



UNITED UNIFORM PROGRAM

HOW TO ORDER GUIDE

On Board Services/Reservation Centers/
Customer Service/ Ramp / GQ-PV/
Aircraft Maintenance

United Airlines Uniform Program

Points are available through December 31 of each year.

United Airlines determines the annual point allotments to be credited to each active employee's account.

Points are credited to your account on January 1st, for employees who have 13 months of seniority. New Hires receive a partial point allotment upon hiring/graduation and the balance after successfully completing their 6 month probation period. After 13 months of employment, on the next January 1st, New Hires will receive a full point allotment. Please see your specific Operating groups for more detailed information regarding your Point Allotment Program.

Placing an Order

You may place your uniform order under the point system in a variety of ways.

1. ONLINE (See Internet Ordering Instructions below for more details)

You can:

- Place an Order
- Check your point balance
- Track your last order
- Read important updates
- FAQ's
- Get Sizing information
- See what you have ordered in the past

2. TOLL FREE PHONE: U.S. 1.800.889.0331

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. TOLL FREE FAX: COMPLETED Order Forms may be faxed toll free to

U.S.: 1.800.889.0331

UK: 0800 0517 071 Germany: 0800 180 8447

Hong Kong: 800 905 371 Japan: 00531 13 1518

4. EMAIL: You may email your COMPLETED order form to Cintas via email at united@cintas.com

5. MAIL: You may mail your COMPLETED Order Form to Cintas at:

Cintas Corporation
ATTN: United Airlines Order
5600 W. 73rd Street
Chicago, IL 60638

- Any employee wishing to pay by check MUST mail a COMPLETED Order Form and your check to the above address.

6. FOR ANY ADDITIONAL INFORMATION OR QUESTIONS, CONTACT CINTAS CUSTOMER SERVICE

SECURITY

Cintas has developed systems and procedures to protect your Uniform Point Account, much as your bank would safeguard your savings or checking account. You will be asked to include your password on all orders and communications. Your initial password will be the last four digits of your Social Security number or Tax ID#, you will be asked to change this the first time you log on to your online account. If you forget your password, contact Cintas Customer Service and they will reset it to the default password for you.

TROUSER AND PANT HEMMING

If you wish to have your trousers/pants hemmed, please indicate your inseam to the closest inch and your pants will be hemmed. If you need any assistance determining your inseam measurement, please see the detailed sizing guide, which you can find on the main SkyNet Uniform Design page. As always, contact Cintas Customer Service if you have any further questions. . Garments modified in any way after receipt from Cintas are non returnable.

SHIPMENTS

All non modified orders will be shipped within 3 5 business days. Orders with modifications (hemming, patch application) will be shipped within 7 10 business days. Orders will be shipped to a home address for those employees in the continental United States. 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 or via COMAT to your Station/Domicile.

LOST SHIPMENTS

If you have determined that your uniform was shipped and you have not received it, please contact Cintas Customer Service. Cintas will immediately contact the carrier to trace your shipment. If the carrier advises that the shipment is lost, a replacement shipment will be sent ASAP. If the carrier advises Cintas that the shipment was delivered, a copy of the Proof of Delivery record will be forwarded to you for your review. Contact your Uniform Coordinator for a replacement uniform.

POINT ADJUSTMENTS

You can check your point allotment balance at any time by either logging on to your Online Account or contacting Cintas Customer Service. If you feel your points balance is incorrect based on your annual point accrual and your individual order history please feel free to contact Cintas Customer Service for verification. If, Cintas verifies that your points are incorrectly listed, Cintas will adjust those points for you. If you have any other questions please contact your Uniform Coordinator for additional assistance.

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.



Internet Ordering Instructions

- For On Board Services, Reservations Centers, Customer Service, Ramp & GQ/PV
- Aircraft Maintenance employees, your Uniform Coordinators will continue to order uniforms on your behalf.

