



StraightUp!™ Garment Report

Delivered through Genuine Service ExcellenceSM



Doug
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prepared for

BUSSE/SJI
CORPORATION

As a family owned and operated business, values like **honesty, transparency and fairness** are essential to the success of our program. Our RFID garment tracking technology has given us the ability to deliver **one of the most efficient and accurate garment rental programs** available.

 **AbsorbTech**®
Cleaner, safer solutions for industry



Your StraightUp!TM Garment Report

The Genuine Service Excellence Team

ITU AbsorbTech delivers complete transparency about the things that matter to you - like physically showing you when a garment may pose a safety risk, identifying wearers that are not fully utilizing the program, and indicating any applicable damage and repair charges in an easy-to-read report, to name a few.

Our exclusive StraightUp!TM Garment Report provides a detailed summary of your entire rental program, making it easy to control and monitor your costs.

In this comprehensive report, you can view:

- All program costs and charges
- Garments added, removed and upgraded
- Repairs made at no cost to you
- Garment utilization
- Service request turnaround by our Genuine Service Excellence team



The benefits of StraightUp!™

We manage all the details

Our StraightUp!™ program makes it easy to control and monitor your garment rental costs. We offer simple, easy to understand pricing and invoices with no hidden or surprise charges so you can budget with assurance.

- **No Set Up Charges** - No set-up, installation, or prep charges for new and existing accounts.
- **Free Garment Upgrades** - Pro-rated damage charges and free upgrades after 24 months.
- **No Garment Insurance** - No garment insurance programs that favor the provider, not the customer.



We embed RFID "chips" in our garments to better serve our garment rental customers. Helps us (1) improve delivery accuracy, (2) improve turnaround time and (3) provide advanced garment reporting to customers.

Fee Type	Typical National Laundry	ITU AbsorbTech
Alteration charge	YES	NO
Set-up charge	YES	NO
Name/emblem charge	YES	NO
Company logo charge	YES	NO
Oversized charge	YES	NO
Minimum wearer charge	YES	NO
Repair charge	YES	NO
Re-stock charge	YES	NO
Sewing charge	YES	NO
Upgrade charge	YES	NO
Laundry bag	YES	NO
Hanger stand	YES	NO
Zipper repair / replace	YES	NO

125645-001 Your StraightUp!™ Garment Report

Summary of garment charges and garment re-investment (2016)

1 SUMMARY OF GARMENT CHARGES FOR PERIOD

Basic garment charges: Rental - garment rental cost excluding supplemental program charges listed below; COG - Industrial laundering of customer owned garments; Direct Sale - garments purchased through ITUdirect.

	<u>Actual</u>
COG LAUNDERING	\$53
DIRECT SALES	\$201
RENTAL	\$4,175
TOTAL GARMENT CHARGES	\$4,429

Garment Rental Program Costs

2 SUMMARY OF SUPPLEMENTAL RENTAL PROGRAM CHARGES

Garment rental program charges that are in addition to your standard per-inventory cost. 'Actual' is the cost you incurred, and 'normal' is our standard list price.

	<u>Qty</u>	<u>Actual</u>	<u>Normal</u>
CREDITS-LOSS & DAMAGE	-31	\$-942	\$0
EMBLEMS	58	\$0	\$232
PREP	126	\$0	\$189
DAMAGE	11	\$213	\$275
VOIDED DAMAGE	3	\$0	\$75
LOSS	28	\$1,042	\$1,042
TOTAL SUPPLEMENTAL CHARGES	195	\$313	\$1,813

Summary of all supplemental charges for your rental program

3 SUMMARY OF GARMENT RE-INVESTMENT

Total value of investment made by ITU AbsorbTech for new garments added to your program. Garment re-investment is included in your StraightUp! pricing - no additional fees or costs are incurred by you for new employees, garment upgrades, size changes, etc.

