



# United Airlines New Uniform Program How To Order Launch Garments

Inflight Services/ Customer Service/ Ramp / GQ-PV/ Aircraft Maintenance

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## United Airlines New Uniform Program Launch Allotment

You will be receiving a special Launch Package of New Uniform Core Garments. This is a separate package from your Annual Point Allotment. You will not need to use your points to order your Launch Package. From January 1, 2013 – March 31, 2013, you will be able to use your 2013 Point Allotment to purchase only the optional uniform garments. Beginning April 1, 2013, you will be able to use your points to continue to purchase optional pieces and order additional Core Uniform Garments.

New Uniform Launch Ordering Timeline	
October 22, 2012 – December 15, 2012	Schedule a fit session and order your core/launch uniform pieces
January 1, 2013 – March 31, 2013	Order your optional uniform pieces*
April 1, 2013	Ordering available for extra core pieces
Spring 2013	Launch new uniform
* It is strongly suggested that you order your optional uniform garments as soon as possible to ensure delivery in a timely fashion.	

### Placing an Order for your Launch Allotment

A website has been set up for you to place your Launch Package order. You can access the website by first visiting your individual Workgroup Uniform Page on Flying Together and then click on the "Order your Uniform" link. (See Internet Ordering Instructions below for more details)

1. On the website you can:
  - Place an Order
  - Check your point balance
  - Track your last order
  - Read important updates
  - FAQs
  - Get sizing information
  - See what you have ordered in the past
2. If you have any questions regarding your online order, you can contact Cintas for help navigating the website at:
  - TOLL FREE PHONE: **U.S.** 1.800.889.0331 **Mexico:** 001-855-842-8490
  - UK:** 0800-0515-929 **Germany:** 0800-180-8448
  - Hong Kong:** 800-905-372 **Japan:** 00531-13-1519
  - Monday – Friday, 7:00 a.m. – 7:00 p.m., CST
  - You may fill out an order form for easy reference
3. You can also email us with questions@ [united@cintas.com](mailto:united@cintas.com)

### SECURITY

Cintas has developed systems and procedures to protect your Uniform Point Account, much as your bank would safeguard your savings or checking account. When you have completed using this website please make sure to click the Log Out button on the right hand corner of the screen.

If you do not log out properly the system will lock your account and you will have to wait 24 hours until you are able to log on again.

If you forget your password, contact Cintas Customer Service and they will reset it to the default password for you. Password resets will take 24 hours.

## **SHIPMENTS**

Launch Package orders will begin shipping in December. Please see your workgroup's Uniform Page on Flying together for more detailed shipping information. After the launch, all non-modified orders will be shipped within 3-5 business days. Orders with modifications (hemming, embroidery application) will be shipped within 7-10 business days. Orders will be shipped to the employee's designated home address. Please note we cannot ship to Post Office boxes. Orders shipped within the U.S. will be shipped via FED EX and orders shipped to locations outside of the U.S. will be shipped via DHL Worldwide to a home address. The employee will be responsible for the cost of shipping after their point allotment has been fully depleted or if Customer Service, Ramp, and GQ-PV employees exceed their maximum allowance of two company paid shipments.

## **LOST SHIPMENTS**

If you have determined that your uniform was shipped and you have not received it, please contact your Supervisor or local uniform coordinator. They will work with the Corporate Uniform Coordinator for investigation with Cintas and the shipping carrier, and will arrange for a replacement shipment.

## **WORK DAMAGE/LOSS-THEFT**

If you have a garment that has been damaged, lost or stolen at work, please contact your Uniform Coordinator to arrange for a replacement garment.

## **RETURNS**

The garments are completely and conditionally guaranteed against defect for their expected wear life, given proper care and use.

- Garments are returnable within 60 days of receipt with no restocking fee.**
- After 60 Days, the garments will be returned to Sender except for returns for Quality or Cintas Error.
- The following garments are non-returnable:
  - Worn, laundered or dry cleaned.
  - Modified in anyway (ex. Hemming pants) (except if modified, defective, incorrect, incorrectly hemmed, wrong workgroup embroidery, or wrong size sent)

**Please see your Workgroup Uniform Page on Flying Together for more information regarding returns.**

## **Inflight Services & Customer Service Alterations Voucher Program**

Tailored garments ordered through Cintas will be shipped with an Alterations Voucher valid at any Cintas/United Airlines Authorized Tailor/Alterations Vendor. The Alterations Voucher can be used at the Authorized Tailors/Alterations Vendors, only for the eligible garments listed below, and only for the approved alteration charges. The Alterations Voucher is valid for at least 2 months and Authorized Tailors cannot honor expired Vouchers.