Cintas Global Accounts & Strategic Markets
5600 W. 73rd Street
Chicago, IL 60638

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

Getting started

What you will need to order online:

- Microsoft Explorer, Version 5.0 or higher.
- Your employee number and password. Your password the first time that you log in is the last four digits of your Social Security Number or Tax ID #. On successful sign in you will then be prompted to change your password.

If you have any questions along the way, please contact our Customer Service Team.

Shopping for uniforms

Follow the instructions below to place your order with Cintas.

- 1) Log in to your workgroup's SkyNet Uniform Design Page
- 2) Click on the "Cintas Website" Link
 - c) You will be brought to the UAL custom screen. Enter your employee number and password and click "Login" to continue.



Login



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:

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

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Note: The first time that you log in, your password is the last four digits of your Social Security number; if you do not have a Social Security #, please use the last four digits of your tax ID #. On successful sign in, you will then 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.

If you forget your password, you will need to contact the Cintas Customer Service Team, who will reset your password for you. Please have your employee number and the last four digits of your social security number or tax ID number ready to provide.

3) My Online Store

- a) Click on your Uniform Program in the upper left corner under United Airlines (Corporate).
- b) At the bottom of the page, "Your favorite products" and "Your most recent orders" will be detailed.
- c) Allotment Balance is shown in the green box below. Should you have any questions regarding your point allotment balance, please contact Cintas Customer Service.
- d) Click on your Workgoup under United Airlines on the left hand side to start shopping.

The screenshot shows the United Airlines corporate portal. At the top left is the United logo. To the right, it says "Welcome, IMED HAMMAMI" with a "logout" link and a shopping bag icon showing "0 items, \$0.00". Below the logo is a navigation bar with links: "home", "reports", "order tracking", "express entry", "check inventory", and "help". A "PRODUCT SEARCH" box with a "Go >" button is also present. On the left side, under "United Airlines (Corporate)", it identifies the user as "Flight Attendant Male". The main content area is titled "My Online Store" and displays the user's name "IMED HAMMAMI" and address "2515 John Eppes Rd, Herndon, VA 20171-4440". A green box highlights the allotment balance: "Your allotment balance is \$0.00" and includes an "IMPORTANT NOTE: Please press the 'Logout' button to logout of your account to avoid being locked out." To the right of this box is a "No Time to browse? Express Entry" button. Below this is a "Customer Notes" section with a red warning: "If garments have been modified they are non-returnable unless Cintas has made an error." At the bottom, a footer contains the text "©2010 Cintas, All Rights Reserved. Legal | Privacy".

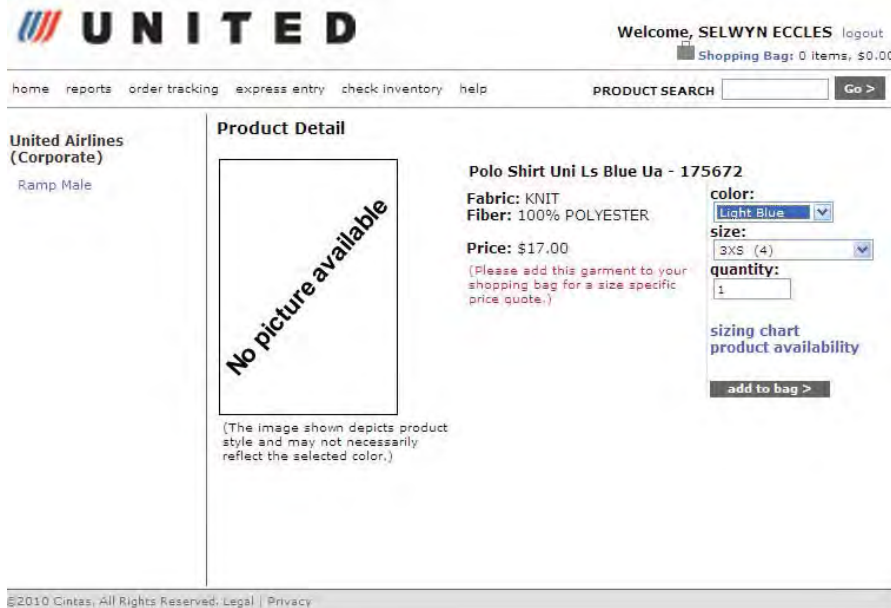
4) Start Shopping!