	<u>Qty</u>	<u>Total</u>
ADD GARMENT	42	\$1,226
GRADE CHANGE	62	\$1,230
SIZE CHANGE	4	\$176
STYLE CHANGE	18	\$496
TOTAL GARMENT RE-INVESTMENT	126	\$3,128

Total value ITU AbsorbTech has invested back into your garment program at no cost to you.

1 Summary of garment charges for period includes basic garment charges such as:

- Rental - total garment rental cost, excluding loss and damage.
- COG - industrial laundering of customer-owned garments such as aprons, jackets, shirts, etc.
- Direct sale - garments purchased through ITUdirect.

2 Summary of supplemental garment charges. Charges that are in addition to your standard "per inventory" cost. 'Actual' is the cost you incurred. 'Normal' is our standard list price.

3 Garment re-investment. Total investment made by ITU AbsorbTech for new garments added to your program.

Garments added (2016)

4 GARMENTS ADDED TO PROGRAM

Garments added to the program due to a new employee, garment upgrade, inventory change, style change or size change. Days to fill shows how many business days it took for our Apparel Services team to complete a service request.

Wearer ID	Locker ID	Name	Item	Size	Qty	Date Requested	Days To Fill	Reason
0001	3	MARK LANDECKER	COT PANT NAVY	36-30	6	03/28/2016	3	ADD EMPLOYEE
0001	3	MARK LANDECKER	COT SHIRT LT BLUE S/S	XL	6	03/28/2016	3	ADD EMPLOYEE
0001	3	MARK LANDECKER	COT PANT DENIM JEAN INDIGO	36-30	2	04/15/2016	4	ADD EMPLOYEE
0003	23	BEN Z	COT COMFORTOUCH WORK SHIRT LIGHT BLUE	XL	2	05/31/2016	1	ADD EMPLOYEE
0004	28	CALVIN G	COT COMFORTOUCH WORK SHIRT LIGHT BLUE	XL	2	05/31/2016	1	ADD EMPLOYEE
0007	8	JOE SELL	COT PANT DENIM JEAN INDIGO	40-30	7	10/26/2016	2	ADD EMPLOYEE
0007	8	JOE SELL	COT SHIRT LIGHT BLUE	XL	7	10/26/2016	1	ADD EMPLOYEE
0008	26	KEITH SIMMS	COT SHIRT LIGHT BLUE	L	5	10/26/2016	2	ADD EMPLOYEE
0008	26	KEITH SIMMS	COT PANT DENIM JEAN INDIGO	32-34	5	10/26/2016	2	ADD EMPLOYEE
TOTAL ADD EMPLOYEE					42		2.1	
0014	14	DICK NIEMAN	COT SHIRT LIGHT BLUE	3XL-L	2	09/14/2016	1	GARMENT UPGRADE
0014	14	DICK NIEMAN	COT SHIRT LIGHT BLUE	3XL-L	1	09/15/2016	0	GARMENT UPGRADE
0014	14	DICK NIEMAN	COT PANT NAVY	44-30	1	09/15/2016	0	GARMENT UPGRADE
0014	14	DICK NIEMAN	COT PANT NAVY	44-30	1	09/15/2016	0	GARMENT UPGRADE
0015	15	GARY WARD	COT SHIRT LIGHT BLUE	3XL	1	09/15/2016	0	GARMENT UPGRADE
0015	15	GARY WARD	COT SHIRT LIGHT BLUE	3XL	1	09/15/2016	0	GARMENT UPGRADE
0015	15	GARY WARD	COT SHIRT LIGHT BLUE	3XL	1	09/15/2016	0	GARMENT UPGRADE
0015	15	GARY WARD	COT SHIRT LIGHT BLUE	3XL	1	09/15/2016	0	GARMENT UPGRADE
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	XL-XL	1	10/26/2016	2	GARMENT UPGRADE
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	XL-XL	1	11/02/2016	2	GARMENT UPGRADE
