Sign On

Access the online business card ordering system at https://federated.gowhiteoak.com.

If you're a first-time user

Click on the link labeled "Create an account". Fill out the required information and click the button labeled "Create Account".

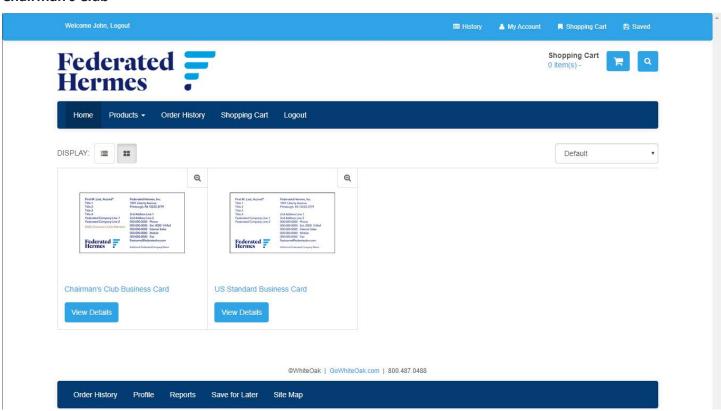
If you're a returning user

Enter your email address and password and click the button labled "Login".



If you do not remember your password, click on the link labled "Reset password" below the login button, enter your email address in the resulting form and click the button labeled "Reset Password".

Select a card template from the choices available: Chairman's Club

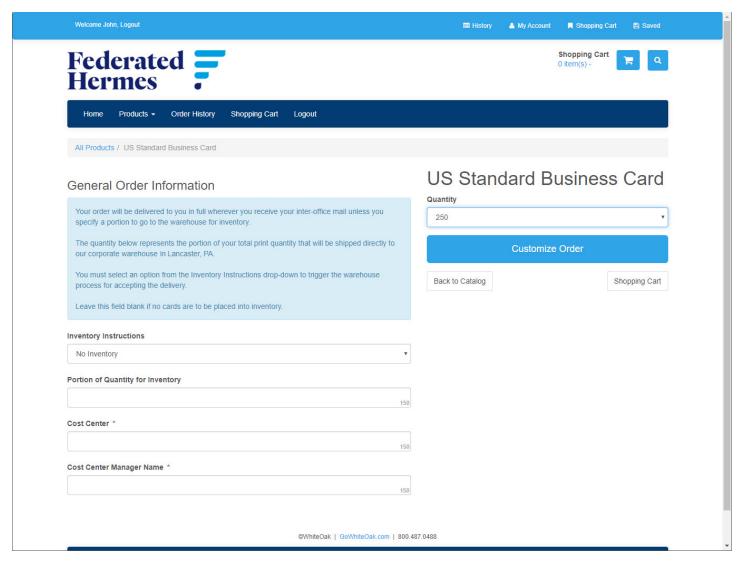


This card is exclusively for Chairman's Club members. Note that the card template can only state membership in the current year; it cannot be modified to reflect Chairman's Club memberships for previous years.

Business Card Creation

US Standard Business Card

Both templates have the same information on the initial page:



Quantity – From the drop-down list, select the number of cards you want to order.

Inventory Instructions – If you will be sending any portion of your order to inventory you must select an option from this list. Indicate whether your cards are a **New** inventory item, or if they are intended to **Replenish** stock or **Replace** a prior version of a current inventoried item.

Portion of Quantity for Inventory – If you want to have a portion of your cards shipped directly to inventory at our corporate warehouse, enter the number of cards you want to be inventoried.

Cost Center – Enter your cost center

Cost Center Manager Name – Enter your cost center manager's name

Once all of the information is complete, click the button labeled "Customize Order".

Business Card Creation (cont.)

Refer to the image on page 4 for the layout of the template customization screen.

The controls above the image preview allow you to choose which page you are previewing, change the size of the preview, and update the preview.

General Notes

Federated Hermes Inc. and the 1001 Liberty Ave. address will appear in the upper right hand corner of **ALL** cards. The template does this automatically.

You still are required to choose your management company name from the drop-down list. The management company name will now appear **BELOW** your title.

If you are at a location other than 1001 Liberty Ave. choose the management company name for your city. That city's address will *automatically* populate below the 1001 Liberty Ave. address.

Management Company – Be sure to select the appropriate location; the business card's address information will be populated automatically based on this selection and cannot be changed.

Additional Management Company – Very few employees are employed by more than one subsidiary. This field should remain blank if not needed. Reference your old business card or ask your manager for direction.

Full Name – Enter your name exactly as you would like it to display on the cards.

Accreditation Abbreviation – Include any professional accreditation abbreviations, if applicable. If the abbreviation requires the register mark (®), refer to the instructions on the page.

Job Title(s) – You may enter up to four lines for your title. Please note that the lines will not break, and they will not resize. If your title line is too long, it will cut off. It is your responsibility to ensure that you refresh your preview and carefully review your titles and manually break the information across multiple lines as required.

Main Office – Enter a number if required. Your number will be formatted according to corporate standards.

Phone – Enter a number if required. Your number will be formatted according to corporate standards.

Toll-Free – Enter a number if required. Your number will be formatted according to corporate standards.

V-Mail – If you want to enter an additional phone number with an extension, enter the 10-digit phone number, with the 4-digit extension. The phrase V-Mail will display after the extension on the printed card.