- a) 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.



5) Product Detail Page

- a) At the product detail page, enter the color, 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 are available, you will need to make a selection before proceeding. Shopping Bag Feature is located at the upper right hand corner of the screen. This feature allows you to view how many items and point total of what is in your cart as you shop.



- b) To view real time inventory availability, Click on the Product Availability link. See the below screenshot for an example of size and quantity available.

Size	Qty
XS	283
S	584
M	561
L	262
XL	184
XXL	277
XXXL	234
XXXX	74
5XL	56

6) Shopping Cart

- a) You can scroll over the icon underneath stock and a description box will appear. For example, the check mark indicates that the product is in stock while the "X" mark indicates that the product is out of stock.
- b) If you would like to come back later to continue your shopping, select "Save Current Cart" on the left hand side of the page. Please click "Load Cart" when it appears and you will be set to continue shopping.
- c) When your cart is complete, click the "Checkout" button to move through the checkout process and place the order.

UNITED Welcome, SELWYN ECCLES [logout](#)
Shopping Bag: 1 items, \$17.00

home reports order tracking express entry check inventory help **PRODUCT SEARCH** [Go >](#)

United Airlines (Corporate)
Ramp Male
Save Current Cart

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

Stock	Description	Item	Color	Size	Qty	Each	Total	
<input checked="" type="checkbox"/>	Polo Shirt Uni Ls Blue Ua	175672/23	Light Blue	3XS	<input type="text" value="1"/>	\$17.00	\$17.00	
Program: United Airlines (Corporate) Category: Ramp Male							Subtotal	\$17.00

[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	Size	Qty
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Add to bag >](#)

allotment information
The subtotal does not include tax & freight. The actual amount deducted from your allotment may vary.

Original allotment:	\$100.00
Subtotal:	(\$17.00)
Available allotment:	\$83.00

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7) Checkout

- a) The shipping page gives you the ability to choose where the order will be sent.

Note: Orders may not be shipped to your work location.

- b) On the payment screen, what is displayed depends on the option that you chose in step 2 above. If you've chosen to create a points allotment order, the screen will display what your points allotment balance was prior to the order, the amount of the order, and what your balance will be after the order is placed.
- c) If you have exceeded your points allotment balance, you will be prompted to enter your credit card information to cover the remaining balance.
- d) If have depleted all of your points and wish to pay for the entire order by credit card, the screen will display the dollar amount that will be charged to your card and give you the ability to enter your credit card number and expiration date.

The screenshot shows the United Airlines checkout page for user SELWYN ECCLES. The page is titled "Checkout" and prompts the user to "choose a shipping method & address". The shipping method selected is "Federal Express - Ground (Third party billing)". An "Important shipping note" states: "All in-stock merchandise ships within 2 - 3 business days and modified garments will ship within 5 - 10 business days regardless of shipping method." The shipping address is "30 Rosedale St, Dorchester Center, MA 02124-2010 USA". The user's attention is "SELWYN ECCLES", the phone number is "(000) 0000000", and the company is "United Airlines". A "Continue Checkout" button is visible at the bottom of the form. A note at the bottom of the page states: "Note: If you click this button and nothing happens, you do not have JavaScript enabled in your web browser. Because of the unique validation requirements of this page, we require that you enable JavaScript. For specific information on how to do this, consult your browser's help file or your system administrator." The footer of the page reads "©2010 Cintas, All Rights Reserved. Legal | Privacy".