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	XL-XL	1	11/22/2016	6	GARMENT UPGRADE
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	XL-XL	1	12/20/2016	1	GARMENT UPGRADE
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	XL-XL	1	12/20/2016	1	GARMENT UPGRADE
0016	16	JASON WINCHELL	COT PANT NAVY	38-36	1	02/17/2016	1	GARMENT UPGRADE
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	XL-XL	1	08/17/2016	5	GARMENT UPGRADE
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	XL-XL	1	09/14/2016	2	GARMENT UPGRADE
0016	16	JASON WINCHELL	COT PANT NAVY	38-36	1	07/27/2016	1	GARMENT UPGRADE
0016	16	JASON WINCHELL	COT PANT NAVY	38-36	1	10/25/2016	2	GARMENT UPGRADE
0016	16	JASON WINCHELL	COT PANT NAVY	38-36	1	11/16/2016	1	GARMENT UPGRADE
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	XL-XL	1	02/17/2016	5	GARMENT UPGRADE
0045	100	BULK APRON	APRON DENIM BLUE #153	9999	1	08/24/2016	0	GARMENT UPGRADE
0045	100	BULK APRON	APRON DENIM BLUE #153	9999	2	01/27/2016	0	GARMENT UPGRADE
0045	100	BULK APRON	APRON DENIM BLUE #153	9999	1	02/17/2016	1	GARMENT UPGRADE
0045	100	BULK APRON	APRON DENIM BLUE #153	9999	1	02/17/2016	1	GARMENT UPGRADE
0045	100	BULK APRON	APRON DENIM BLUE #153	9999	4	03/30/2016	0	GARMENT UPGRADE
0045	100	BULK APRON	APRON DENIM BLUE #153	9999	10	04/27/2016	1	GARMENT UPGRADE
0045	100	BULK APRON	APRON DENIM BLUE #153	9999	13	04/27/2016	1	GARMENT UPGRADE
0045	100	BULK APRON	APRON DENIM BLUE #153	9999	3	12/14/2016	0	GARMENT UPGRADE
TOTAL GARMENT UPGRADE					62		1.5	
0003	23	BEN Z	COT COMFORTOUCH WORK SHIRT LIGHT BLUE	XL	2	06/23/2016	0	SIZE CHANGE
0004	28	CALVIN G	COT COMFORTOUCH WORK SHIRT LIGHT BLUE	XL	2	06/23/2016	0	SIZE CHANGE
TOTAL SIZE CHANGE					4		0.0	
0021	21	DANA WENDLANDT	SHIRT CHARCOAL/BLUE STRIPE S/S	XL	6	03/28/2016	0	STYLE CHANGE
0021	21	DANA WENDLANDT	SHIRT CHR/BLUE STRIPE	XL	5	03/28/2016	0	STYLE CHANGE
0021	21	DANA WENDLANDT	COT PANT DENIM JEAN INDIGO	40-30	7	03/28/2016	2	STYLE CHANGE
TOTAL STYLE CHANGE					18		0.7	
TOTAL GARMENTS ADDED TO PROGRAM					126		1.5	

Average days it took our team to complete your service requests. garments are then delivered on the next scheduled delivery date.

4 Garments added to program. Garments added to the program due to a new employee, garment upgrade, inventory change or size change.

Days to fill shows how many business days it took our Apparel Services team to complete a service request. Upon completion, garments are delivered to you at next scheduled delivery date.

Garments deleted (2016)

5

GARMENTS DELETED FROM PROGRAM

Garments removed from the program due to an employee leaving, garment upgrade, inventory change or size change.

