

Inflight Services Frequently Asked Questions

1. When do I place my order for core and optional items?

The deadline for ordering core items has now passed. (December 31, 2012) Ordering for optional items began on January 1, 2013. Ordering for additional core garments begins on April 1, 2013.

2. How many points do I receive for 2013?

Point allotments for 2013 have not changed. On sUA, males receive 165 points and females receive 150 points. On sCO, all flight attendants receive 75 points, and any remaining 2012 points (up to 38) have been carried over for use in 2013.

4. Why is sCO allowed to roll-over points?

The sCO Collective Bargaining Agreement states that “a maximum of fifty percent (50%) of a flight attendant’s annual allowance granted in any year may be carried over for use in the following year.”

5. I heard that I can receive a discount on optional items?

Beginning January 1, 2013, for 90 days, you can purchase (points or cash) optional pieces at a 25% discount.

6. Is it true that the dresses will be available at the discounted rate longer than the other optional pieces?

Yes. The optional dresses will be available through June 30th with a 25% discount.

7. How long will garments take to ship?

Garments began to ship in January 2013 and arrival times will vary by destination.

8. Will I receive my optional pieces prior to launch?

In order to receive your optional items as soon as possible, it is imperative that you order them early. Ordering for optional items began January 1, 2013. Optional pieces are NOT guaranteed delivery before the new uniform launch date.

9. What if my new uniform items need to be altered?

Eligible garments will be shipped with an alteration voucher. This voucher can be used at an authorized tailor. A list of authorized tailors will be available January 2013 on the Inflight Services website.

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10. Which items are eligible for alterations?

A \$12 voucher will be provided for pants and vests; a \$20 voucher will be provided for blazers, skirts and the maternity dress; a \$26 voucher will be provided for dresses, all-season coat, and wool coat.

11. What if my alteration cost exceeds the voucher amount?

Flight attendants are responsible for paying any additional alterations that are not covered by the voucher.

12. How can I recommend a tailor to the approved list?

Please email your suggested tailor including their name and contact information to InflightNewUniform@united.com.

13. Will the pants arrive hemmed?

Pants are available to order hemmed or unhemmed. Please be advised that all pant shipments arrive with a tailor voucher.

14. Are the uniforms made in the USA?

Uniforms are made in various locations around the world including the USA.

15. How are returns handled?

All items (core and optional) shipped prior to April 30, 2013 will include a pre-paid return label.

16. What items are included in my core package?

A list of core uniform items is located on the new uniform website on [Flying Together>Inflight Services>Your uniform is getting an upgrade](#).

17. Is there a female hat in the new uniform program?

There will not be a hat option in the new uniform program.

18. Is there a summer option for men?

An aviator shirt is an optional piece and will be available to order beginning on January 1, 2013. Please note that this shirt will not ship until sometime in May, and will not be available for launch.

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19. How will pursers/ISMs be identified?

Pursers and ISMs will be identified on their name bar.

20. Where can I find the pre-fit worksheet and how is it used?

The pre-fit worksheet is available on the new uniform website. Even if the fit sessions are over, you may use it as a tool if you are doing your own measuring as well as to know which garment pieces are included in the launch package.

21. Why is the dress not part of the core/launch package?

The standard uniform is defined by the terms of the SUA Flight Attendant Agreement and we are not at liberty to modify those terms without AFA's consent. As we are not required to include a dress as part of the standard uniform, the dress is considered to be an optional piece and therefore must be purchased separately.

22. Why is there a point difference between sUA and sCO?

The uniform point programs have not been harmonized. This will occur when a single contract is achieved. Currently, each flight attendant is provided an annual allowance of points, to be used to maintain the uniform, normal wear and tear, and to purchase optional items that are not part of the core/launch package. As we launch the new uniform, all flight attendants receive the core/launch package which consists of two complete uniforms.

In reviewing the two programs: the uniform allowance point program for sCO is contractual, every flight attendant receives 75 points per year, and the value of the points per garment is fixed. In addition, any optional pieces are offered at a 25 percent discount for the first 90 days. The two female dresses will have an additional 90 day period to use the 25 percent discount.

The uniform point program on sUA is based on a point per dollar model. The value of the garment determines the point value. All male flight attendants receive 165 points and all female flight attendants receive 150 points. Although not required, the 25 percent discount has been offered to sUA flight attendants for the first 90 days, with the special exception on dresses to extend the discount to 180 days.

23. Will there be any more fit sessions in 2013?

There are no more fit sessions planned for the new uniform.

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24. My core uniform pieces are showing on backorder. What if I don't receive them before launch?

The Cintas website shows different shipment dates for the various uniform pieces once they are put into the shopping cart. When Cintas shows a backorder status, it is the latest possible date that the item can ship. Cintas receives orders from their suppliers daily, and the backorder status can change at any time. Additionally, if Cintas received returns, and it happens to be a size that is on backorder, then a backorder has the potential to be filled immediately. If you have ordered your uniform by the December 31 deadline, you should have your order delivered before launch.

25. The Cintas website is telling me I need to pay for shipping. Am I responsible to pay shipping?

There has been confusion and misinformation about shipping charges, and who is responsible to pay. Please see below for an explanation. Also, if United is paying for shipping, then United/Cintas will also assume responsibility for all customs taxes on International shipments.

- Core/Launch – United pays shipping
- Order with points – United pays shipping
- Order with points/cash (sUA) – United pays shipping
- Cash order – Employee pays shipping

26. My shipment is missing a couple pieces. Is that normal?

Yes. Cintas will ship incomplete orders if a few garments are on backorder status will ship incomplete orders if a few garments are on backorder status