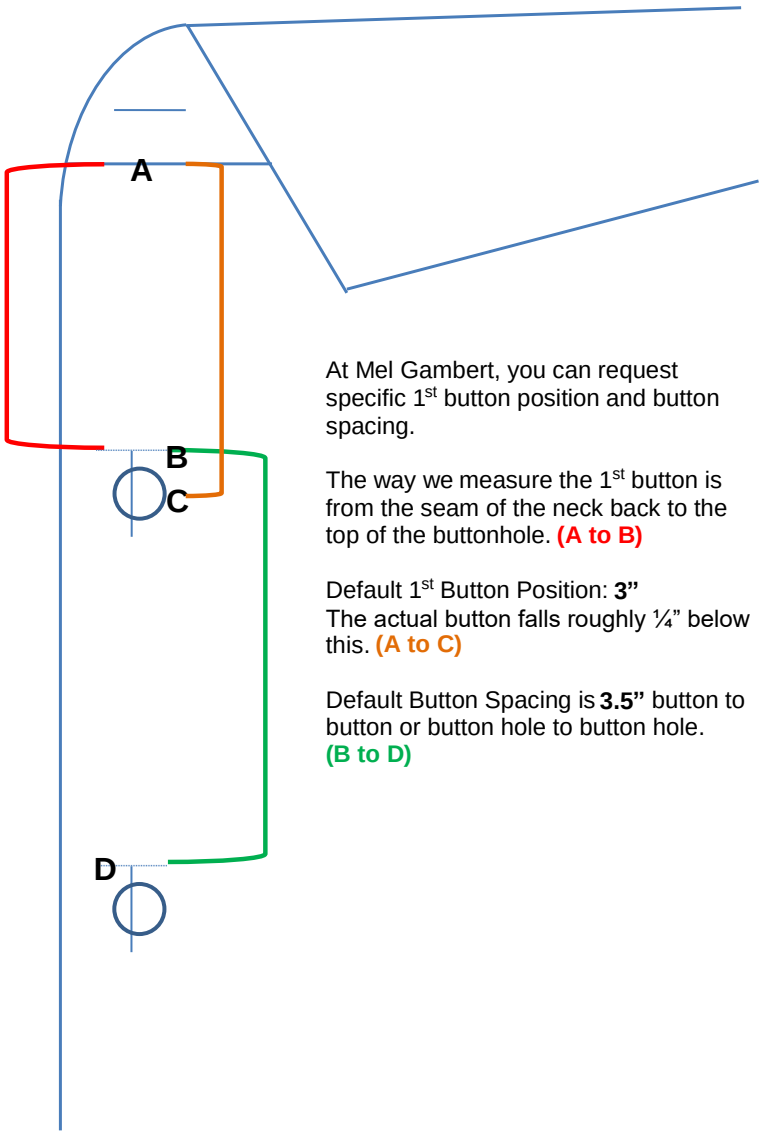
BUTTONS

Button Selection Charts are for you to refer to when making a decision on matching buttons. Use the button code notated on the button charts when specifying buttons on an order form.

Matching Buttons
The factory uses its own discretion when it comes to matching buttons **unless** specifically requested on the order form.

Button Positions
First Button Position: Standard is **3"** and is measured from the bottom stitch of the front band to the top of the first body buttonhole. This can be varied in ¼" increments. Any variation must be notated on the order form.

Button Placement/Spacing: Standard is **3 ¾"** and measured from top of button hole to next top button hole.



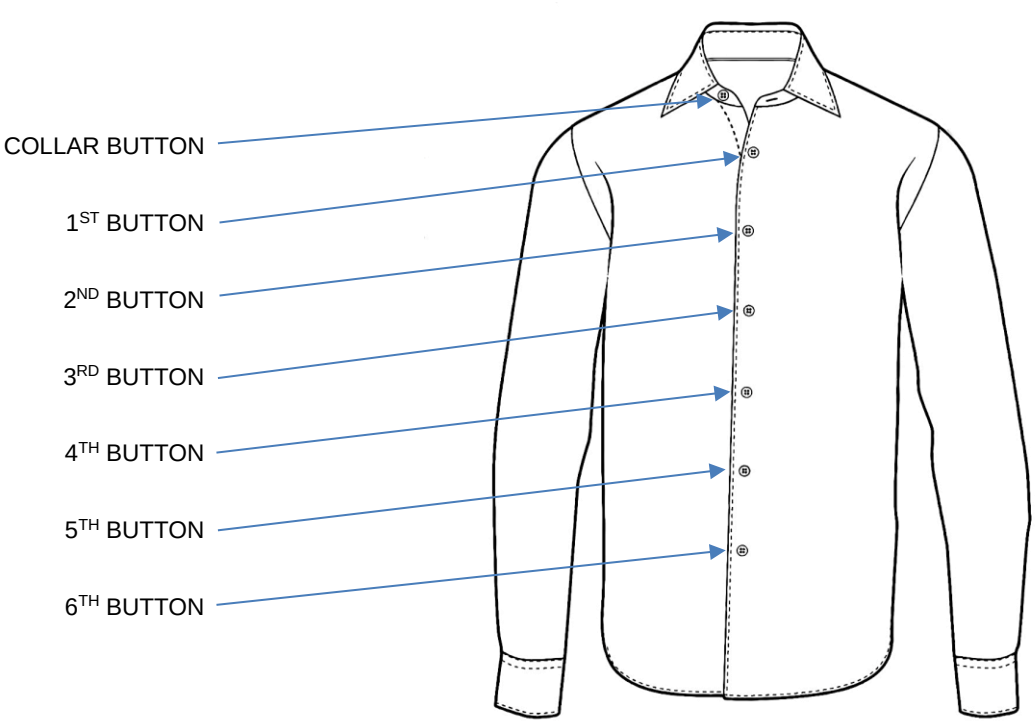
At Mel Gambert, you can request specific 1st button position and button spacing.