If your garment requires alterations, you should take the garment and the Alterations Voucher to any one of the approved Authorized Tailors worldwide. The required alterations will be completed at no cost to the employee up to the limit agreed upon by item as noted below and on the Voucher. Employees will be responsible to pay for any additional alterations that are not covered by the Alterations Voucher Program.

### **Alterations Vouchers**

Below is a list of the eligible garments for the Alterations Voucher program.

\$12

Pants • Trousers • Vest • Maternity Pant  
International Serving Jacket (Inflight only, call Cintas to request voucher)

\$20

Suit Jackets • Skirts • Maternity Dress

\$26

Dresses • All Season Coat • Wool Coat

### **How your Alterations Vouchers will be shipped**

For each order placed that includes tailored garments, the Alterations Voucher will be in the box with your garments, please be sure to check the box to ensure you have received a voucher for each eligible piece ordered.

### **Lost Voucher**

If you have lost an Alterations Voucher, please feel free to contact Cintas Customer Service. Please have the original order available so that Cintas Customer Service may verify that an Alterations Voucher eligible garment was ordered. Once that has been verified, Cintas will send out a replacement voucher via the United States Postal Service to both domestic and international locations.

### **Alterations/Tailors – Approved Vendor Locations**

See link on your individual Workgroup Uniform page.



## Internet Ordering Instructions

- For Inflight Services, Customer Service, Ramp & GQ/PV
- Tech Ops employees, your Uniform Coordinators will continue to order uniforms on your behalf.
- For Questions please contact Cintas Customer Service

### Getting started

What you will need to order online:

- Microsoft Explorer, Version 5.0 or higher.  
Please note that you should only have one browser window open when ordering to maximize your user experience.
- Your employee number and password.

	sUA	sCO
UserID	U Number	CO Employee Number
Password	Current Cintas Password	
	<b>1st time users:</b>	
	last 4 digits of social security number (US)	Last 4 digits phone number
	9999 or 0000 (international)	Refer to All About Me > MyInfo for phone number on file

**First time users will be required to change their password**

### Shopping for uniforms

Follow the instructions below to place your order with Cintas.

1. Log in to your workgroup's Uniform Web Page via Flying Together.
  - a. You will be brought to the UAL custom screen. Enter your employee number and password and click "Login" to continue. (sUA enter digits only)

**CINTAS**

Login

**UNITED** 

Employee Number:

Password:

**Login >**

\* Your initial password has been previously assigned and you will be required to change the password at your first login.

**Welcome**  
**United Airlines**  
Thank you for choosing Cintas for your uniform needs.  
On this web site, you will be able to:

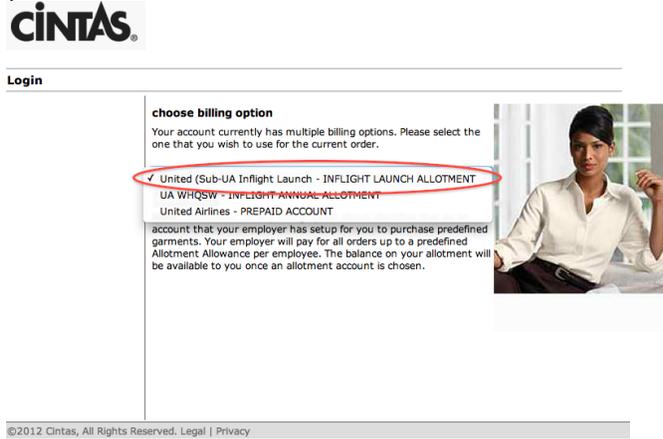
- Check the real-time availability of your garments in our distribution center
- Place allowance orders
- Track the status of your orders in real-time

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**Note:** The first time that you log in you will be prompted to change your password. Once you change and confirm your password change, you will be returned to the above Login page to re-enter your Employee/File # and your new password. You will then be logged in to your Account Page.

