



**JCPenney** **Commercial**  
Solutions



# Lorain County School Clothing, Shoes, and Jacket Program

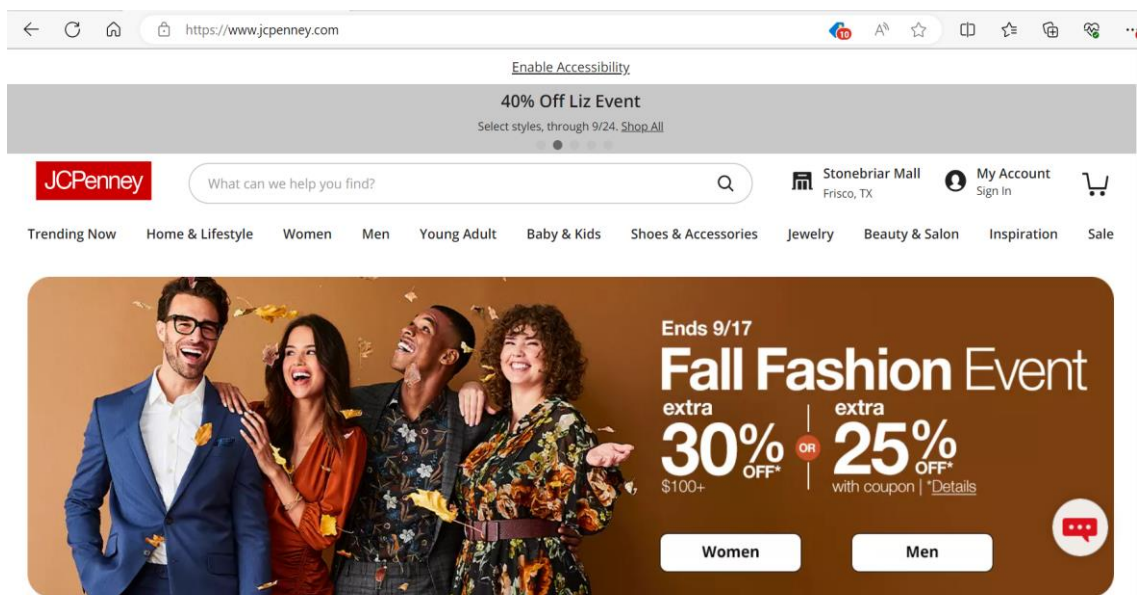
Step-by-Step Ordering Guide &  
FAQ's



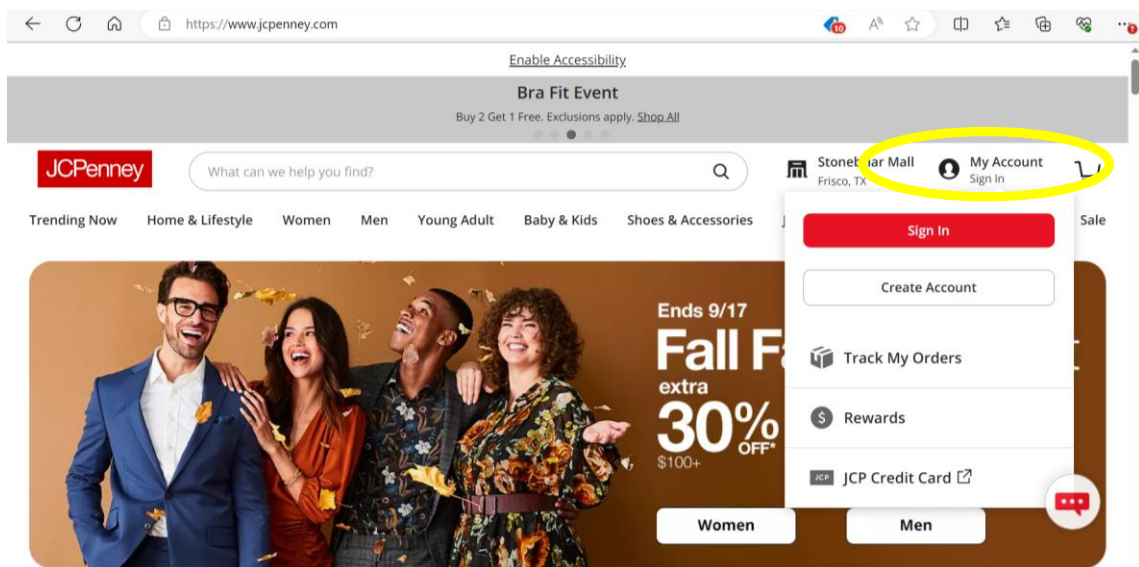
**HAVE YOU APPLIED AND RECEIVED  
YOUR APPROVAL EMAIL?**

For your order to be placed, you must apply for the program and be approved. To apply, visit [www.horizeducationcenters.org/lorain-clothing](http://www.horizeducationcenters.org/lorain-clothing) and follow the steps to fill out and submit the application for your family.

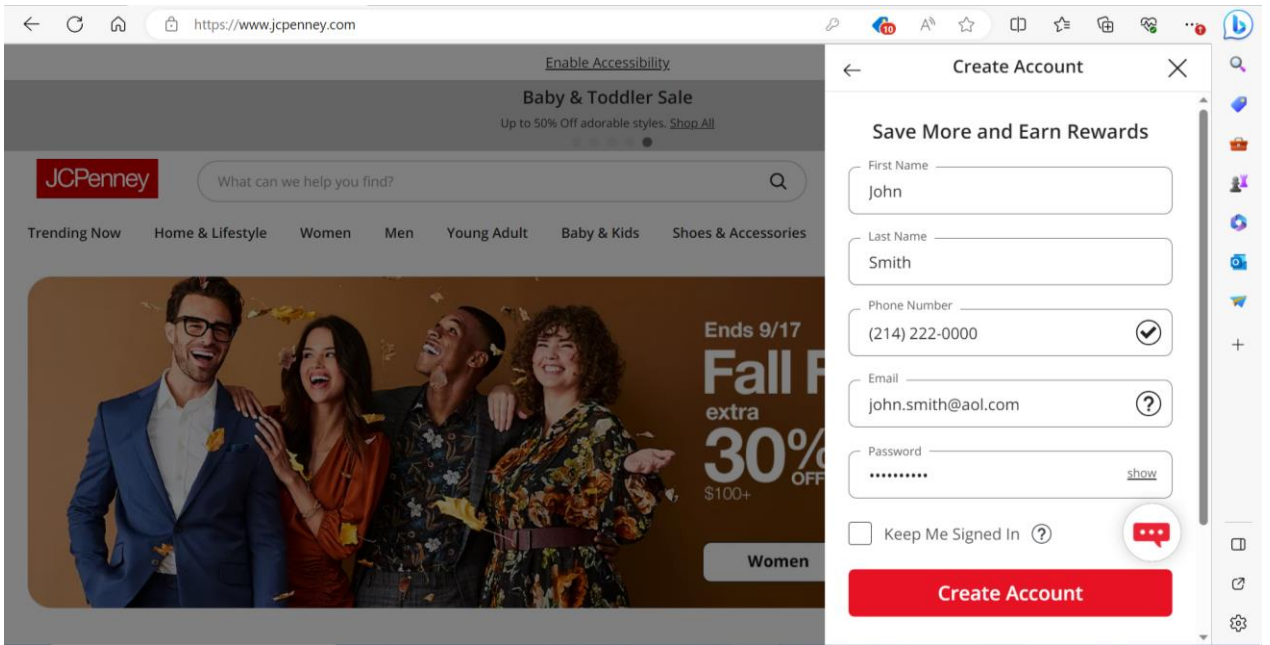
If you have been approved, continue on and happy shopping!



