



StraightUp!™ Garment Report

Your Guide to the StraightUp!™ Report available for your Garment Rental Program

StraightUp!™ Garment Report
 912345-001 SAMPLE ACCOUNT
 Time Period: Qtr 1 2013 - Qtr 3 2013

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.

Washer ID	Locker ID	Name	Item	Size	Qty	Date Requested	Days To Fill	Reason
0127	17	JILL FARNSWORTH	PANT NAVY	36-36	5	04/29/2013	1	ADD EMPLOYEE
0177	4	GARY BECK	COT PANT DENIM JEAN INDIGO	36-32	11	07/05/2013	0	ADD EMPLOYEE
0178	39	BRIAN HOUSEMAN	COT SHIRT NAVY	XL-L	11	09/15/2013	5	ADD EMPLOYEE
0178	39	BRIAN HOUSEMAN	COT PANT DENIM JEAN INDIGO	36-32	11	09/15/2013	0	ADD EMPLOYEE
TOTAL ADD EMPLOYEE					38		1.6	
0011	11	JON VANDERHAH	SHIRT NAVY S/S	L	1	06/28/2013	0	GARMENT UPGRADE
0011	11	JON VANDERHAH	SHIRT NAVY	L	1	02/15/2013	3	GARMENT UPGRADE
0118	53	ADAM HADGIG	PANT NAVY	L	1	03/09/2013	4	GARMENT UPGRADE
0148	40	GARY RANKE	PANT NAVY					
TOTAL GARMENT UPGRADE								
0091	38	KEVIN PETERSON	SHIRT NAVY S/S					
0127	17	JILL FARNSWORTH	PANT NAVY					
TOTAL INCREASE INVENTORY								
0114	51	RANDY ROBERTS	COT PANT DENIM JEAN INDIGO					
0177	4	GARY BECK	COT PANT DENIM JEAN INDIGO					
TOTAL REPLACE ITU ABSORBTECH								
0155	15	JOE MACK	COT PANT DENIM JEAN INDIGO					
TOTAL SIZE CHANGE								
0075	35	JEFF HASSENFELDT	COT PANT DENIM JEAN INDIGO					
TOTAL STYLE CHANGE								
TOTAL GARMENTS ADDED TO PROGRAM								
Washer ID	Locker ID	Name	Item					
0075	35	JEFF HASSENFELDT	PANT NAVY					

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 912345-001 SAMPLE ACCOUNT
 Time Period: Qtr 1 2013 - Qtr 3 2013

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.

	Basic
RENTAL	\$11,386
COG LAUNDERING	\$40
DIRECT SALES	\$1,300
TOTAL GARMENT CHARGES	\$12,726

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 *Rental is our standard list price.

	Qty	Actual	Rental
EMBLEM	30	\$0	\$120
PREP	129	\$0	\$164
MANUAL LOSS & DAMAGE	1	\$5	\$17
CREDITS LOSS & DAMAGE	-1	\$-10	\$0
DAMAGE	4	\$96	\$24
VOIDED DAMAGE	6	\$0	\$117
LOSS	8	\$191	\$191
TOTAL SUPPLEMENTAL CHARGES	177	\$242	\$713

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 for you for new employees, garment upgrades, size changes, etc.

	Quantity	Total
ADD EMPLOYEE	38	\$1,035
GARMENT UPGRADE	5	\$91
INCREASE INVENTORY	11	\$205
REPLACE ITU ABSORBTECH	2	\$40
SIZE CHANGE	11	\$330
STYLE CHANGE	7	\$210
TOTAL	74	\$1,911

Customer Response Center: 888-729-4884 | ITUAbsorbTech.com | Manage your program online with myAccount! Ask for details.


Your StraightUp![™] Garment Report

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![™] 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



Our StraightUp![™] Promise
Simple.
Straightforward.
Predictable.

Exclusive StraightUp!™ Benefits

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.
- **myAccount** -

Online program management tool allows users to add or delete wearers, change sizes, request grade changes, and more.

No Additional Fees

Fee Type	Ave. National Laundry	ITU AbsorbTech
Alteration Charge	X	
Set-Up charge	X	
Name / emblem Charge	X	
Company Logo Charge	X	
Oversized Charge	X	
Minimum Wearer Charge	X	
Repair Charge	X	
Re-stock Charge	X	
Sewing Charge	X	
Upgrade Charge	X	
Laundry Bag	X	
Hanger Stand	X	
Zipper Repair / Replacement	X	



Advanced RFID Technology

We embed RFID (Radio Frequency Identification) “chips” in our garments to better serve our garment rental customers. This advanced garment control allows us to:


- Improve delivery accuracy
- Improve turnaround
- Provide advanced garment reporting to our customers