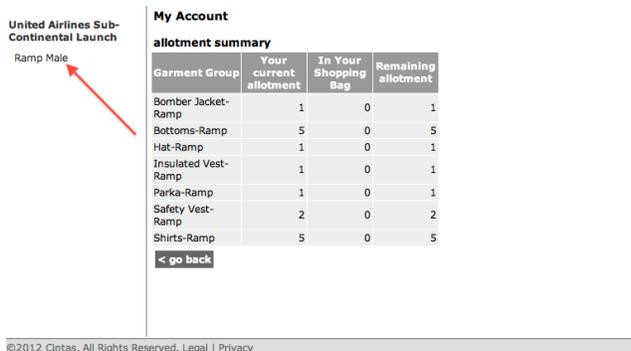
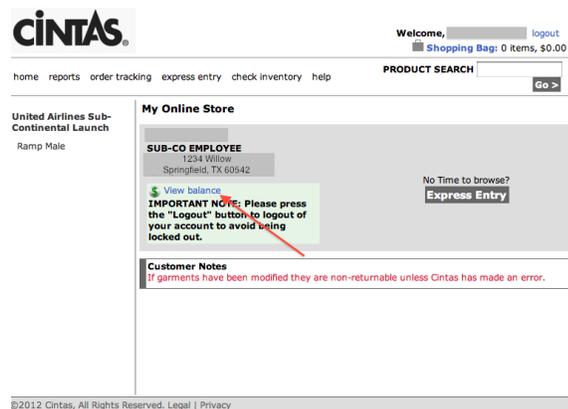
for password resets.

1. Once you log in, you will be prompted to choose which Allotment Account you would like to use.
  - a. **SUB-UA employees:** You will also see your Standard Annual Allotment account as well as your employee purchase accounts. These accounts are not to be used for the Launch Garment Allotment and will not have ANY of the new uniform pieces available.
  - b. **SUB-CO employees:** You will bypass this screen and be taken directly to your Launch ALLOTMENT ACCOUNT HOMEPAGE



## 2. My Online Store

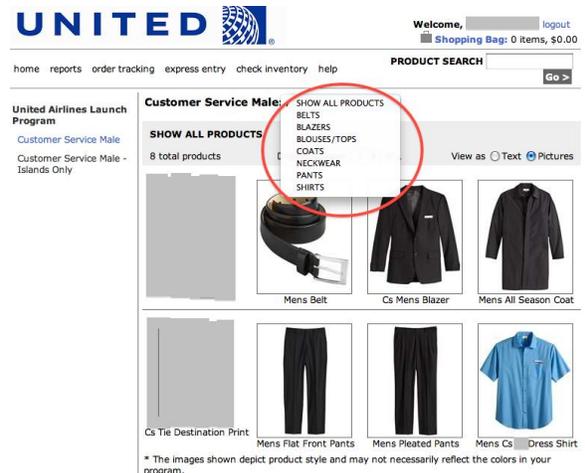
1. Click on the View Balance link under your name. This will show your allotment summary and how many garments you can order for your Launch Package.