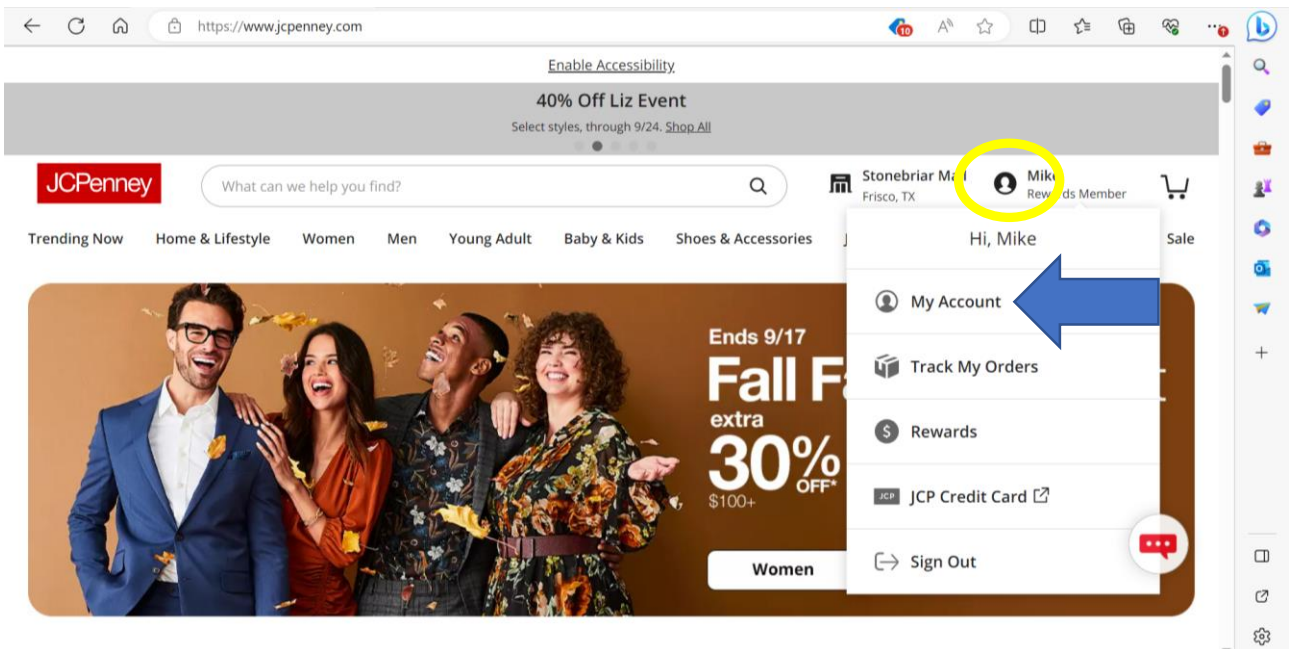
1. Visit [www.jcpenny.com](https://www.jcpenny.com) to start shopping



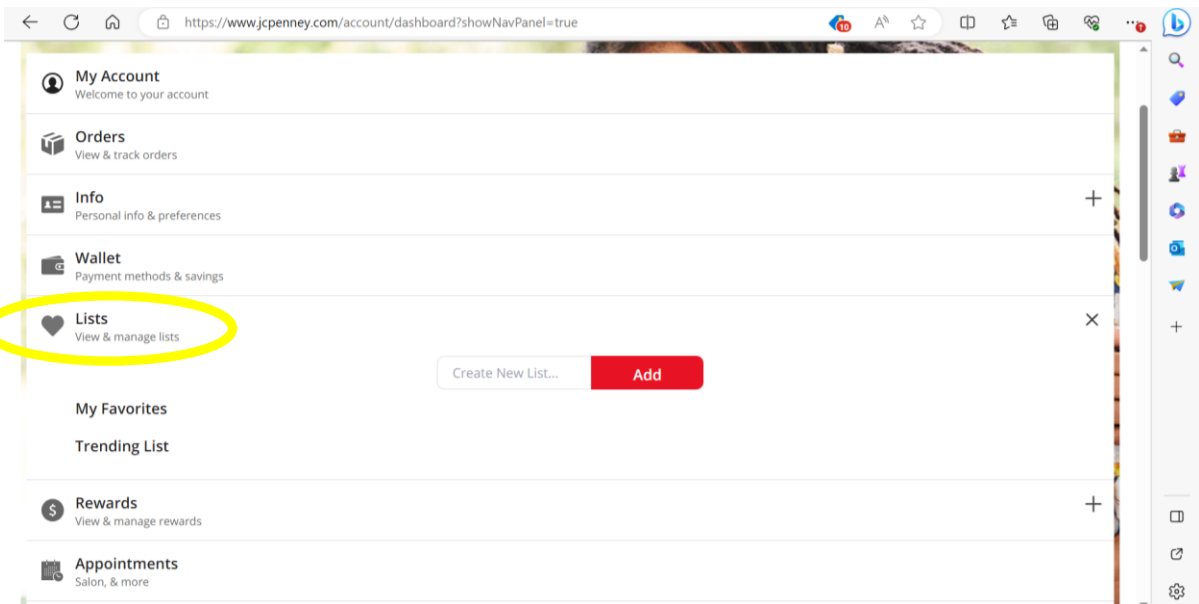
2. Click 'My Account' to sign into an existing account or create a new account. **YOUR ACCOUNT MUST BE SET UP THROUGH THE SAME EMAIL ADDRESS PROVIDED ON YOUR APPLICATION (THE SAME EMAIL ADDRESS TO WHICH THE INSTRUCTIONS WERE SENT)**



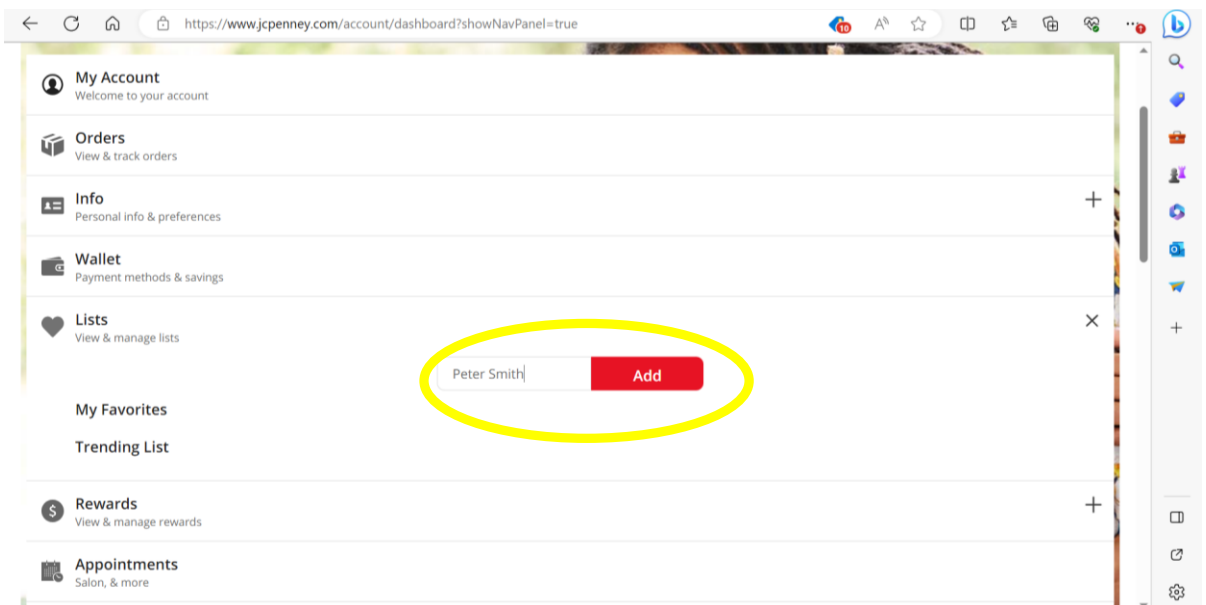
3. If creating a new account, complete the required fields and click 'Create Account'