The way we measure the 1st button is from the seam of the neck back to the top of the buttonhole. **(A to B)**

Default 1st Button Position: **3”**
The actual button falls roughly ¼” below this. **(A to C)**

Default Button Spacing is **3.5”** button to button or button hole to button hole. **(B to D)**

Button Front
Standard is 7, including the collar button.



FRONT STYLES

Most customers expect and prefer a traditional 1 ½" **Center Pleat Front.**			
Others like the **French Front** shirt, finished plain with a lining and a single ¼" stitch running up the front.		The **Fly Front** uses a piece of material concealing the buttons.	
A **Sport Front** is a 3 ½" turned back plain front with no lining or stitching. *Used Exclusively with Camp or Vanishing Collars*		Similar in style to the Sport Front is the **Press Back**, 1 ½" turn back with a plain finish and no lining or stitching.	

SPLIT AND DROP YOKES

The standard yoke measures approximately 2.25" deep from under the collar to the body's back. A dropped/deeper yoke is available upon request. Circle depth desired on order from **3"4"-5"** A split yoke can also be requested by circling that option on the order form.

SECTION IV – DETERMINING TAPERS

The following chart is to help determine allowances over actual skin measurements at chest, waist & hip. These are suggested allowances and not guaranteed to result in the fit you or your customer are after. Our recommendation is to always cut slightly fuller & longer, as you can make trimmer or shorter. It is imperative to always listen to your customer.
******If no allowance is given, Gambert will choose taper.
Gambert will not be responsible for customer fit expectations**

SKIN MEASURE		EXTREME TRIM	TRIM	MODERATE	FULL
CHEST	**32 - 38**	3	4	5	6
WAIST	**26 - 34**	3	4	5	6
HIP	**32 - 38**	3	4	5	6
CHEST	**40 - 46**	4	5	6	7
WAIST	**36 -42**	4	5	6	7
HIP	**40 - 46**	4	5	6	7
CHEST	**48 - 54**	5	6	7	8
WAIST	**44 - 50**	5	6	7	8
HIP	**48 - 54**	5	6	7	8
CHEST	**56 - 62**	6	7	8	9
WAIST	**52 - 58**	6	7	8	9
HIP	**56 - 62**	6	7	8	9

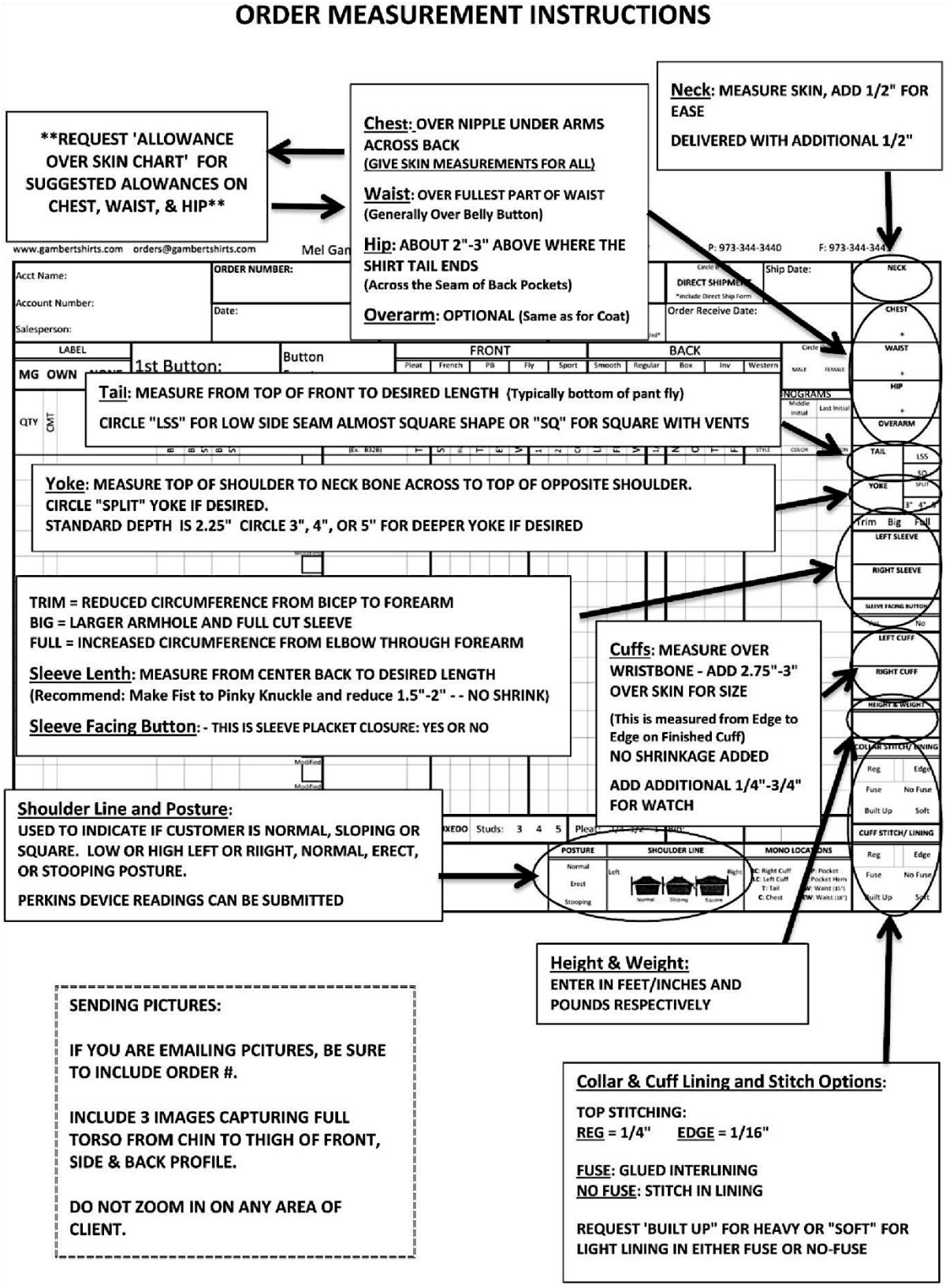
** The above allowances over-skin are suggested guidelines only, we do not guarantee these allowances over to skin to work 100% of the time.*