Internal Sales – Enter a number if required. Your number will be formatted according to corporate standards. **Customer Service** – Enter a number if required. Your number will be formatted according to corporate standards.

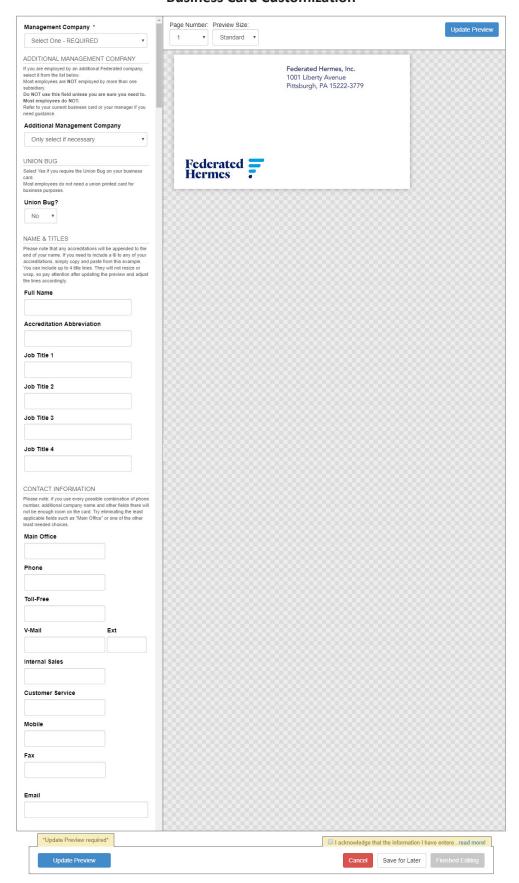
Mobile – Enter a number if required. Your number will be formatted according to corporate standards.

Fax – Enter a number if required. Your number will be formatted according to corporate standards.

Email – Enter your email address. The domain name @FederateHermes.com will be inserted automatically. **Printing Trades Union Label** – Select "Yes" if you want a symbol to display in the lower right corner of the care

Printing Trades Union Label – Select "Yes" if you want a symbol to display in the lower right corner of the card, to indicate that printing was performed by a union printer.

Business Card Customization



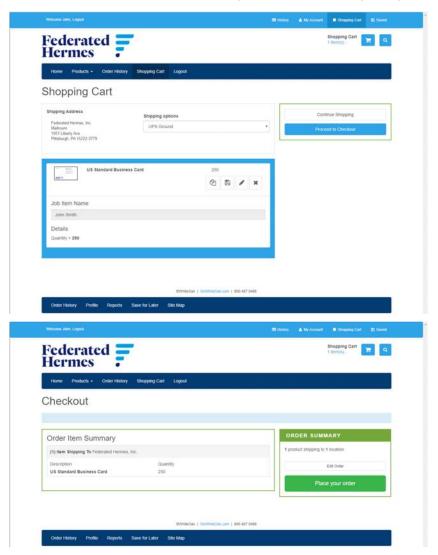
Business Card Creation (cont.)

Chairman's Club

 This template automatically includes "20xx", printed in gold ink, beneath the title. 20xx is the current calendar year (for example, 2020) and cannot be changed to reflect Chairman's Club membership for previous years.

Review and Send

- 1. Click Update Preview to see a proof with your information. Be sure to view both pages using the controls at the top of the form.
- 2. Important: Review the proof carefully to ensure that the card displays exactly as you want to see it in print. Keep in mind that, although there are character limits for the fields, the specific characters you use and the number of lines you enter may still cause lines to run off of the card, or into other areas of the card.
- 3. When you are finished reviewing the PDF, click the acknowledgment button indicating that the information you entered is correct then click the "Finished Editing" button.
- 4. From the shopping cart, select the shipping option from the Shipping Options and click on the button labeled "Proceed to Checkout".
- 5. On the following screen click the button labeled "Place your order" to complete your order.



What happens next?

After you – the Requestor – send the proof on to Federated Hermes Compliance, the following steps occur. Important: You will receive a status notification at various points in the process, but no response on your part is necessary.

System automatically notifies: • Federated Hermes Compliance to continue with next steps.

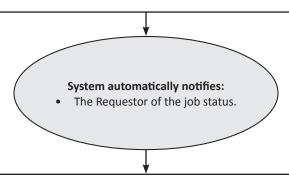
FEDERATED HERMES COMPLIANCE

- Logs onto the system and opens the pending order.
- Reviews the proof of the card to ensure that no compliance issues exist.
- Makes any necessary changes to meet compliance regulations.

System automatically notifies: The Print Buyer to continue with the next steps. The Requestor of the job status.

FEDERATED HERMES PRINT BUYER

- Logs onto the system and opens the pending order.
- Reviews the proof of the card to ensure that Federated Hermes design standards are being met.
- Verifies name and title on the card, using the weekly report from the HR PeopleSoft system.
- Makes any changes requested by Compliance, and e-mails a proof to the Requestor and Compliance for final approval.
- Receives approval via e-mail from the Requestor and Compliance.
- Releases the order to print.



PRINT VENDOR

- Receives approval to print via the online system.
- Prints business cards.
- Delivers finished business cards to the Federated Hermes mail room in Pittsburgh, PA. Finished cards will be distributed via inter-office mail to the person whose name is on the card.
- Delivers samples to the Federated Hermes Print Buyer.