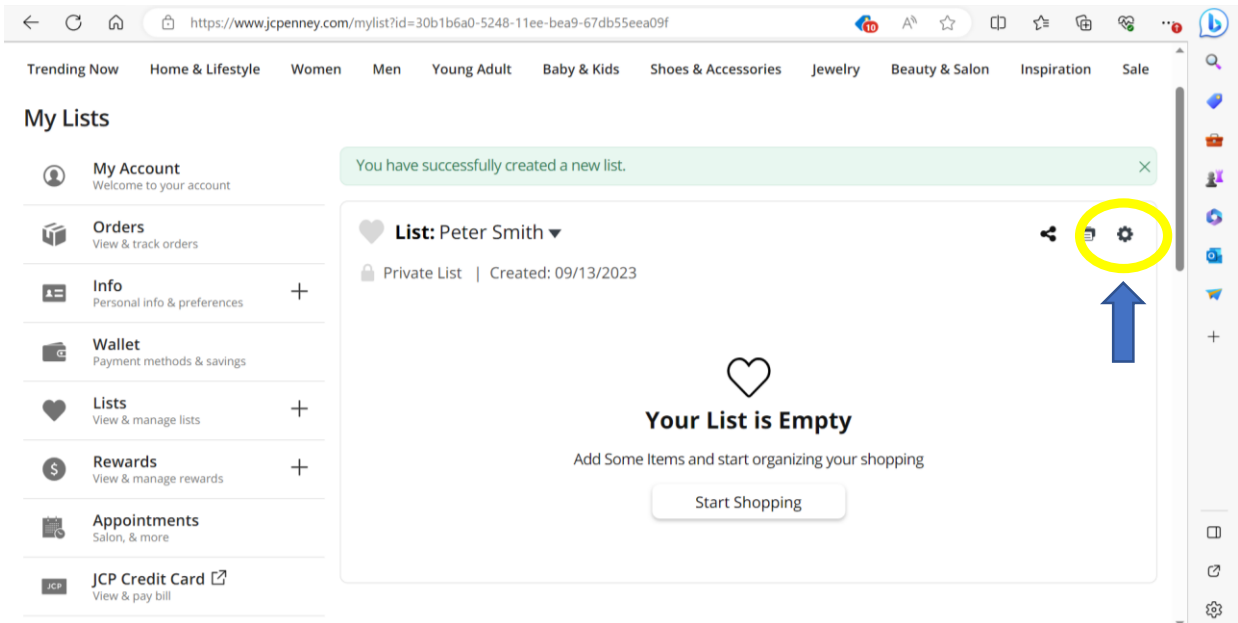
4. Once you are logged into your account, hover over your account icon and select 'My Account'



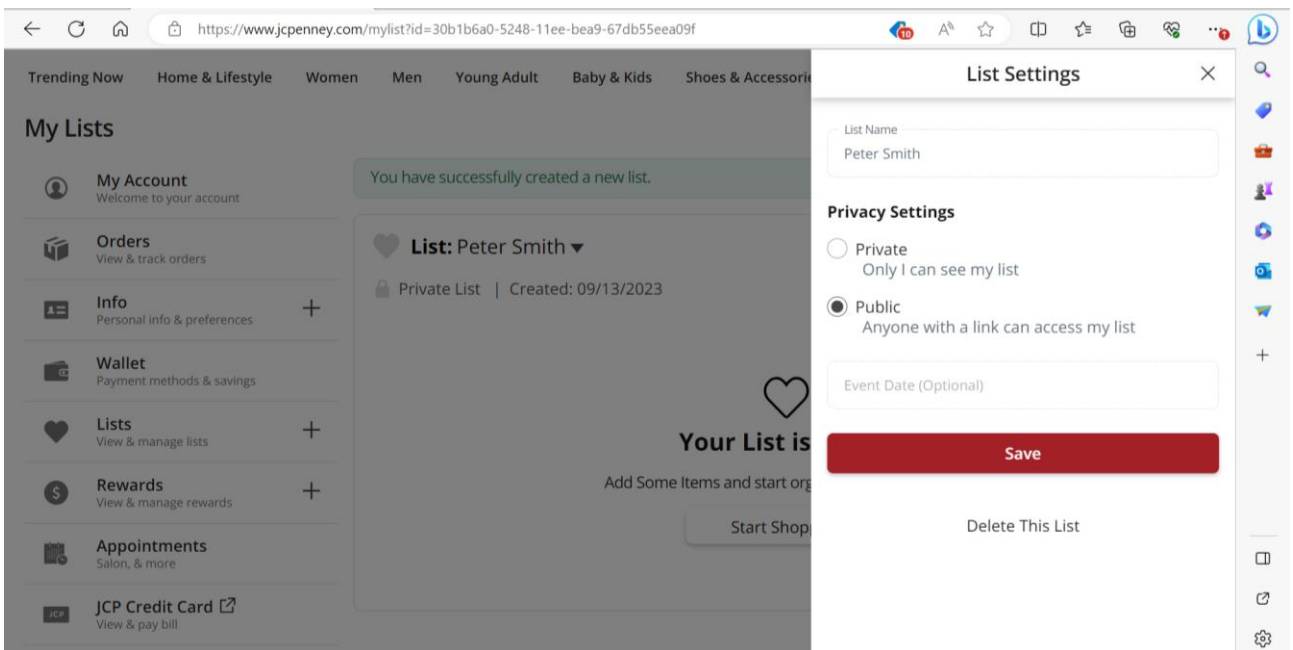
5. Once in your account profile, select 'Lists' where you will be able to create a shopping list for each child. **YOU MUST CREATE AN INDIVIDUAL LIST FOR EACH CHILD**



6. To create your shopping list, enter the child's first and last name in the text box and click Add.



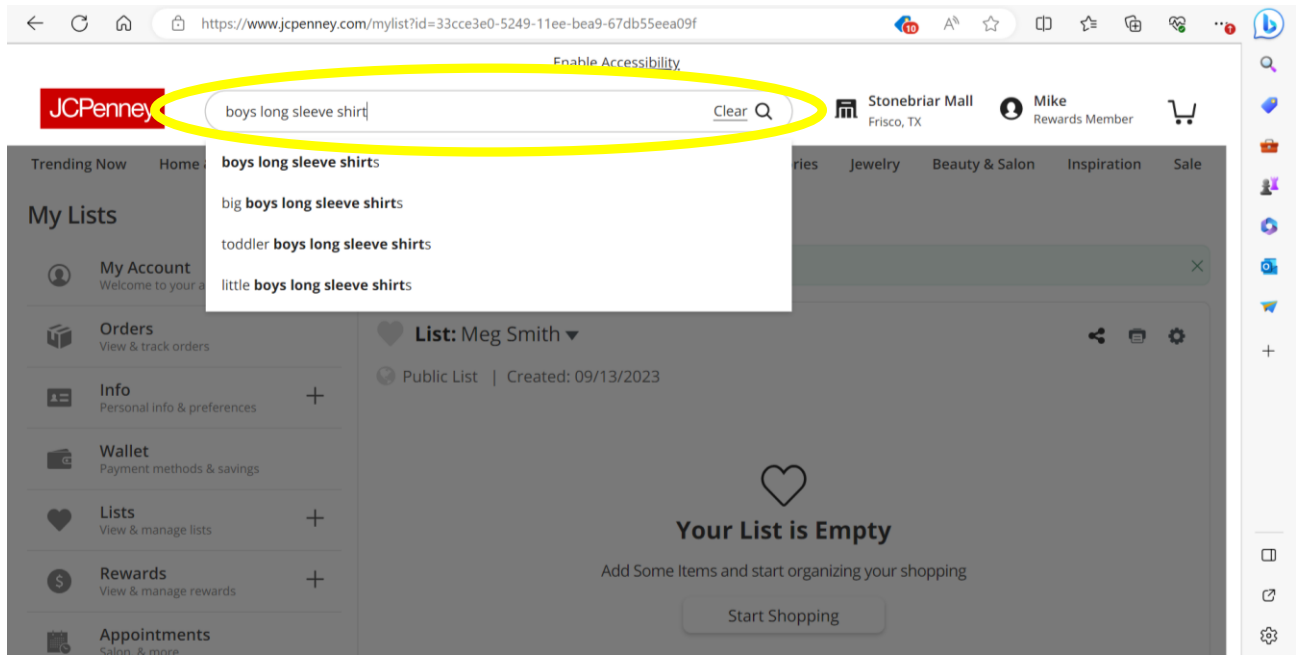
7. Once your list is created you will need to make the list public. Click on the settings icon to do so.



