

# ImageFIRST™ ACCOUNT SET-UP INFORMATION

## Welcome to ImageFIRST Healthcare Laundry Specialists!

We are happy to become your service provider for your linen and uniform needs! Below outlines what you can expect of your delivery person and your delivery each week, as well as your points of contact prior to and during your service period. Attached you will also find your lab coat ordering form, where you can find all of the information needed to place your order with our sales associate. If you have any questions, please feel free to contact us!

1. On your pre-designated delivery/pickup day(s), your Customer Advocate will come to your office with your delivery for that day. He or she will also be picking up the dirty linen to be processed and delivered at a future delivery.
2. You will be responsible for notifying the ImageFIRST service team of any new orders or employees no longer on your account. You will still incur rental charges if an employee no longer works at your location and you have not yet notified ImageFIRST of the change.
3. Your department will be responsible for keeping your lab coats (if you have any) separate from the dirty linen; if lab coats are deposited with the dirty linen, they run the risk of being lost and you will be responsible for replacement costs.
4. Each delivery will bring your linen inventory back up to par levels (if applicable), but lab coats will be returned one week from the time of pickup, even if there are multiple service visits each week.
5. At each delivery, your Customer Advocate will provide your department's point of contact with a printed invoice showing the lab coats picked up and delivered that day, which may be needed by the department's Accounts Payable division.
5. The point of contact at the department will also be asked to sign the Customer Advocate's handheld device, which will contain an electronic version of the invoice and the numbers of lab coats delivered and picked up that day.
7. Your Customer Advocate will be in touch with your department's point of contact at each delivery to assess any needs. If urgent needs arise in between visits, your Customer Advocate is available via cell phone, e-mail, or through our Instant Service app (available for iPhones or Android devices at [www.imagefirst.com](http://www.imagefirst.com)).

### For any questions regarding your account, please contact the following persons:

For questions regarding setting up a new account, please contact **Donna Slavin at [dslavin@imagefirst.com](mailto:dslavin@imagefirst.com) or (973) 417-3388.**

For questions regarding your linen service, additional product, contract or billing questions, or to report missing lab coats, please contact **Andre Cherry at (973) 703-6483 or [acherry@imagefirst.com](mailto:acherry@imagefirst.com)**. Our Customer Care team is also always available to assist you at (800) 368-3676, as is your Customer Advocate, whose name and contact information will be provided to your department's point of contact.

*The Cost-Effective Solution for Greater Patient Satisfaction*

**ImageFIRST™**  
HEALTHCARE LAUNDRY SPECIALISTS  
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