It is the responsibility of the salesperson to take into consideration all things concerning the body shape of their customer, as well as identifying what exactly the customer's preferred fit is to be.

Always give the actual skin measurement and the allowance over the skin number.
Do NOT add the numbers together.

SECTION V - MEASURMENT

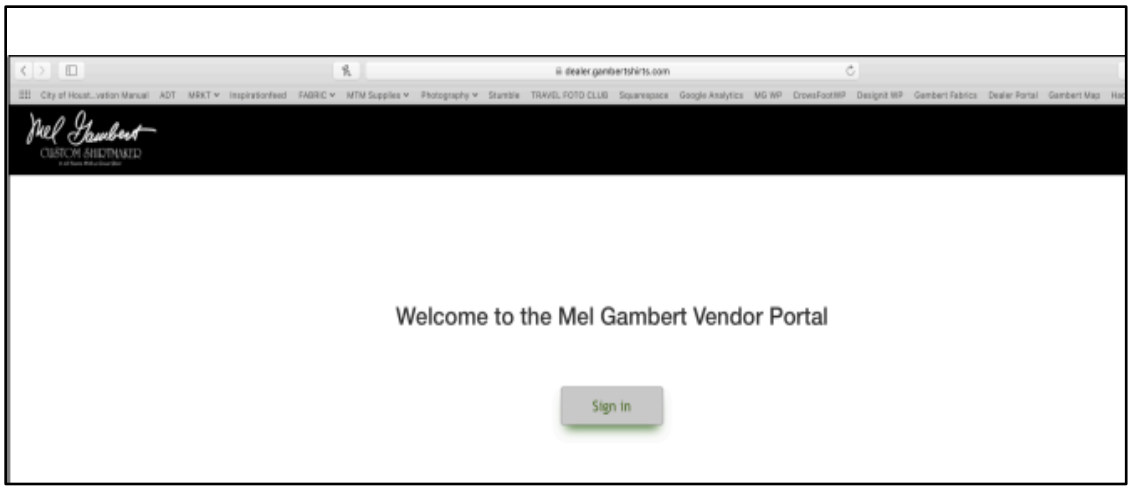
ORDER MEASUREMENT INSTRUCTIONS



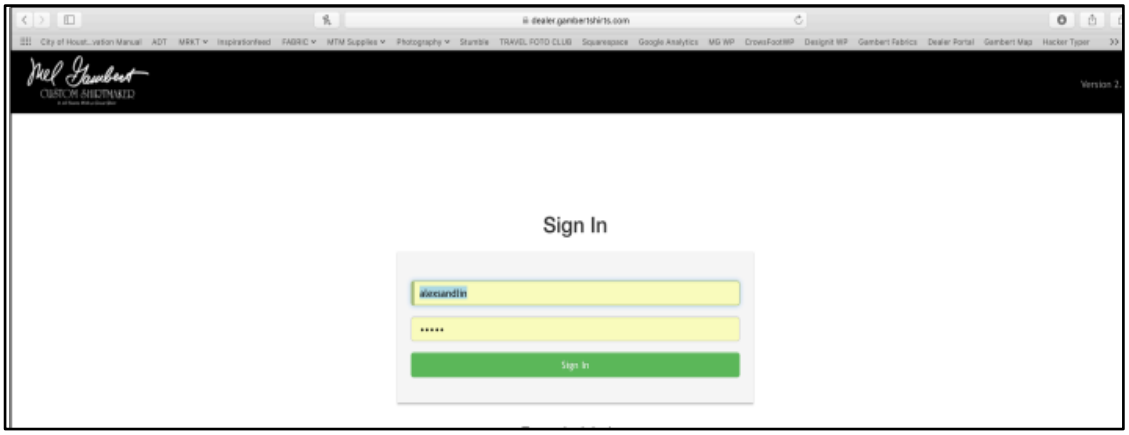
MEL GAMBERT - PORTAL ORDER FORM

Step 1 **Visit** **dealer.gambertshirts.com**

You will receive login information when sign up with Paul or Kristen.