2. Click on your Uniform Program in the upper left corner under United Airlines.

### 3. Start Shopping!

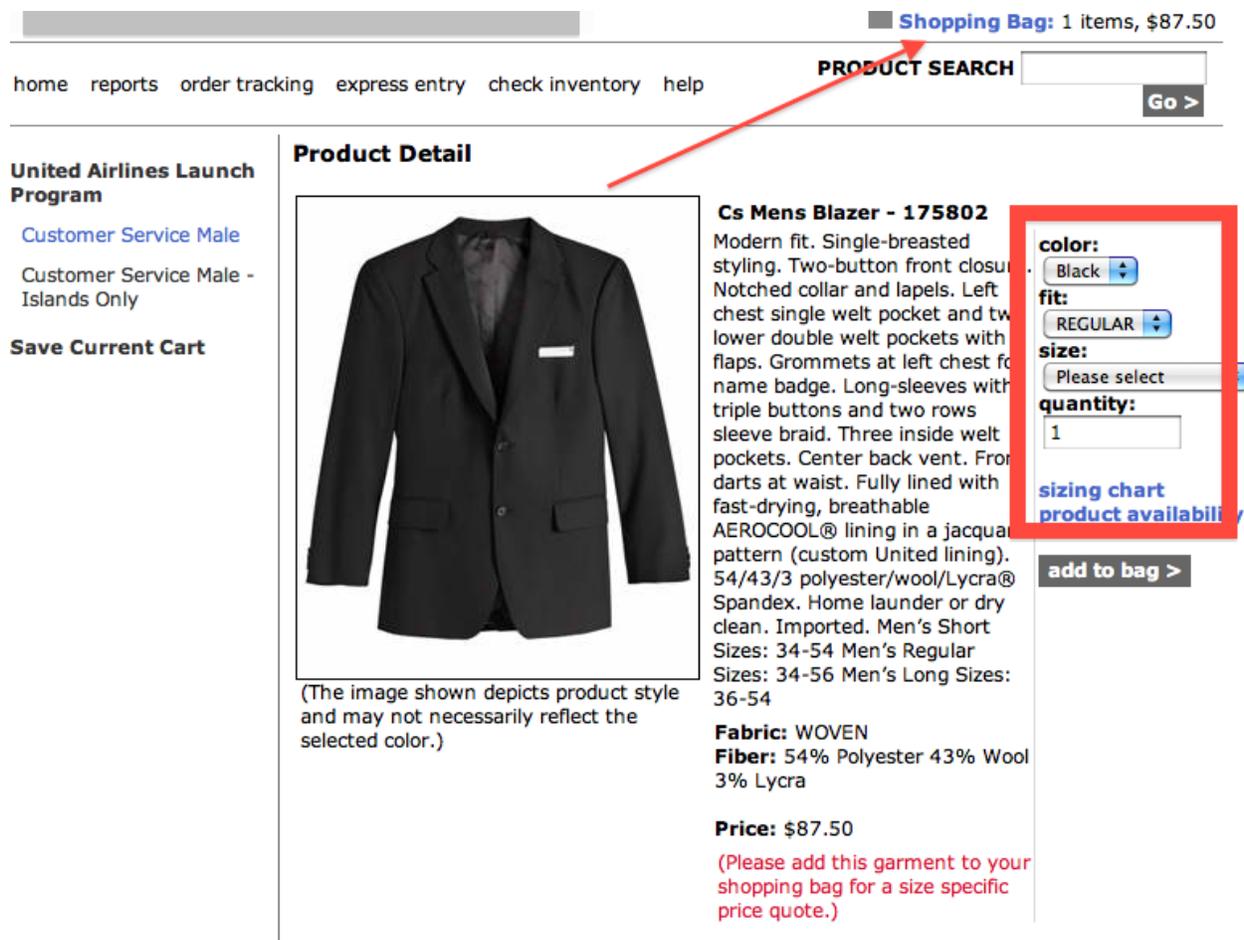
At the top of the page, a list of product categories will appear in a drop down box. Choose the appropriate product category to see the products associated. You can also view by selecting the radio buttons text or picture.



### 1. Product Detail Page

- a. At the product detail page, enter the color, fit, size and quantity from the dropdown boxes. If only one color is available in the program, the color field will default to it. If multiple colors or fits are available, you will need to make a selection before proceeding.

- i. **Shopping Bag Feature** is located at the upper right hand corner of the screen. This feature allows you to view how many items and garment total of what is in your cart as you shop.



a. To view real time inventory availability, Click on the Product Availability link.

## 2. Shopping Cart

a. If you would like to come back later to continue shopping, select "Save Current Cart" on the left hand side of the page. Please click "Save Bag" when it appears and you will be set to continue shopping.

## 3. Checkout

- When your cart is complete, click the "Checkout" button to move through the checkout process and place the order.
- The shipping page gives you the ability to verify where the order will be sent. You may either edit the current address or add a secondary address.
- If your address changes after your order has been placed, contact Cintas Customer service to update your shipping address.

home reports order tracking express entry check inventory help **PRODUCT SEARCH**  **Go >**

**Shopping Bag**  
(to update a shopping bag item, simply click on the product description)

Stock	Description	Item	Color	Fit/Size	Qty	Each	Total
	Cs Mens Blazer	175802/35	Black	REGULAR/40 Long Sleeve	1	\$87.50	\$87.50

**Program:** United Airlines Launch Program  
**Category:** Customer Service Male

**Subtotal** **\$87.50**

**Continue Shopping** **Apply Changes** **Clear Bag** **Checkout**

**express entry**  
If you know your Cintas product number, color code, and size, you may use the form below to quickly add an item to your bag.

Product number	Color code	Fit	Size	Qty	
<input type="text"/>	<b>Add to bag &gt;</b>				

[product availability](#)

Our SKU formats have changed. If you need the new format for Express Entry, please [click here](#). You'll be brought to a spreadsheet where you can search for the product number and see the new format. If you have any questions please contact Customer Service at 1-800-UNIFORM.