<u>Wearer ID</u>	<u>Locker ID</u>	<u>Name</u>	<u>Item</u>	<u>Size</u>	<u>Date Deleted</u>
0003	23	BEN Z	COT COMFORTOUCH WORK SHIRT LIGHT BLUE	XL	06/23/2016
0004	28	CALVIN G	COT COMFORTOUCH WORK SHIRT LIGHT BLUE	XL	06/23/2016
0008	26	KEITH SIMMS	COT SHIRT LIGHT BLUE	L	11/23/2016
0008	26	KEITH SIMMS	COT PANT DENIM JEAN INDIGO	32-34	11/23/2016
0014	14	DICK NIEMAN	COT SHIRT LIGHT BLUE	3XL-L	12/28/2016
0014	14	DICK NIEMAN	COT PANT NAVY	44-30	12/28/2016
0014	14	DICK NIEMAN	COT PANT NAVY	44-30	03/31/2016
0014	14	DICK NIEMAN	COT SHIRT LIGHT BLUE	3XL-L	09/15/2016
0014	14	DICK NIEMAN	COT SHIRT LIGHT BLUE	3XL-L	09/15/2016
0015	15	GARY WARD	COT SHIRT LIGHT BLUE	3XL	12/14/2016
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	XL-XL	02/22/2016
0016	16	JASON WINCHELL	COT PANT NAVY	38-36	02/18/2016
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	XL-XL	08/22/2016
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	XL-XL	09/16/2016
0016	16	JASON WINCHELL	COT PANT NAVY	38-36	11/17/2016
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	XL-XL	11/28/2016
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	XL-XL	12/21/2016
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	XL-XL	12/21/2016
0021	21	DANA WENDLANDT	COT SHIRT LT BLUE S/S	XL	03/28/2016
0021	21	DANA WENDLANDT	COT SHIRT LIGHT BLUE	XL	03/28/2016
0021	21	DANA WENDLANDT	COT PANT NAVY	40-30	03/30/2016
0045	100	BULK APRON	APRON DENIM BLUE #153	9999	02/18/2016
0045	100	BULK APRON	APRON DENIM BLUE #153	9999	02/18/2016
0045	100	BULK APRON	APRON DENIM BLUE #153	9999	03/30/2016
0045	100	BULK APRON	APRON DENIM BLUE #153	9999	08/24/2016
0045	100	BULK APRON	APRON DENIM BLUE #153	9999	12/14/2016
0061	101	BULK COVERALL	COVERALL WHITE NO POCKET	2XL	06/16/2016
0061	101	BULK COVERALL	COVERALL WHITE NO POCKET	2XL	06/16/2016
0061	101	BULK COVERALL	COVERALL WHITE NO POCKET	M	06/16/2016
0061	101	BULK COVERALL	COVERALL WHITE NO POCKET	XL	06/16/2016
0071	8	JAMES COOPER	COT COMFORTOUCH WORK SHIRT LIGHT BLUE	XL	07/14/2016
0080	22	ED ALEXANDER	COT COMFORTOUCH WORK SHIRT LIGHT BLUE	XL	09/08/2016
0084	6	DOUG HODGKINS	COT COMFORTOUCH WORK SHIRT LIGHT BLUE	XL	07/14/2016
0085	11	NICK WOODS	COT SHIRT LT BLUE S/S	XL	08/18/2016
0091	26	JEFF MUNRO	COT SHIRT LIGHT BLUE	XL	07/28/2016
0091	26	JEFF MUNRO	COT PANT NAVY	36-30	07/28/2016

5

Garments deleted from the program. Garments removed from the program due to an employee leaving, garment upgrade, inventory change or size change.

Low utilization lines, number of garments repaired at no charge (2016)

6 LOW UTILIZATION LINES

Low Utilization means a garment is not being turned in on a regular basis for laundering.