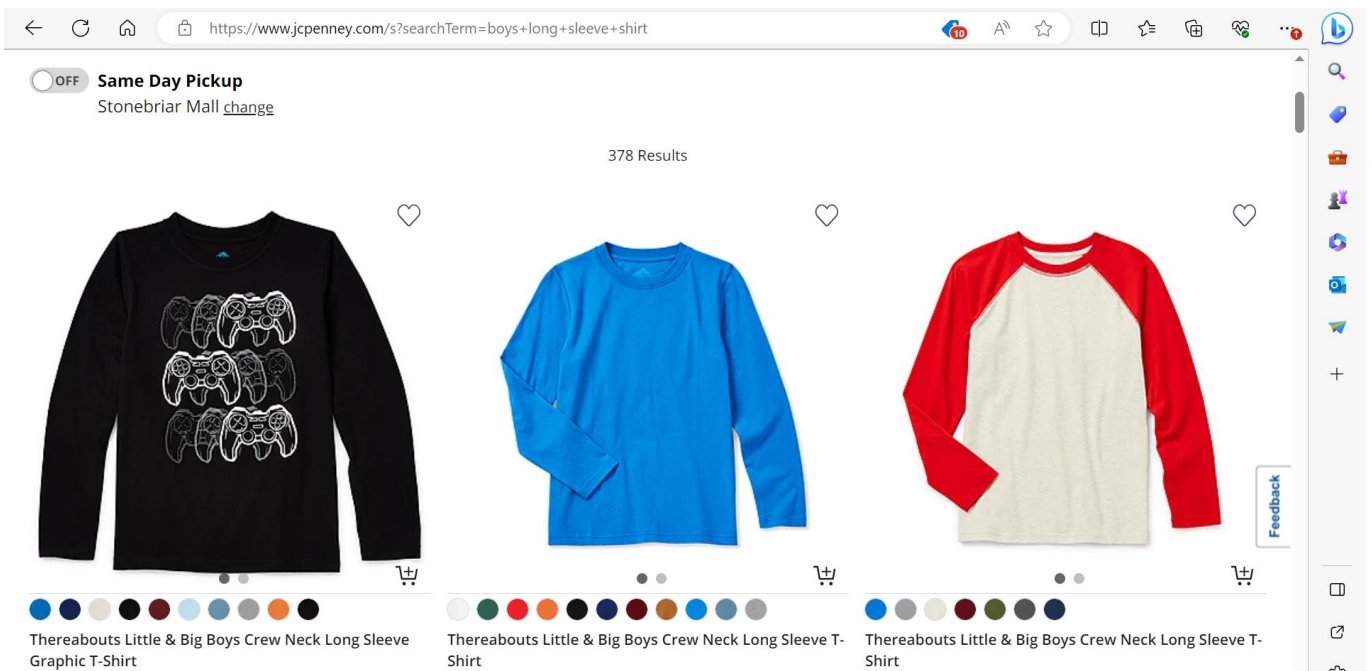
8. Select 'Public' under privacy settings and then click save to make your list shareable. Make sure that each list for each child is set to 'Public' in the privacy settings. Repeat steps 4-8 to add additional lists for multiple children. **YOU MUST CREATE AN INDIVIDUAL LIST FOR EACH CHILD.**

Once complete you are now ready to shop!

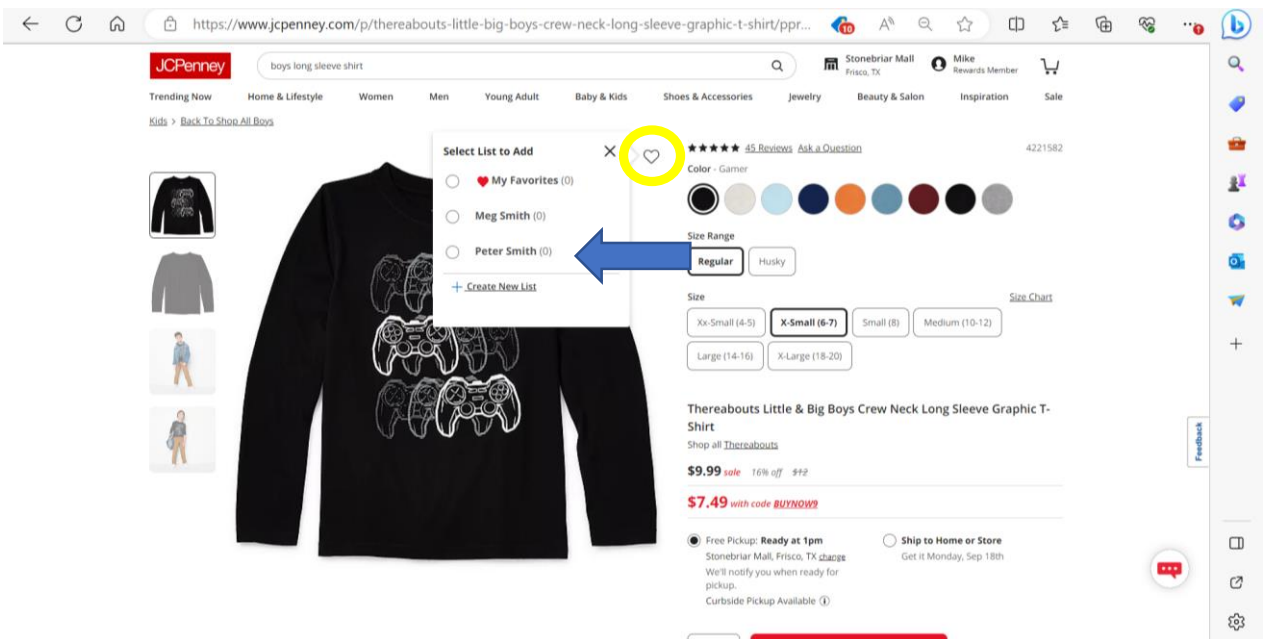




9. To start shopping, enter a description for the item you're searching for in the search bar and click enter



10. All items matching your description will be displayed. Select the item you'd like to add to your child's shopping list.



11. Once you've selected the right size and color, click on the heart icon to add the item to your child's shopping list. If you have lists for multiple children be sure to add the item to the correct list.