Step 2 **Type in your Password**

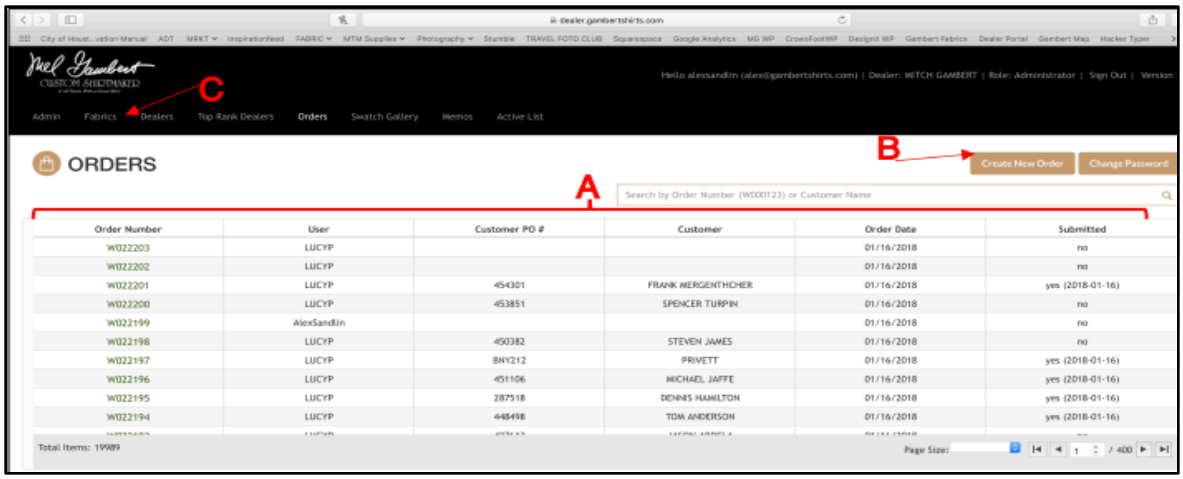


Mel Gambert
CUSTOM SHIRTMAKER

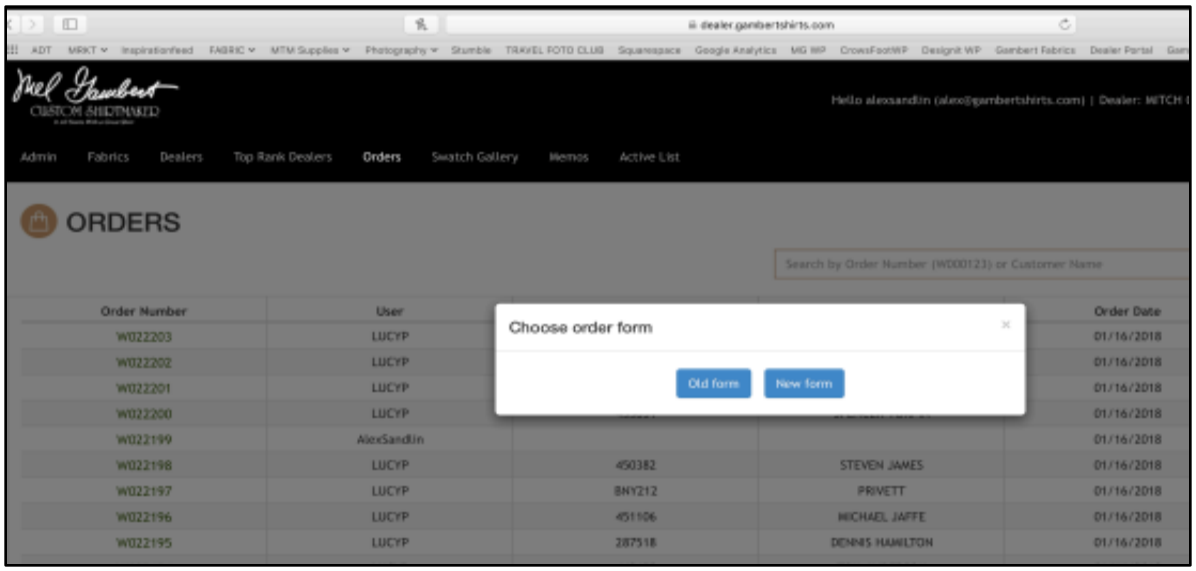
Step 3 **Once logged in, the orders that belong to your account will populate.**

From here you can:

A. Search Previous Orders
B. Create New Orders
C. Check Fabric Inventory



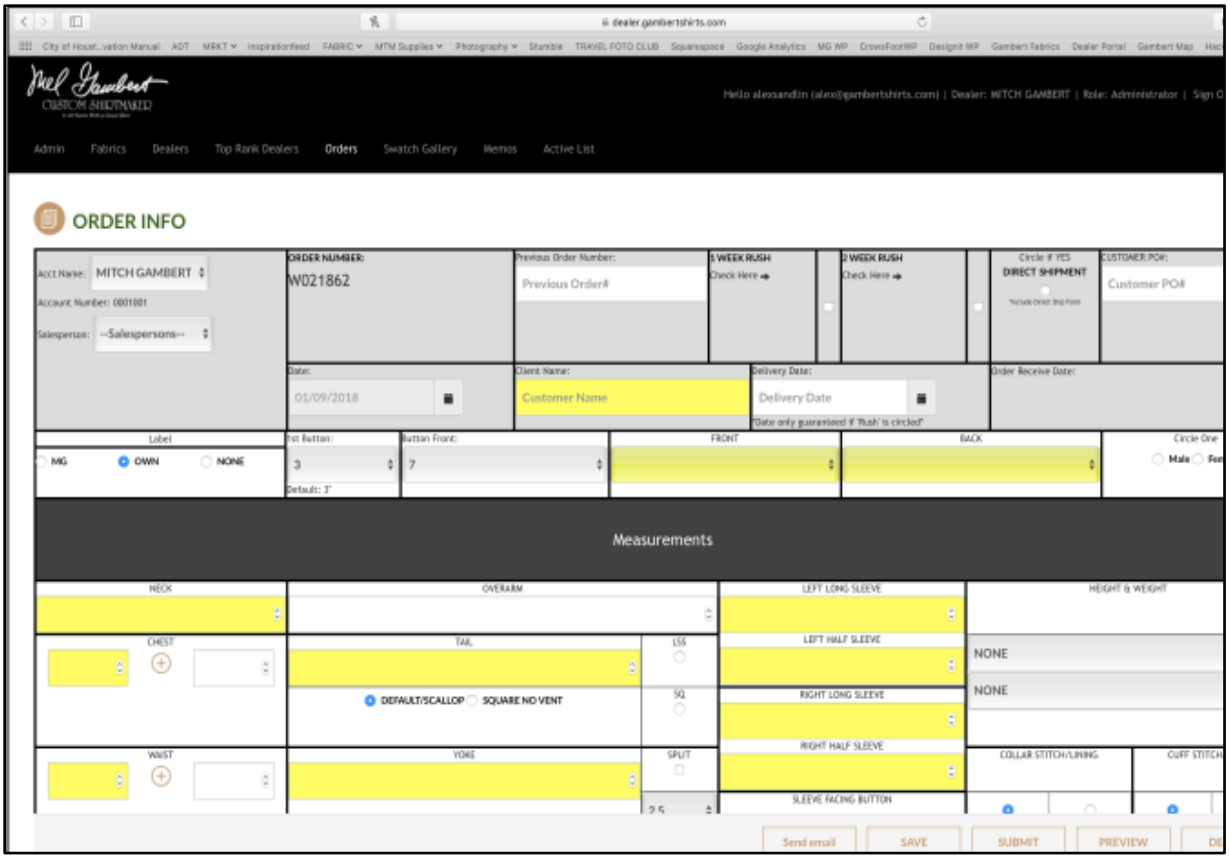
Step 4 **Create New Order Form** (two options are available)**.**



Both forms can be used and offer the same otions and functionality.

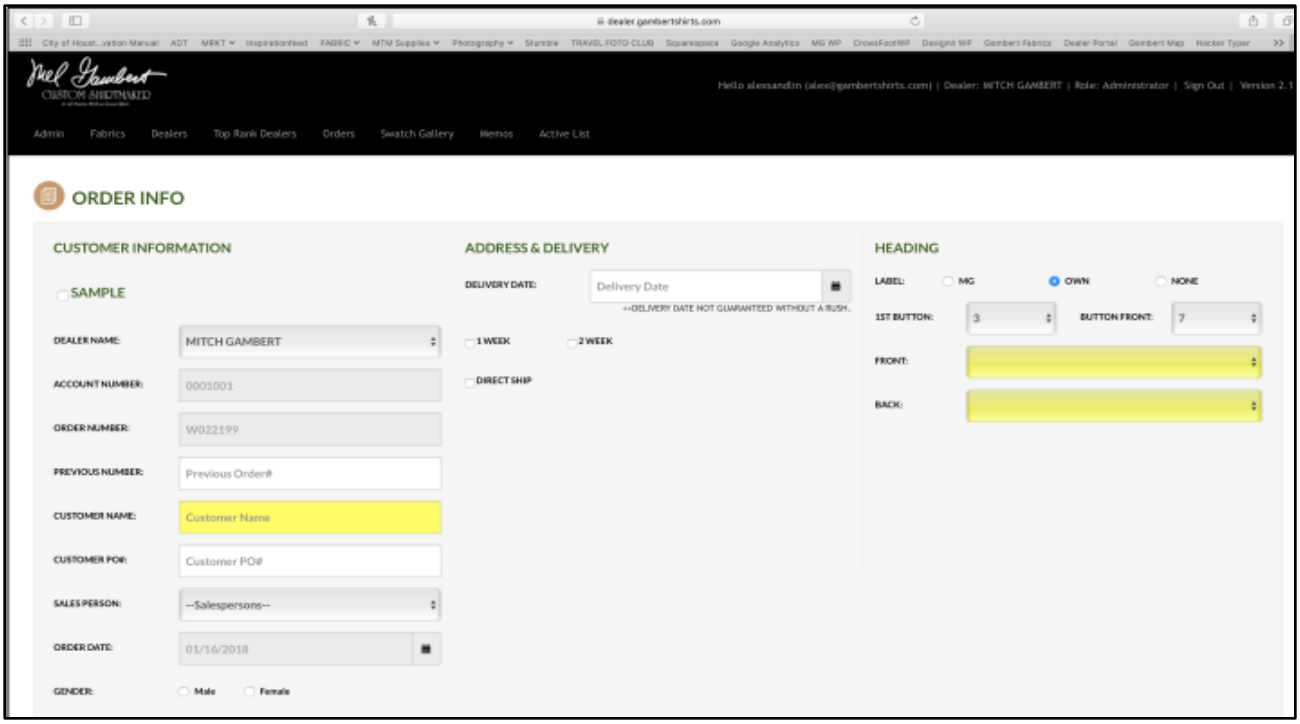
A. The **New Form** mimics the handwritten form **(See Step 5)**
B. The **Old Form** is the original format launched when the Online portal was released **(See Step 7)**