Wearer ID	Locker ID	Name	Item	Utilization %
0003	23	BEN Z	COT COMFORTOUCH WORK SHIRT LIGHT E	0
0004	28	CALVIN G	COT COMFORTOUCH WORK SHIRT LIGHT E	0
0007	8	JOE SELL	COT PANT DENIM JEAN INDIGO	5
0014	14	DICK NIEMAN	COT PANT NAVY	10
0015	15	GARY WARD	COT SHIRT LIGHT BLUE	8
0021	21	DANA WENDLANDT	COT SHIRT LIGHT BLUE	0
0021	21	DANA WENDLANDT	COT SHIRT LT BLUE S/S	3
0021	21	DANA WENDLANDT	COT PANT NAVY	0
0021	21	DANA WENDLANDT	SHIRT CHR/BUE STRIPE	7
0045	100	BULK APRON	APRON DENIM BLUE #153	9
0056	2	DONALD KRUMSCHEID	COT PANT DENIM JEAN INDIGO	0
0061	101	BULK COVERALL	COVERALL WHITE NO POCKET	0
0069	5	PAUL CASHMAN	COT COMFORTOUCH WORK SHIRT LIGHT E	0
0070	7	DAVE VAN BEEK	COT COMFORTOUCH WORK SHIRT LIGHT E	2
0071	8	JAMES COOPER	COT COMFORTOUCH WORK SHIRT LIGHT E	4
0072	9	MARK OFT	COT COMFORTOUCH WORK SHIRT LIGHT E	4
0075	12	DAVE SCHILLING	COT COMFORTOUCH WORK SHIRT LIGHT E	0
0077	18	BILL DUMKE	COT COMFORTOUCH WORK SHIRT LIGHT E	3
0080	22	ED ALEXANDER	COT COMFORTOUCH WORK SHIRT LIGHT E	0
0081	102	BULK SHIRTS-ENGINEERIN	COT COMFORTOUCH WORK SHIRT LIGHT E	1
0084	6	DOUG HODGKINS	COT COMFORTOUCH WORK SHIRT LIGHT E	2
0085	11	NICK WOODS	COT SHIRT LT BLUE S/S	1
0085	11	NICK WOODS	COT PANT NAVY	1
0086	24	SHERRI MUNRO	COT COMFORTOUCH WORK SHIRT LIGHT E	0
0087	25	STU HUNT	COT COMFORTOUCH WORK SHIRT LIGHT E	0
0090	4	JOHN MCCLELLAND	COT COMFORTOUCH WORK SHIRT LIGHT E	0

Utilization less than 10% listed here. 0% utilization means the employee has not turned in any garments for laundering

AVERAGE LOW UTILIZATION LINES

2.2%

7 GARMENTS REPAIRED AT NO CHARGE

Number of repairs made at no additional charge. On average, 93% of repairs are identified by ITU AbsorbTech, 7% are identified by the customer.

TOTAL GARMENTS REPAIRED AT NO CHARGE

Total number of repairs made at no cost to you.

100 Additional Details Available Upon Request

6 Low utilization lines means a garment is not being turned in for laundering on a regular basis.

Utilization = Inventory / # Garments Turned In

Typical garment inventory is 11 (5 in locker + 5 being washed + 1 being worn). For a typical inventory, 45% utilization is ideal because the employee has consistently turned in all 5 garments for laundering. 10% utilization means the employee has consistently turned in less than 1 garment.

7 Garments repaired at no charge. Number of repairs made at no additional charge. Also shows how many repairs were proactively identified by ITU AbsorbTech to ensure high quality garments in your program.

Damage charges, loss charges, credits for loss and damage charges (2016)

8 DAMAGE CHARGES

Charges for garments that have been damaged beyond repair and are less than 24 months old (no charge after 24 months). 'Actual' is the cost you incurred, and 'normal' is our standard list price.

Wearer ID	Locker ID	Name	Item	Qty	Actual Price	Actual Extended	Normal Price	Normal Extended
0016	16	JASON WINCHELL	COT SHIRT LIGHT BLUE	1	\$12.50	\$12.50	\$25.00	\$25.00
0083	3	ANDY ANDERSON	COT SHIRT LT BLUE S/S	4	\$12.50	\$50.00	\$25.00	\$100.00
0091	26	JEFF MUNRO	COT SHIRT LIGHT BLUE	6	\$25.00	\$150.00	\$25.00	\$150.00
TOTAL DAMAGE CHARGES				11		\$212.50		\$275.00

Total of all applicable damage charges

9 VOIDED DAMAGE CHARGES

Potential damage charges that ITU AbsorbTech voided before they were billed. 'Actual' is the cost you incurred, and 'normal' is our standard list price.