**Ensure the item does not exceed the maximum allowance for the item category.**

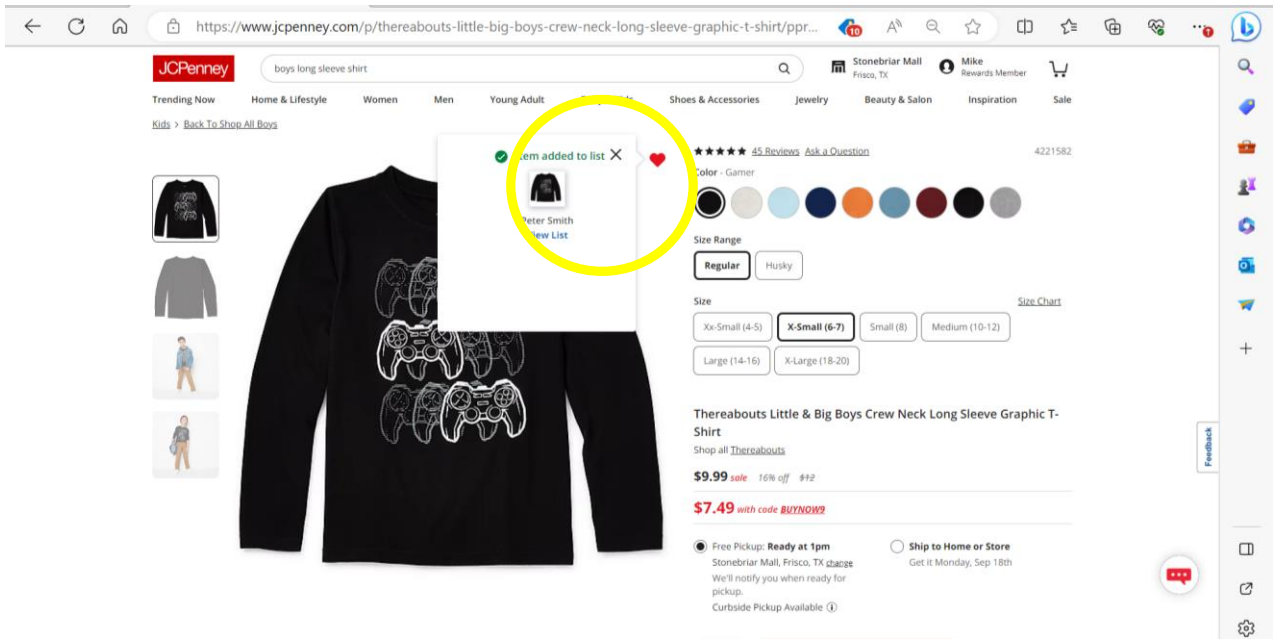
**PRICE USED  
MUST BE PRICE  
WITH OUT  
COUPON OR  
DISCOUNTS.**

Item	Max Cost for individual item*
Coat/Jackets	\$150
Hooded Sweatshirt	\$50
Shirt	\$25
Polo/Blouse	\$40
Jeans	\$50
Uniform/Khaki Pants	\$50
Underwear	\$30
Socks	\$20
Shoes/Boots	\$100
Gloves and Hats	\$30

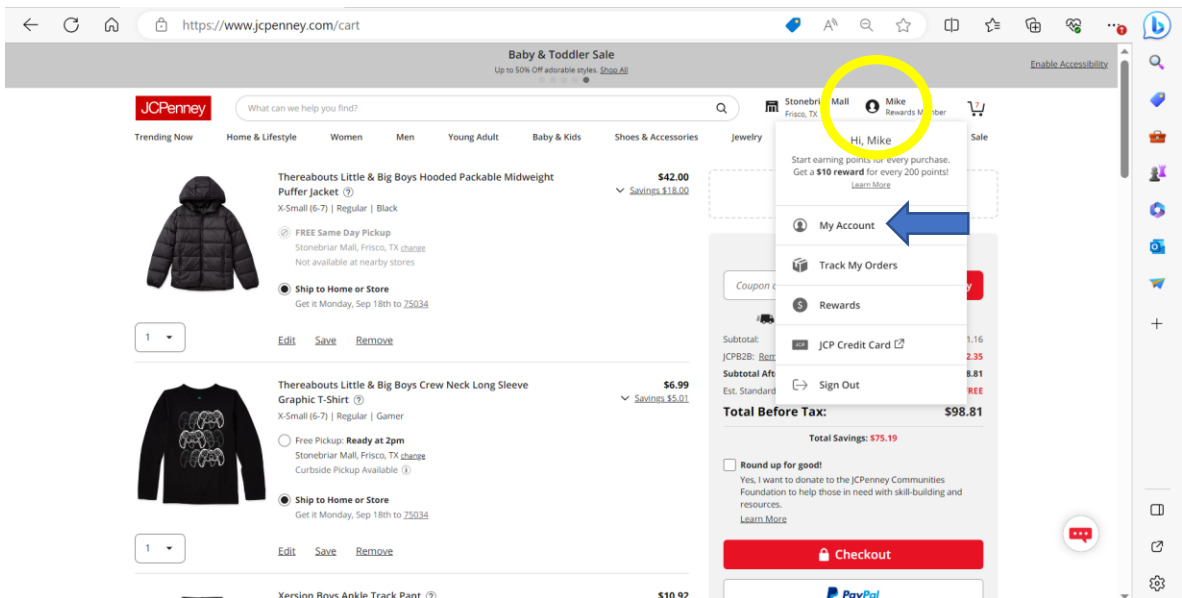
**\*You may purchase more than one item in each category, but each individual item must be priced below the maximum cost.**

**CHILD TOTAL ORDER NOT TO EXCEED \$500**

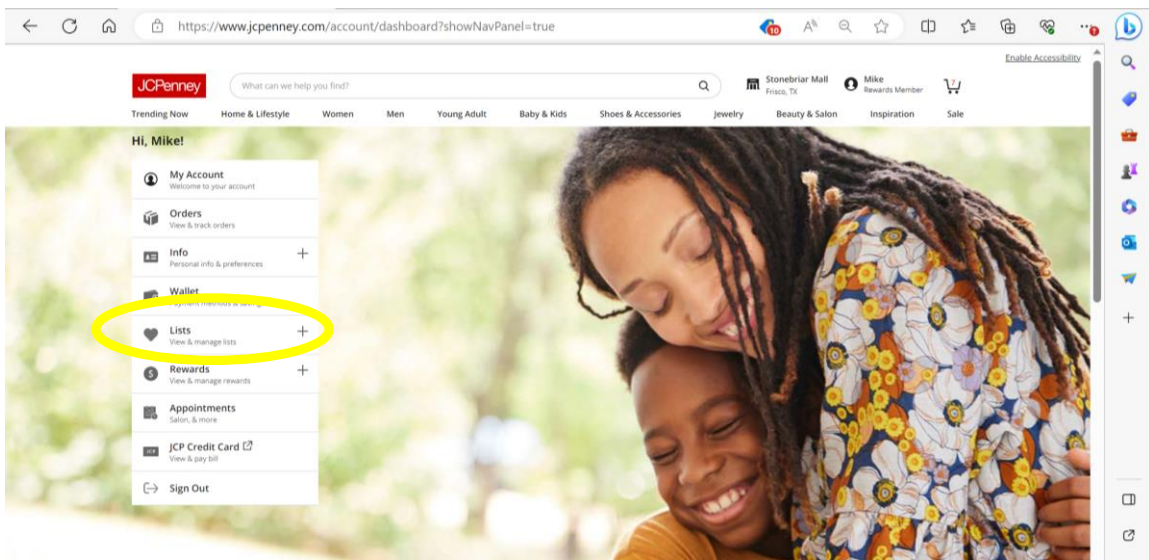




12. Once you select the list you'd like to add the item to, you will see the item added to that shopping list. Continue shopping until you've reached the \$500 order total maximum.