[View balance](#)

**Note:** Orders may not be shipped to your work location, except by division approval. If your location has been approved, see your local management for ordering instructions.

home reports order tracking express entry check inventory help **PRODUCT SEARCH**  **Go >**

**Checkout**  
**choose a shipping method & address**

**Shipping Method**  
Federal Express - Ground (Third party billing)

**Important shipping note**  
All in-stock merchandise ships within 2 - 3 business days and modified garments will ship within 5 - 10 business days regardless of shipping method.

**Shipping Address**  
The addresses in the list below are on file with Cintas for your account. You have the ability to manage your shipping addresses using the links below. Please review all contact information and your delivery address prior to Continuing to Checkout to ensure expedient delivery of your order.

Attention:

Phone:

Company:

**Select the shipping address:**

	1231 Willow Road Springfield, RI 01103	<b>Edit</b>
--	-------------------------------------------	-------------

**Need to add a new address to this list?**  
[Click here to add a new shipping address your account.](#)

**Continue Checkout**

- a. On the payment screen, the screen will display what the balance of the number of garments was prior to the order and what your balance will be after the order is placed. **Please order your entire Launch Package.**

home reports order tracking express entry check inventory help **PRODUCT SEARCH**  **Go >**

---

**United Airlines Launch Program**  
 Customer Service Male  
 Customer Service Male - Islands Only  
**Save Current Cart**

**Checkout**  
**employee summary**

Garment Group	Your current allotment	In Your Shopping Bag	Remaining allotment
Belt-CS	1	0	1
Blazer-CS	1	1	0
Coat-CS	1	0	1
Neckwear-CS	2	0	2
Pants-CS	3	0	3
Shirts-CS	5	0	5

**Purchase Order Number**  
 You are not required to enter a PO number, but if you have one, you may enter it in the field below.

**Back to Shipping** **Continue Checkout**

**4. Confirm Your Order**

- a. Confirm your shipping address. Select the desired ship to location for your order.
- b. You can also change the address by clicking Edit.
- c. Change the default email address to your personal email address as shown below.

**Notice the Payment method notes the Allotment covers payment, even though pricing is included.**

**United Airlines Launch Program**  
 Customer Service Male  
 Customer Service Male - Islands Only  
**Save Current Cart**

**Checkout**  
**review your order**  
[\[Printable version\]](#)

Shipping Information	Payment Information																																																								
<b>Order will be delivered to:</b> Joe Smith UNITED AIRLINES - GARMENT EMPLOYEE 1231 Willow Road Springfield, RI 00523	<b>Payment method:</b> Allotment: appropriate garments <a href="#">[Edit payment info]</a>																																																								
<b>Shipping via:</b> Carrier: Federal Express Service: Ground <a href="#">[Edit shipping info]</a>																																																									
<table border="1"> <thead> <tr> <th>Description</th> <th>Item</th> <th>Color</th> <th>Fit/Size</th> <th>Qty</th> <th>Each</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Cs Mens Blazer</td> <td>175802/35</td> <td>Black</td> <td>REGULAR/40 Long Sleeve</td> <td>1</td> <td>\$87.50</td> <td>\$87.50</td> </tr> <tr> <td colspan="6"><b>Program:</b> United Airlines Launch Program</td> <td></td> </tr> <tr> <td colspan="6"><b>Category:</b> Customer Service Male</td> <td></td> </tr> <tr> <td colspan="5"></td> <td><b>Subtotal</b></td> <td><b>\$87.50</b></td> </tr> <tr> <td colspan="5"></td> <td><b>Shipping and Handling</b></td> <td><b>\$0.00</b></td> </tr> <tr> <td colspan="5"></td> <td><b>Sales tax (7.75%)</b></td> <td><b>\$6.78</b></td> </tr> <tr> <td colspan="5"></td> <td><b>Total</b></td> <td><b>\$94.28</b></td> </tr> </tbody> </table>		Description	Item	Color	Fit/Size	Qty	Each	Total	Cs Mens Blazer	175802/35	Black	REGULAR/40 Long Sleeve	1	\$87.50	\$87.50	<b>Program:</b> United Airlines Launch Program							<b>Category:</b> Customer Service Male												<b>Subtotal</b>	<b>\$87.50</b>						<b>Shipping and Handling</b>	<b>\$0.00</b>						<b>Sales tax (7.75%)</b>	<b>\$6.78</b>						<b>Total</b>	<b>\$94.28</b>
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Confirm the information listed above is correct. Confirm your email address appears in the field below. You will be sent an order confirmation and tracking number. Once all information is correct, click <b>Place Order</b> . Your order will not be placed until you receive an order confirmation number. Contact Customer Service if you do not receive an email. <b>Email address:</b> <input type="text" value="joesmith@gmail.com"/> <b>Place Order</b> <b>Cancel Order</b>																																																									

- a. An order confirmation number will be generated

## Thank You

### order placed

Your order has been received into our system, and an email confirmation will be sent to you shortly.

