

Reading Truck's Online Company Store: FAQ

General Information:

Q: Why do we have a new company store?

A: We are launching a new Online Company Store to better improve our offerings (merchandise, apparel, literature, events, etc.), provide a better user experience, and consolidate vendors. Our new Online Company Store will now serve as a "one-stop-shop" for all merchandise, apparel, and literature needs, as well as company-wide visibility into all our merchandise items.

Q: Who can shop or access the store?

A: Reading Truck Team Members and our Distributor Partners will be able to have access to shop in our store and make purchases. We are also discussing opening the store to the public in the future.

Q: Who is our new company store vendor?

A: ANRO, based in West Chester, PA, will be our new vendor for Reading Truck's Online Company Store. They are a full-service provider of promotional, fulfillment, and print items. ANRO is replacing our previous 2 fulfillment vendors into a one-stop shop for all business card orders, literature, apparel, fulfillment, trade show needs, and more.

Q: Can I still order items from TSC/Lasting Image or ITP?

A: We no longer utilize or have accounts with TSC/Lasting Image or ITP. Please use Reading Truck's Online Company Store at readingtruck.anro.net for any needs.

Q: Will the vendor change for my Service Anniversary Awards?

A: This program is different from the Online Company Store, so until further notice from HR, you can continue to follow the instructions noted on your anniversary card.

Q: I still have Truck Bucks! How do I use them?

A: You can transition your Truck Bucks into an online code to be used with the Online Company Store. Submit your Truck Bucks no later than December 31st, 2022 to Emily Ziegler (eziegler@readingtruck.com) to transition them. We will not be accepting Truck Bucks after this date.

Registering/Log-In:

Q: How do I access the Online Company Store?

A: You can visit our new company store at: readingtruck.anro.net

Q: I had a username/password with the previous vendor. Can I use that for the new store?

A: You will need to create a new account with our Online Company Store. Please see below how to create a new login or view the user guide available on the site.

Q: How do I begin?

A: Upon visiting readingtruck.anro.net, you will “Register” for an account. You will use your email as your username and create your own password. Complete your profile, including your name, company, title, phone number, etc. It is important to complete all fields.

What's Available:**Q: What items will be available for purchase/order?**

A: We have a variety of print (brochures, business cards, warranty stickers, etc.), merchandise (mouse pads, pens, bags, etc.), and apparel (polos, t-shirts, etc.) items for purchasing/ordering. Where applicable, team members can also order trade show items.

Q: I need to order a large number of items and I don't see sufficient quantities in the store - what should I do?

A: Reach out to Marketing – Emily Ziegler (eziegler@readingtruck.com) to proceed with an order request. Please note, non-inventoried items can take up to 8 weeks to be fulfilled, so please keep in mind any deadlines you may have.

Q: I want something specific, but I don't see it in the store. How do I order?

A: Non-inventoried items can be ordered, however, there may be a minimum quantity. Please reach out to Marketing – Emily Ziegler (eziegler@readingtruck.com) for more information.

Literature & Business Cards:**Q: How do I order business cards?**

A: The new Online Company Store will also be fulfilling all business card orders. Simply log in, visit the “Business Card” tab, and submit your information. All orders will take up to 2 weeks for printing and fulfillment.

Q: How can I order brochures for myself or distributors?

A: Brochures can be ordered under the “Marketing & Promo Tools” tab. All brochures are packaged in counts of 25. When finalizing an order, you can add a shipping address for each order. Brochures are also available for download on readingtruck.com.

Shipment & Payment:**Q: How long will it take for my order to arrive?**

A: For in-stock items ordered before 12:00pm (EST), most orders will be shipped same-day via UPS Ground. Depending on the delivery location, it may take up to 6 business days to receive.

Q: How do I pay?

A: Users can pay with a credit or debit card (Visa, MasterCard, Discover, American Express) or

with PayPal for all orders.

Q: Can I still pay for my order via payroll deductions?

A: No. We are no longer supporting payroll deductions, however, with the addition of complimentary ground shipping for Reading Truck Team Members, combined with a new website that is optimized for Mobile, we expect all Team Members to be able to easily access and use the Online Company Store.

Technical Support:

Q: Who do I contact if I am having trouble logging in or encountering technical issues? (Forgot ID, errors, etc.)

A: For all technical issues, please contact ANRO's Help Desk at: helpdesk@anro.com; a user guide is available on the site that can assist with common actions.

Q: What do I do if I need to cancel my order?

A: If an order needs to be canceled, please email ANRO's Help Desk at: helpdesk@anro.com.

Distributors:

Q: I am a Distributor Partner. What do I do?

A: As with our prior vendors, you can log in to our new storefront by following the login instructions noted above. You will be able to order items to promote Reading Truck, such as literature, fence banners, literature racks, as well as miscellaneous merchandise and apparel.