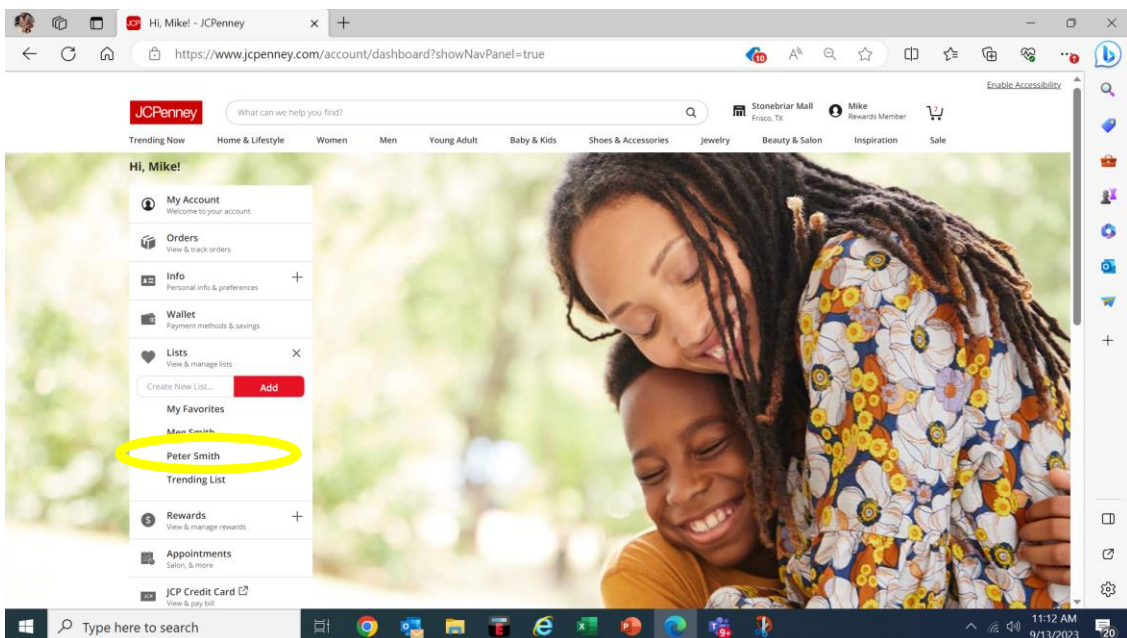


13. To share your list with your Horizon Education Centers, hover over your account icon and select 'My Account'

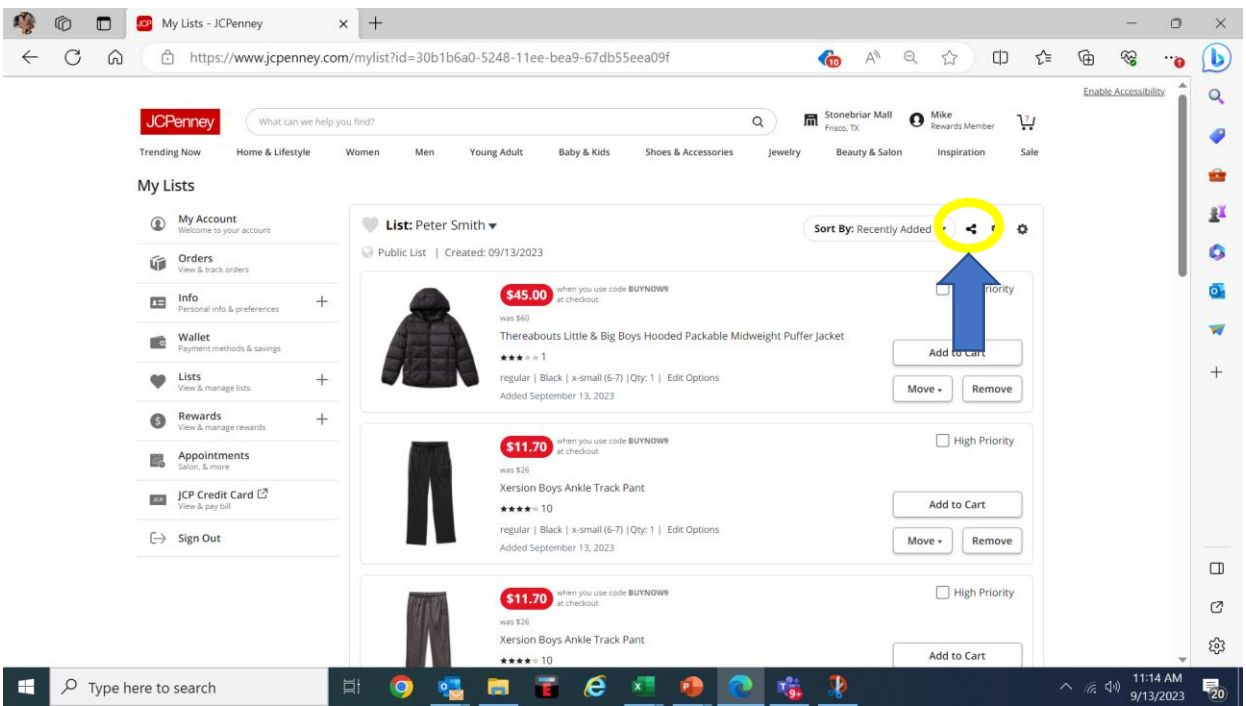


14. Click on the 'Lists' tab to access the child's shopping list

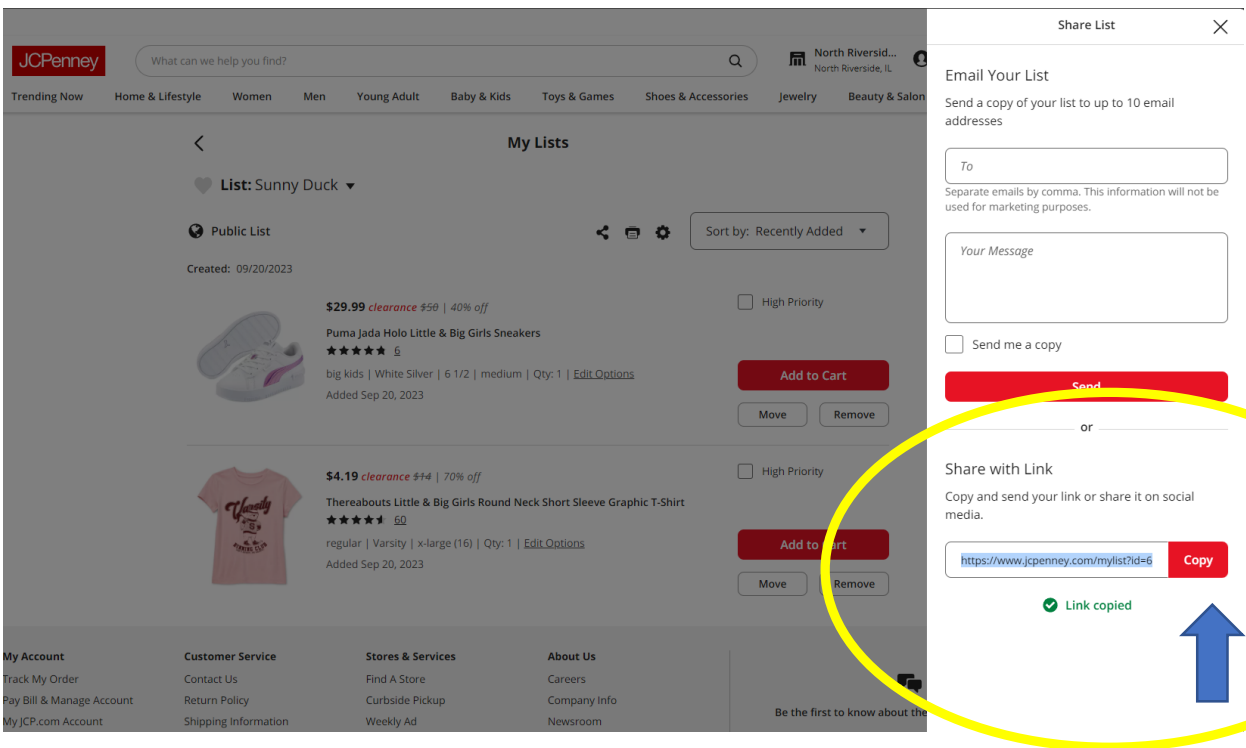
*Not seeing your child's list? Go to Troubleshooting and FAQ's at the end of this guide.*