Your order number is:

**7506763**

United Launch orders will begin shipping in December 2012. Please refer to your workgroup's Uniform Page on Flying Together for more details on when to expect your shipment

**If you need to place a second order using your allotment, please wait until you receive our e-mail confirmation to do so.**

You may also contact Cintas customer service at [united@cintas.com](mailto:united@cintas.com) or by phone at 1.800.889.0331.

Thank you for choosing Cintas!



**Continue**

## 5. Log Out

- a. When you have completed your order please make sure to click the Log Out button on the right hand corner of the screen. If you do not log out properly the system will lock your account and you will have to wait 24 hours until you are able to log on again.

## 6. At Any Time, the following links are found at the top of every page:

- a. **Order Tracking** – Allows you to track orders with the order # and Zip Code
- b. **Reports** - See below for Details
- c. **Express Entry** -As you become familiar with the site and products, you can use this page to quickly enter your order
- d. **Inventory availability** – You can use this link to check availability of specific garments – please note Cintas will be receiving inventory for the United Launch beginning in late November.

## 7. Report Center

- a. The report center is accessible via the “Report Center” on the top of the page.

Available Reports:

**Recent Orders** – displays the recent orders placed by the employee logged in.

**Open Order Report** – shows any orders that have been placed with items that have not yet shipped.

**Product Summary** – shows ordering history broken down by product.

**Unit Employee Order History** – displays orders, credits, etc.

The screenshot shows the 'Report Center' interface with a red header. It contains four numbered sections:

- 1 Recent Orders:** 'What orders have I placed? Get a list of all the orders you've placed recently with Cintas.' Includes a dropdown for '1 month' and a 'GO' button.
- 2 Open Order Report:** 'What orders are currently open? Show the list of products and orders with Cintas that have not yet been shipped.' Includes a 'GO' button.
- 3 Product Summary:** 'What have I purchased? Show the list of products you've purchased from Cintas.' Includes a dropdown for '1 month' and a 'GO' button.
- 4 Employee Order History:** 'Enter the Employee Number, Order Number or Invoice Number and click Go >. Summary information for orders, associated invoices, and credits to invoices will displayed for the employee.' Includes an input field for 'Employee Number: 0000001456' and a 'GO' button.

## Questions/Contacts

If you have any questions along the way, please contact our **Cintas Customer Service Team** at 800.889.0331 or one of the international #'s listed above.

### Cintas Global Accounts & Strategic Markets

5600 W. 73rd Street  
Chicago, IL 60638

### Cintas Customer Service Team

For Questions: US 1-800-889-0331  
Hong Kong 800-905-372  
UK 0800-0515-929  
Germany - 0800-180-8448  
Japan - 00531-13-1519

### Business hours:

Monday – Friday, 7:00 a.m. – 7:00 p.m., CST

## APPENDIX

**FAQ: Approved Tailor Guide** (See link your individual workgroup Flying Together Uniform page):

**Why should I use the approved Alteration Tailor Network?** Members of the network have agreed to perform the alteration at the specified price, reducing alteration cost.

**Can I use an Alteration Tailor that is not specified on the Approved Tailor list?** Yes, at some locations, Authorized Tailors may not be readily available to employees. As such, employees may take the approved uniform items requiring alterations to his or her personal tailor/alteration center for adjustment. If you do elect to use an alteration vendor/tailor not in the network, employees may receive reimbursement for alteration expenses by returning the Alterations Voucher and itemized receipt from their personal tailor/alteration center indicating that alterations were made to the employee's garments. Reimbursement may not exceed the maximum amount of the Alterations Voucher, and any excess cost will become the responsibility of the employee. The employee seeking reimbursement for alterations expenses will submit an expense report, including the itemized receipt and unused Alterations Voucher, to their local uniform coordinator. The uniform coordinator will then mail the expense report and supporting documentation to their appropriate division contact for processing.

United will not reimburse any employee unless the unused Alterations Voucher is provided. NO EXCEPTIONS