Step 5 New Order form



A. All **yellow boxes need to be complete** before you can submit the order.
B. The top grey set of boxes are for factory purposes.
C. For **Repeat Customers,** insert a **Previous Order Number** in the space provided, it will populate the customers measurements from that order.
D. For **New Customers**, enter measurements in the next section. Use the Sales Manual for guidance on entering specific measurements.

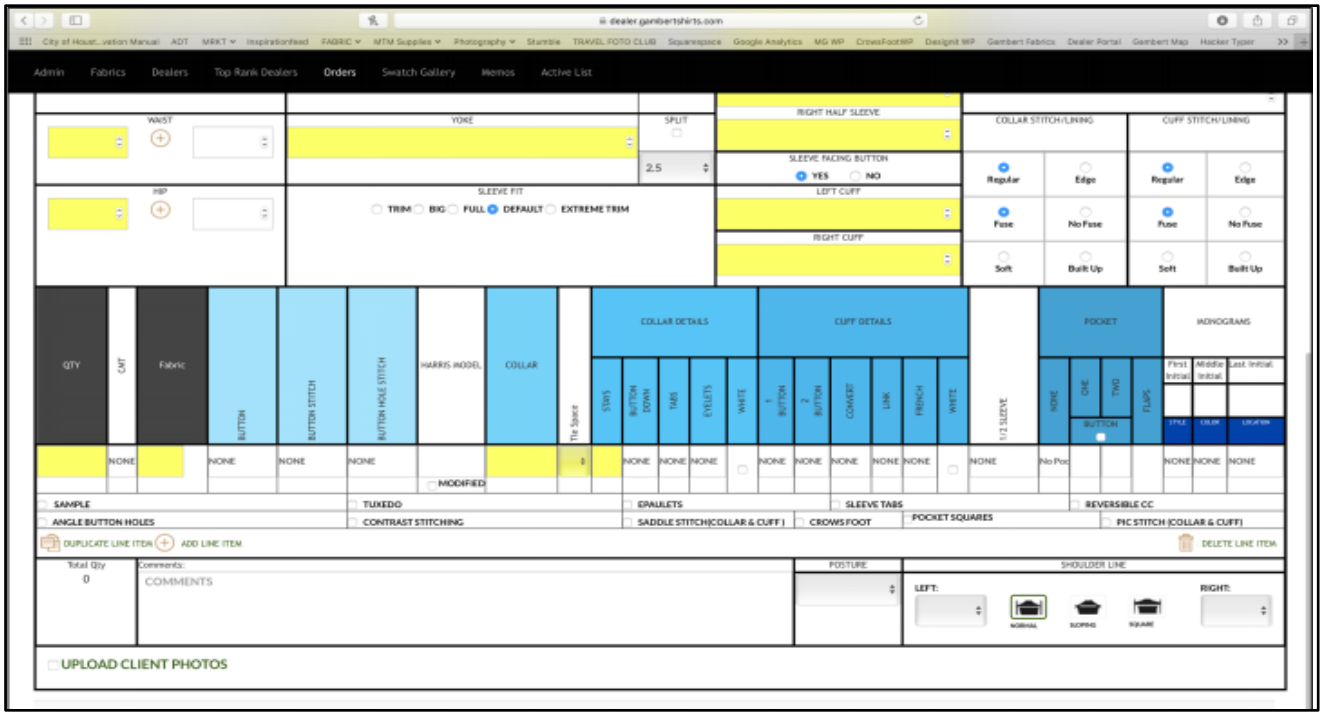
Step 6 Old Order Form



As with New Order Forms

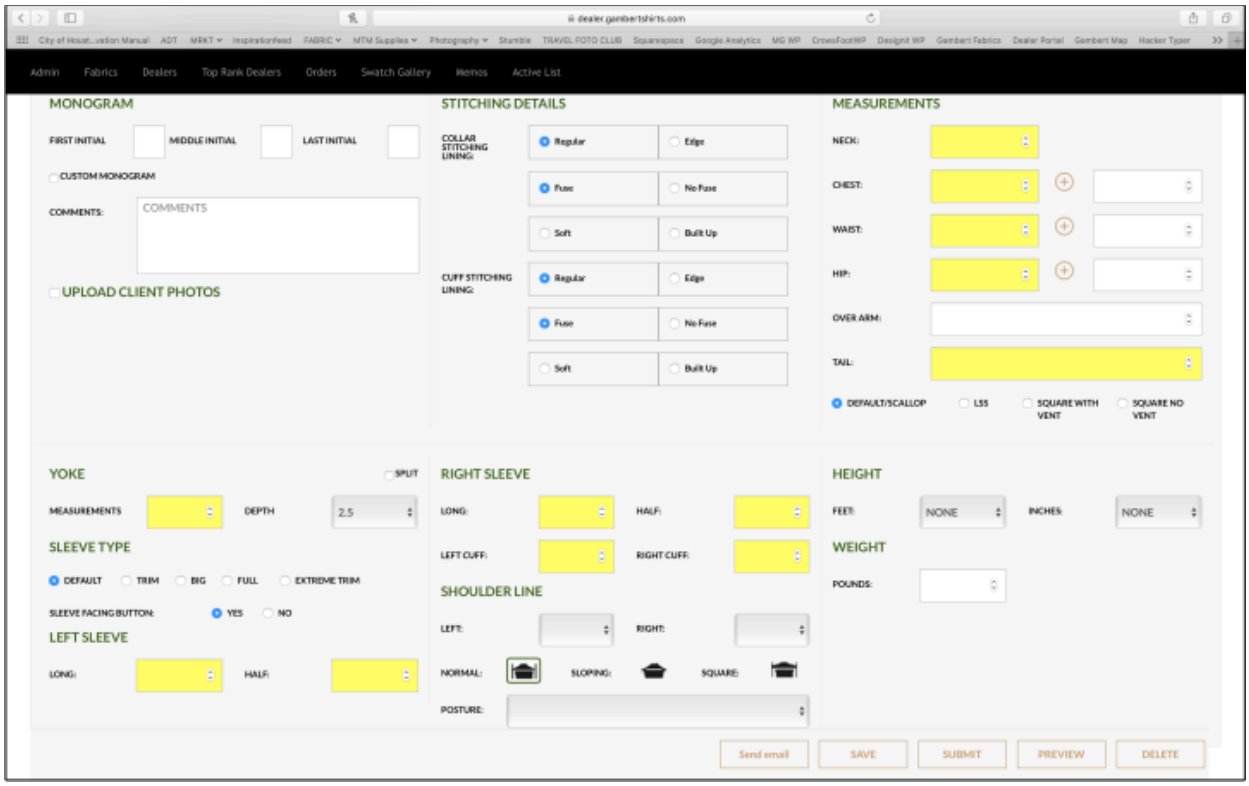
A. All **yellow boxes need to be complete** before you can submit the order.
B. The top grey set of boxes are for factory purposes.
C. For **Repeat Customers,** insert a **Previous Order Number** in the space provided, it will populate the customers measurements from that order.