Wearer ID	Locker ID	Name	Item	Qty	Actual Price	Actual Extended	Normal Price	Normal Extended
0016	16	#16-JASON WINCHELL	COT SHIRT LIGHT BLUE	1	\$0.00	\$0.00	\$25.00	\$25.00
0016	16	#16-JASON WINCHELL	COT SHIRT LIGHT BLUE	2	\$0.00	\$0.00	\$25.00	\$50.00
TOTAL VOIDED DAMAGE CHARGES				3		\$0.00		\$75.00

10 LOSS CHARGES

Charges for garments that have not been turned in within three weeks from notification of deleting the garment from the program. 'Actual' is the cost you incurred, and 'normal' is our standard list price.

Wearer ID	Locker ID	Name	Item	Qty	Actual Price	Actual Extended	Normal Price	Normal Extended
0004	28	CALVIN G	COT COMFORTOUCH WORK SHIRT LIGHT E	1	\$44.00	\$44.00	\$44.00	\$44.00
0061	101	BULK COVERALL	COVERALL WHITE NO POCKET	5	\$40.00	\$200.00	\$40.00	\$200.00
0061	101	BULK COVERALL	COVERALL WHITE NO POCKET	9	\$40.00	\$360.00	\$40.00	\$360.00
0061	101	BULK COVERALL	COVERALL WHITE NO POCKET	5	\$40.00	\$200.00	\$40.00	\$200.00
0080	22	ED ALEXANDER	COT COMFORTOUCH WORK SHIRT LIGHT E	1	\$44.00	\$44.00	\$44.00	\$44.00
0083	3	ANDY ANDERSON	COT SHIRT LT BLUE S/S	6	\$25.00	\$150.00	\$25.00	\$150.00
0084	6	DOUG HODGKINS	COT COMFORTOUCH WORK SHIRT LIGHT E	1	\$44.00	\$44.00	\$44.00	\$44.00
TOTAL LOSS CHARGES				28		\$1,042.00		\$1,042.00

11 CREDITS FOR LOSS AND DAMAGE CHARGES

Occasionally, a garment is turned in after we have already charged for loss and damage. In that case, we issue a credit for the garment. 'Actual' is the cost you incurred, and 'normal' is our standard list price.

Wearer ID	Locker ID	Name	Item	Qty	Actual Price	Actual Extended	Normal Price	Normal Extended
---	---	---	CALVIN G-COT COMFORTOUCH WORK SHIR	-1	\$44.00	-\$44.00	\$0.00	\$0.00
---	---	---	DAMAGED - JASON W - COT SHIRT LIGHT B	-1	\$12.50	-\$12.50	\$0.00	\$0.00
---	---	---	DAMAGED - ANDY A - COT SHIRT LT BLUE E	-4	\$12.50	-\$50.00	\$0.00	\$0.00
---	---	---	BULK-COVERALL WHITE NO POCKET	-19	\$40.00	-\$760.00	\$0.00	\$0.00
---	---	---	JEFF M-COT SHIRT LT BLUE S/S	-6	\$12.50	-\$75.00	\$0.00	\$0.00
TOTAL CREDITS FOR LOSS AND DAMAGE CHARGES				-31		-\$941.50		\$0.00

8 **Damage charges.** Charges for garments that have been damaged beyond repair and are less than 24 months old (no charge after 24 months).

Actual price = what we charged through StraightUp!™ pricing

Normal price = our standard list price

9 **Voided damage charges.** Potential damage charges that ITU AbsorbTech voided before it went to billing.

10 **Loss charges.** Charges for garments that have not been turned in within three weeks from notification of deleting the garment from the program.

11 **Credits for loss and damage.** Occasionally, a garment is turned in after we have already charged for loss and damage. In this case, we issue a credit for the garment.