Photo shows cut away in garment as example only

About your StraightUp!™ Garment

Summary of Garment Charges Garment Re-Investment

StraightUp!™ Garment Report		 AbsorbTech® <i>Cleaner, safer solutions for industry</i>	
912345-001	SAMPLE ACCOUNT		
Time Period:	Qtr 1 2013 - Qtr 3 2013		
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>	Garment Rental Program Costs (additional costs listed below)
RENTAL		\$11,066	
COG LAUNDERING		\$40	
DIRECT SALES		\$1,320	
TOTAL GARMENT CHARGES		\$12,426	
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>
EMBLEMS	30	\$0	\$120
PREP	129	\$0	\$194
MANUAL LOSS & DAMAGE	1	\$5	\$17
CREDITS-LOSS & DAMAGE	-1	\$-10	\$0
DAMAGE	4	\$56	\$74
VOIDED DAMAGE	6	\$0	\$177
LOSS	8	\$191	\$191
TOTAL SUPPLEMENTAL CHARGES	177	\$242	\$713
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>Quantity</u>	<u>Total</u>	
ADD EMPLOYEE	38	\$1,035	
GARMENT UPGRADE	5	\$91	
INCREASE INVENTORY	11	\$205	
REPLACE-ITU ABSORBTECH	2	\$60	
SIZE CHANGE	11	\$330	
STYLE CHANGE	7	\$210	
	74	\$1,931	
Customer Response Center 888-729-4884 ITUAbsorbTech.com Manage your program online with myAccount! Ask for details.			

1 Summary of Garment Charges for Period

Basic garment charges, including:

- **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

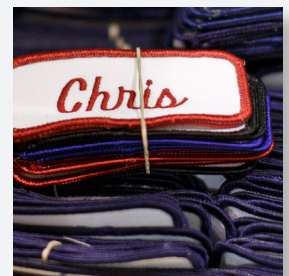
2 Summary of Supplemental Garment Charges

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.

Through StraightUp!™ pricing, no additional costs are incurred for prep and emblems, new employees, garment upgrades, or size changes.



Report

With RFID, new and repaired garments are delivered to you faster.



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

Garments Added Garments Deleted

110015-003 SAMPLE COMPANY
Time Period: 1/1/2012 - 12/31/2012

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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
0127	17	JIM FARNSWORTH	PANT NAVY	36-36	5	04/29/2013	1	ADD EMPLOYEE
0177	4	GARY BECK	COT PANT DENIM JEAN INDIGO	36-32	11	07/15/2013	0	ADD EMPLOYEE
0178	39	BRIAN HOUSEMAN	COT SHIRT NAVY	XL-L	11	08/15/2013	5	ADD EMPLOYEE
0178	39	BRIAN HOUSEMAN	COT PANT DENIM JEAN INDIGO	36-32	11	08/15/2013	0	ADD EMPLOYEE
TOTAL ADD EMPLOYEE					38		1.5	
0011	11	JON VANDERHAI	SHIRT NAVY S/S	L	1	06/28/2013	0	GARMENT UPGRADE
0011	11	JON VANDERHAI	SHIRT NAVY	L	1	02/15/2013	3	GARMENT UPGRADE
0011	11	JON VANDERHAI	SHIRT NAVY	L	1	03/08/2013	4	GARMENT UPGRADE
0116	53	ADAM HAEBIG	PANT NAVY	34-34	1	06/14/2013	4	GARMENT UPGRADE
0146	40	GARY RANKE	PANT NAVY	34-30	1	03/08/2013	5	GARMENT UPGRADE
TOTAL GARMENT UPGRADE					5		3.2	
0081	38	KEVIN PETERSON	SHIRT NAVY S/S	2XL	5	08/29/2013	5	INCREASE INVENTORY
0127	17	JIM FARNSWORTH	PANT NAVY	36-36	6	08/20/2013	0	INCREASE INVENTORY
TOTAL INCREASE INVENTORY					11		2.5	
0114	51	RANDY ROBERTS	COT PANT DENIM JEAN INDIGO	34-32	1	09/23/2013	1	REPLACE-ITU ABSORBTECH
0177	4	GARY BECK	COT PANT DENIM JEAN INDIGO	36-32	1	08/20/2013	0	REPLACE-ITU ABSORBTECH
TOTAL REPLACE-ITU ABSORBTECH					2		0.5	
0166	16	JOE MACK	COT PANT DENIM JEAN INDIGO	40-32	11	04/29/2013	2	SIZE CHANGE
TOTAL SIZE CHANGE					11		2.0	
0075	35	JEFF HASSENFELDT	COT PANT DENIM JEAN INDIGO	40-32	7	01/22/2013	2	STYLE CHANGE
TOTAL STYLE CHANGE					7		2.0	
TOTAL GARMENTS ADDED TO PROGRAM					74		2.1	

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GARMENTS DELETED FROM PROGRAM					
Garments removed from the program due to an employee leaving, garment upgrade, inventory change or size change.					
Wearer ID	Locker ID	Name	Item	Size	Date Deleted
0075	35	JEFF HASSENFELDT	PANT NAVY	40-32	01/24/2013

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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 for our Apparel Services team to complete a service request. Upon completion, garments are delivered to you on the next scheduled delivery date.

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Garments Deleted from Program

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

About your StraightUp!™ Garment

Low Utilization Lines

Number of Garments Repaired at No Charge

Damage Charges

Easily identify which employees are not taking full advantage of the program.