D. For **New Customers**, enter measurements in the next section. Use the Sales Manual for guidance on entering specific measurements.

Step 7 Entering Shirt Fabric and Styling Details



A. To add a shirt, click ‘Add Line Item’
B. Once you enter the details for the first shirt, you have the option to duplicate that line item with the exact styling details from that shirt. Use this when the shirts are to be styled identically.
    a. See section 9 for information on additional line items.
C. Upload Client Photos and other photos using the ‘Upload Client Photos’ link at the bottom of the form.
D. When the form is complete, click ‘Submit’
    a. Click ‘Save’ to save the form and return to it later. This will NOT submit the order.
E. Enter any additional comments in the ‘Comments’ box.

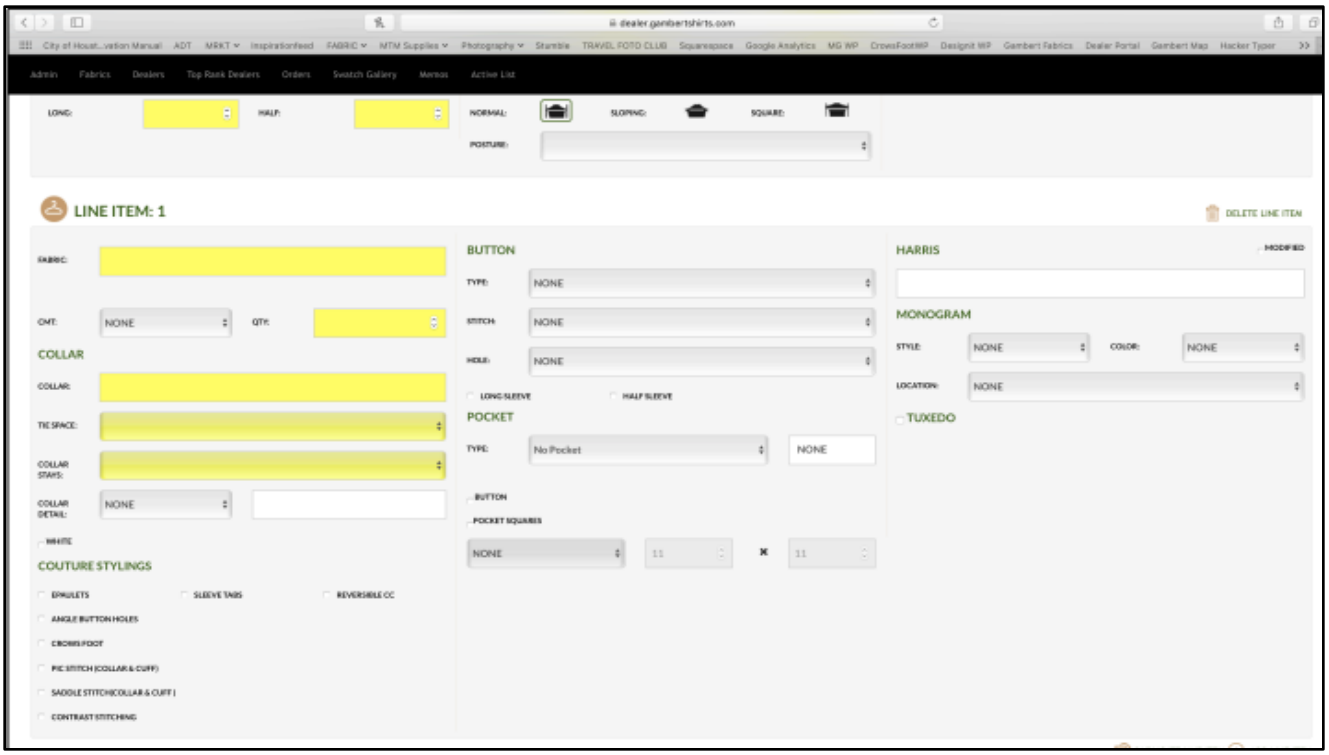
Step 8 Entering Measurements, Stitching and Monogram Details