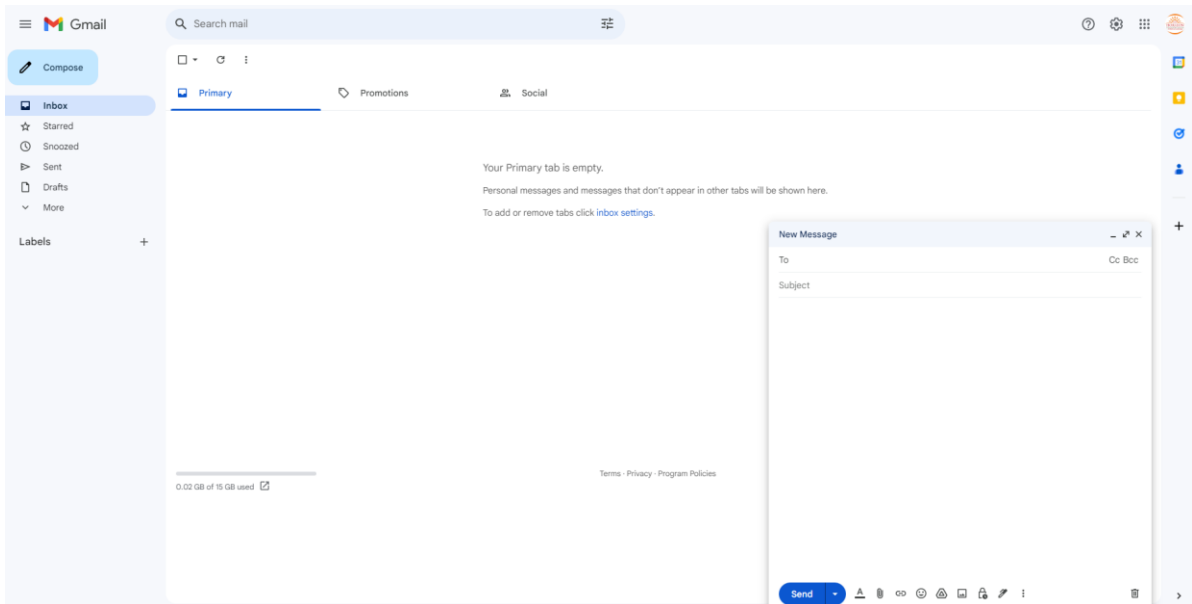
15. Select the completed shopping list for the child that you would like to share with your Horizon Education Centers.  
Ensure that the total cost is less than \$500.



16. Click on the share icon (👥) to share.

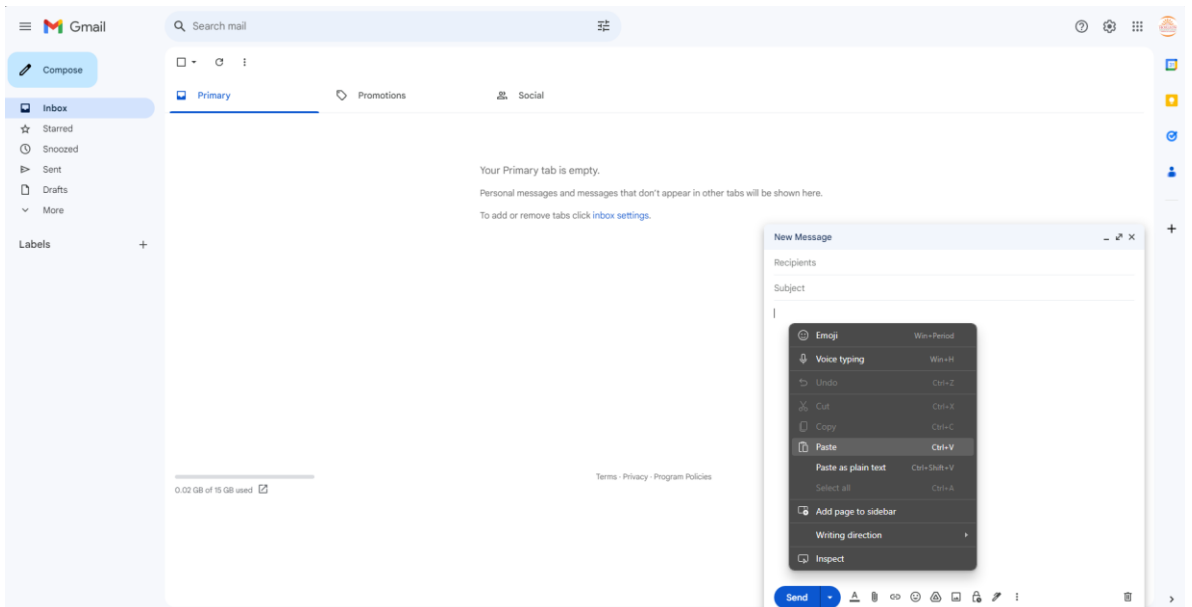


17. At the bottom of the share menu is the Share With Link Section. Click "Copy"  
Once copied, you will see  **Link copied** at the bottom of the menu

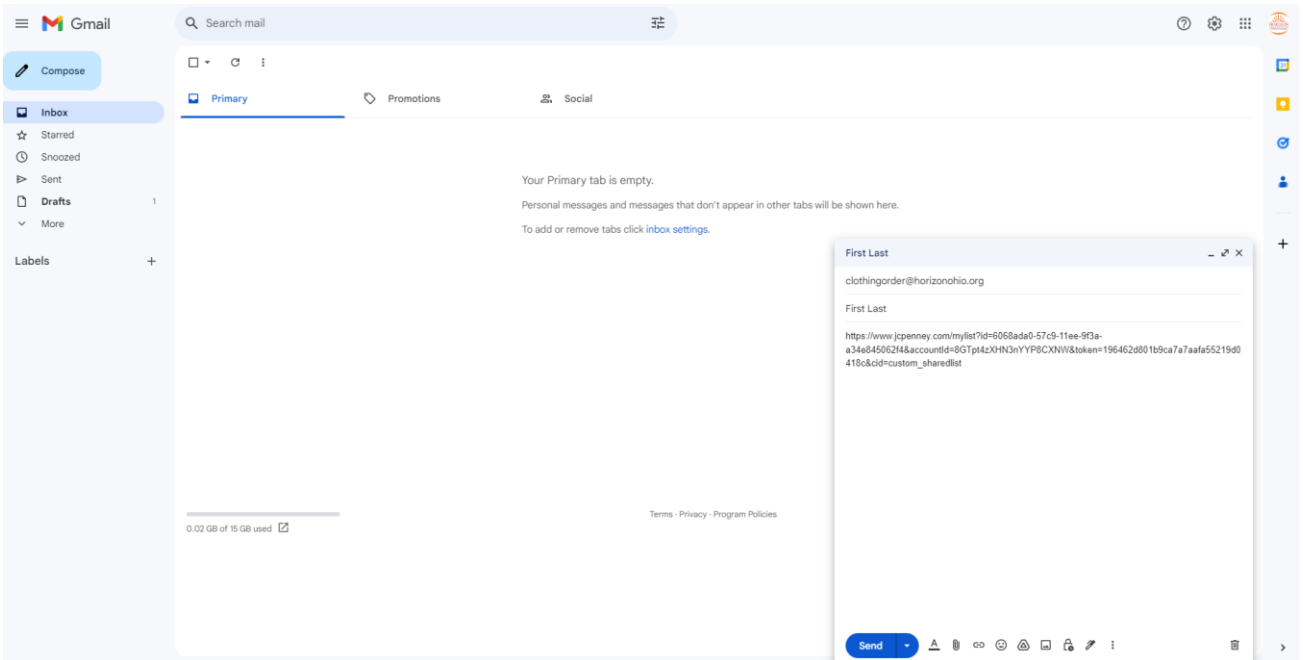


18. Next, you will need to open your email inbox and create a new email.

**THE EMAIL ADDRESS MUST BE THE SAME EMAIL ADDRESS PROVIDED ON YOUR APPLICATION (THE SAME EMAIL ADDRESS TO WHICH THE INSTRUCTIONS WERE SENT)**



19. Right click the message or body section of your new email and select "Paste" from the drop-down menu to paste the link to your child's list.



20. In the "To" section, enter [clothingorder@horizonohio.org](mailto:clothingorder@horizonohio.org)  
In the Subject section, type your child's first and last name.

Click send!