Checkout – Allotment Summary

The screenshot shows the United Airlines checkout page for Selwyn Eccles. The page includes a navigation bar with links for home, reports, order tracking, express entry, check inventory, and help. A product search bar is also present. The main content area is titled 'Checkout' and features an 'allotment summary' table. The summary shows a current allotment of \$100.00, a subtotal of \$17.00, and a total of \$17.00. After deducting from the allotment, the remaining allotment is \$83.00. Below the summary, there is a section for 'Purchase Order Number' with a text input field and two buttons: 'Back to Shipping' and 'Continue Checkout'.

allotment summary		
Your current allotment		\$100.00
Subtotal	\$17.00	
Total	\$17.00	
Deduct from allotment	(\$17.00)	
Remaining allotment		\$83.00

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](#)

8) Confirm Your Order

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

The screenshot shows the United Airlines checkout page for Maya Slack. The page is titled 'Checkout review your order' and includes a '[Printable version]' link. It displays shipping and payment information. The shipping information shows the carrier as Federal Express and the service as Ground. The payment information shows the allotment as \$56.00 and the bill to corporate as \$4.62. Below this, there is a table listing the items in the order, including 'All Weather Coat Uni Uacs'. The table shows a subtotal of \$56.00, a freight charge of \$0.00, and a sales tax of \$4.62, resulting in a total of \$60.62. At the bottom, there is a section for 'Email address' with a text input field and two buttons: 'Place Order' and 'Cancel Order'. A note at the very bottom states: 'Note: the product is not returnable if there are any features applied (mandatory or optional), unless'.

Shipping Information		Payment Information					
Order will be delivered to: MAYA SLACK UNITED AIRLINES EMPLOYEE 585 Carmelita Way Los Altos, CA 94024-3115 USA		Payment method: Allotment: \$56.00 Bill to Corporate: \$4.62 [Edit payment info]					
Shipping via: Carrier: Federal Express Service: Ground [Edit shipping info]							
Description	Item	Color	Size	Qty	Each	Total	
All Weather Coat Uni Uacs	175570/20	Navy	L L	1	\$56.00	\$56.00	
Program: United Airlines (Corporate) Category: Customer Service Female Supervisor							
						Subtotal	\$56.00
						Freight charge	\$0.00
						Sales tax (8.25%)	\$4.62
						Total	\$60.62

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 **Place Order**. Your order will not be placed until you receive an order confirmation number. Contact Customer Service if you do not receive an email.
Email address:
 [Place Order](#) [Cancel Order](#)
 Note: the product is not returnable if there are any features applied (mandatory or optional), unless

- c) An order confirmation number will be generated

The screenshot displays the United Airlines corporate website interface. At the top left is the United logo. To the right, it says "Welcome, MAYA SLACK" with a "logout" link and a shopping bag icon showing "0 items, \$0.00". Below the header is a navigation menu with links for "home", "reports", "order tracking", "express entry", "check inventory", and "help". A "PRODUCT SEARCH" box with a "Go >" button is also present. The main content area is divided into two columns. The left column contains the text "United Airlines (Corporate)", "Customer Service Female Supervisor", and a "Save Current Cart" button. The right column features a "Thank You" heading followed by "order placed". The text below states: "Your order has been received into our system, and an email confirmation will be sent to you shortly. Your order number is: 5324852". It then provides instructions to print the page for records and reference the order number. It also mentions that the order should ship within 3-5 days, with an option for overnight delivery. A "Continue" button is located at the bottom of the right column. On the far right of the main content area, there is a photograph of a woman in a white shirt sitting at a desk. At the bottom of the page, a footer contains the text "©2010 Cintas, All Rights Reserved. Legal | Privacy".

- 9) 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.

10) Report Center

- e) The Cintas site contains reports that you may view for yourself. The report center is accessible via the "Report Center" on the top of the page. There are four reports that employees may view on the Cintas site:
1. Recent Orders – displays the recent orders placed by the employee logged in.
 2. Open Order Report – shows any orders that have been placed with items that have not yet shipped.
 3. Product Summary – shows ordering history broken down by product.
 4. United Employee Order History – displays orders, credits, invoices and payment methods



10) Logging Out

- a) 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 have to wait 24 hours until you are able to log on again.