A. All yellow boxes need to be complete before you can submit the order.

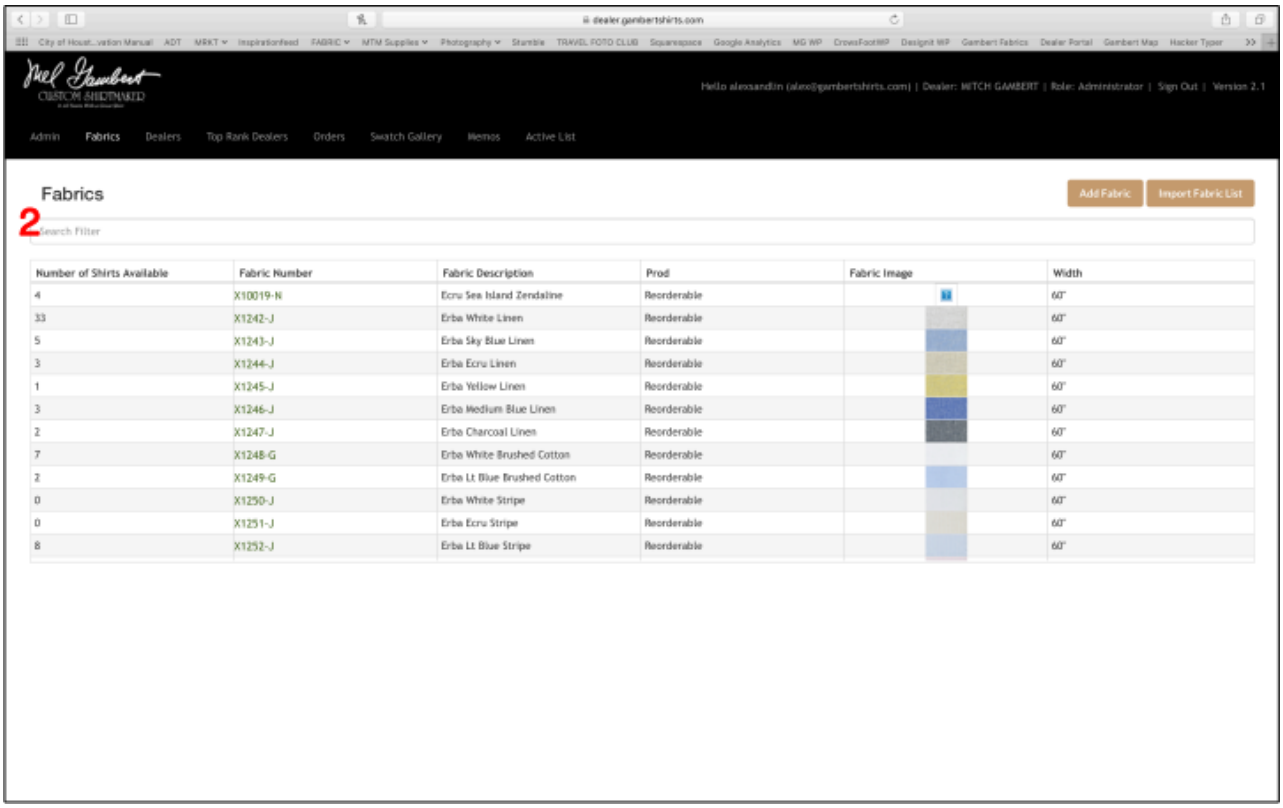
B. As you scroll down, you will find the Measurements, Stitching and Monogram details.

Step 9 Add Additional Line Items



A. Scroll down to **Line Item 1**
   a. Complete the fabric and styling details.
B. Duplicate Line Item (bottom right corner) – to duplicate all fabric and styling details to another Line Item **- Line Item 2 OR**
C. Add Line Item (bottom right corner) –to add a blank line item as **Line Item 2/3** etc.
   a. Complete the fabric and styling details in each line unless duplicate details **(as B)**
D. Do not forget to enter the prefixes for fabrics, ie; **X** 9999 or **XS** 9999.

Step 10 Fabric Search



A. To search for fabrics, select Fabrics from the top navigation bar.
B. Type the fabric in the Search Bar or scroll through the Library.