*Note: Each child's list must be sent in an individual email.*

**IF YOU ARE SUBMITTING SHOPPING LISTS FOR MORE THAN ONE CHILD, YOU WILL REPEAT STEPS 14-20 FOR EACH OF YOUR CHILDREN'S LISTS.**

# Troubleshooting and FAQ's

If you can't find what you're looking for below, please contact [clothinghelp@horizonohio.org](mailto:clothinghelp@horizonohio.org) or call 216-230-4884

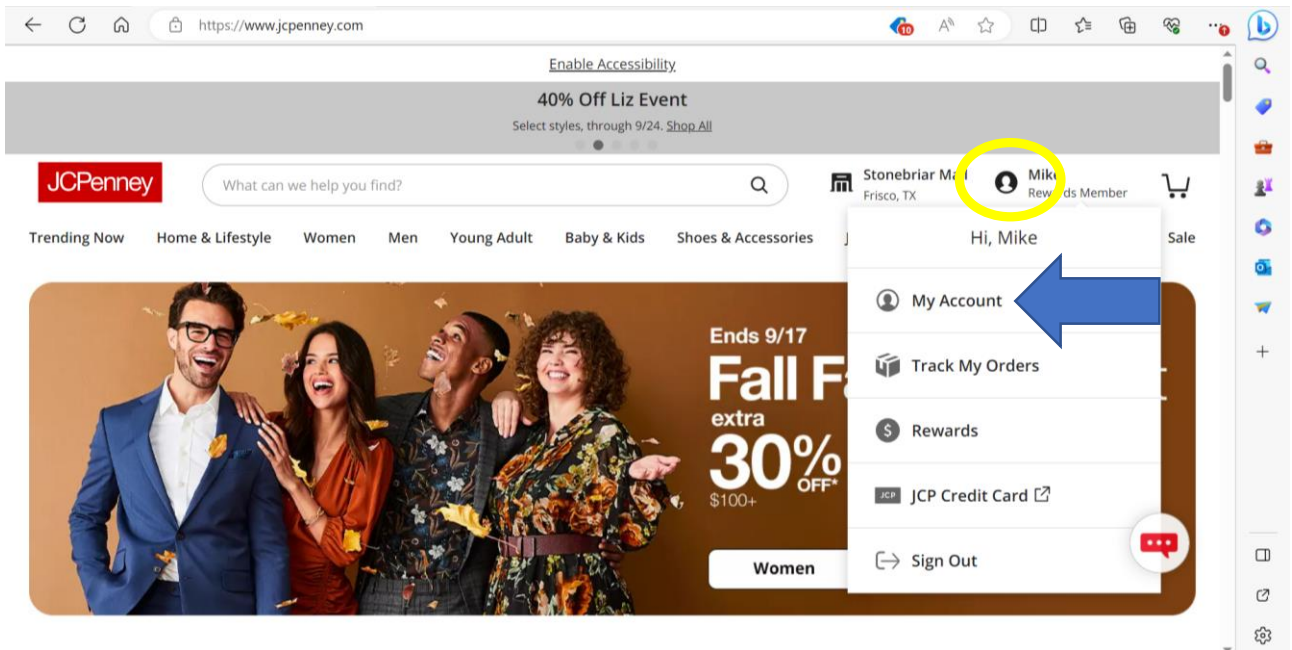
## Table of Contents:

- A. My child's shopping list does not appear on my account page.
- B. I am not able to share my child's shopping list.
- C. I would like the clothing shipped to a different address than my home address (provided on my application) – **Ship To Store**
- D. Is the \$500 per child or per family? - **Per Approved Child**

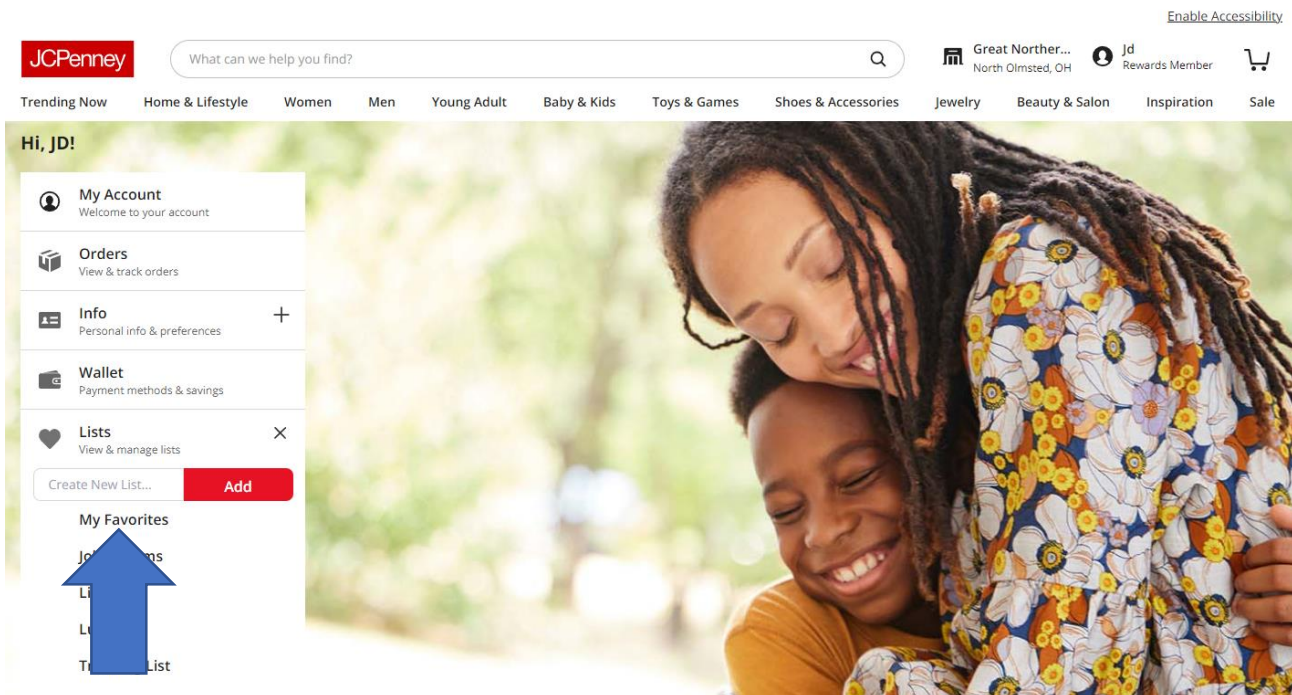


A. My child's shopping list does not appear on my account page.

- It's still there! To find it, follow the following steps:



1. Click "My Account"



2. Open Your Lists, click "My Favorites"

### My Lists

The screenshot shows the 'My Lists' section of the JCPenney website. On the left is a navigation menu with options like 'My Account', 'Orders', 'Info', 'Wallet', 'Lists', 'Rewards', 'Appointments', 'JCP Credit Card', and 'Sign Out'. The main area displays a list titled 'List: My Favorites' with a dropdown menu open. The dropdown menu contains the following items: 'Create New List...' with an 'Add' button, 'My Favorites', 'John Adams' (highlighted with a red circle), 'Lucy's', and 'Trending List'. Below the dropdown, the page indicates 'Your List is Empty' and provides a 'Start Shopping' button.

3. Click the “My Favorites ▼”

The list you are looking for should appear in the drop down menu.

B. I am not able to share my child's shopping list.

- Have you made the list public? See steps 7 and 8 in the Step-By-Step Guide above

C. I would like the clothing shipped to a different address than my home address (home address was provided on my application).

- **You can pick your order up at JC Penney Avon**

1. When entering your child's name in the email to [clothingorder@horizonohio.org](mailto:clothingorder@horizonohio.org), (Steps 14-20) also include SHIP TO STORE in the subject line.

D. Is the \$500 per child or per family?

- Each approved child has up to \$500 to spend on qualifying school clothes, shoes, and jackets.
- Approved children will be listed on your approval (congratulations) email