StraightUp!™ Garment Report

912345-001 SAMPLE ACCOUNT

Time Period: Qtr 1 2013 - Qtr 3 2013



Wearer ID	Locker ID	Name	Item	Size	Date Deleted
0081	38	KEVIN PETERSON	SHIRT NAVY	2XL	08/29/2013
0112	34	MIKE RUGGIERO	PANT NAVY	40-32	04/12/2013
0112	34	MIKE RUGGIERO	SHIRT NAVY S/S	2XL	04/12/2013
0116	53	ADAM HAEBIG	PANT NAVY	34-34	06/27/2013
0116	53	ADAM HAEBIG	SHIRT NAVY	XL	06/27/2013
0127	17	JIM FARNSWORTH	COT PANT DENIM JEAN INDIGO	36-36	08/20/2013
0158	71	MIKE COATES	SHIRT NAVY	2XL	05/16/2013
0158	71	MIKE COATES	SHIRT NAVY S/S	2XL	05/16/2013
0158	71	MIKE COATES	PANT NAVY	42-34	05/16/2013
0158	71	MIKE COATES	PANT NAVY	38-34	05/16/2013
0166	16	JOE MACK	COT PANT DENIM JEAN INDIGO	38-34	05/30/2013

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

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 %
0076	2	HAROLD H	LAB COAT EXCEL LT BLUE FR	0
AVERAGE LOW UTILIZATION LINES				0.0%

Total number of repairs made at **no cost** to you.

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	233	Additional Details Available Upon Request
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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
0112	34	MIKE RUGGIERO	PANT NAVY	1	\$10.00	\$10.00	\$20.00	\$20.00
0112	34	MIKE RUGGIERO	SHIRT NAVY S/S	1	\$8.50	\$8.50	\$17.00	\$17.00
0158	71	MIKE COATES	SHIRT NAVY	1	\$17.00	\$17.00	\$17.00	\$17.00

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6 Low Utilization Lines

Low utilization 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.

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

Report

Loss Charges
 Manual Loss and Damage Charges
 Credits for Loss and Damage Charges

We don't bill for loss and damage without reviewing the charges with you.



All applicable damage charges in one easy-to-find location.

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Wearer ID	Locker ID	Name	Item	Qty	Actual Price	Actual Extended	Normal Price	Normal Extended
0158	71	MIKE COATES	PANT NAVY	1	\$20.00	\$20.00	\$20.00	\$20.00
TOTAL DAMAGE CHARGES				4		\$55.50		\$74.00

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
0112	34	#34-MIKE RUGGIERO	SHIRT NAVY S/S	1	\$0.00	\$0.00	\$17.00	\$17.00
0112	34	#34-MIKE RUGGIERO	PANT NAVY	5	\$0.00	\$0.00	\$20.00	\$100.00
TOTAL VOIDED DAMAGE CHARGES				6		\$0.00		\$117.00

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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
0112	34	MIKE RUGGIERO	SHIRT NAVY S/S	1	\$17.00	\$17.00	\$17.00	\$17.00
0127	17	JIM FARNSWORTH	COT PANT DENIM JEAN INDIGO	1	\$30.00	\$30.00	\$30.00	\$30.00
0158	71	MIKE COATES	PANT NAVY	1	\$20.00	\$20.00	\$20.00	\$20.00
0158	71	MIKE COATES	SHIRT NAVY	1	\$17.00	\$17.00	\$17.00	\$17.00
0158	71	MIKE COATES	SHIRT NAVY S/S	1	\$17.00	\$17.00	\$17.00	\$17.00
0166	16	JOE MACK	COT PANT DENIM JEAN INDIGO	3	\$30.00	\$90.00	\$30.00	\$90.00
TOTAL LOSS CHARGES				8		\$191.00		\$191.00

11

MANUAL LOSS AND DAMAGE CHARGES

Loss and damage charges at a reduced, agreed-to price. '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
---	---	---	JEFF HASSENFELDT - SHIRT MEDIUM BLUE	1	\$5.00	\$5.00	\$17.00	\$17.00
TOTAL MANUAL LOSS AND DAMAGE CHARGES				1		\$5.00		\$17.00

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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.

9

Voided Damage Charges

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

11

Manual Loss and Damage

Loss and damage charges at a reduced, agreed-to price.

10

Loss Charges

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

12

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.



AbsorbTech[®]

Cleaner, safer solutions for industry

“ With our previous uniform supplier, we spent hours on invoices, constantly watching charges. What we like about ITU AbsorbTech’s program is StraightUp!™ pricing – it’s great! Our account representative is excellent with working with employees and helping HR manage the program. ”

Lynn Daniels, Human Resources, Monroe Truck Equipment

“ We’ve been with three other large uniform suppliers and have never been happier with ITU AbsorbTech. Billing is easier to follow, prices are very competitive, and I don’t hear about problems with fit, repair or cleanliness. Our uniforms are well taken care of and our guys look great. ”

Dan Baun, General Manager, Consumers Co-op Oil Co.



*Jim &
David
Leef*

Customer Response Center
888-729-4884
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Family-Owned and Operated Since 1930