

| No | Item | Comment | Action | Justification |
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| 1 | UAA Web Site | web site very easy to use and customer friendly | No action taken | |
| 2 | VF Solutions Web Site | The only problem was in returning items. I returned a "Duty Belt" that seemed defective and did not ask for a replacement (called VF and explained the situation). They sent another one anyway. I returned that one for the same reason and wrote on the package and return slip "Do not exchange, please credit my account the full amount." They sent me another belt anyway. On the third attempt they finally realized that I did not want a belt | Will bring to contractor's attention. | Contractor responsible for replacing defective items. |
| 3 | | The only problem with the website is the unexpected down time. The website does not tell you if there is a problem where you cannot place an order until you go to purchase it. That is unhelpful when you have spent an hour or so going through and picking out items only to leave the website without purchasing them. | Will address with contractor. | |
| 4 | | I have not had any trouble with the web site. I do have items on back order, but otherwise everything else was delivered in a timely. manner and fit well | No action taken | |
| 5 | | I tried to access the site today to check my shopping history to find out it is down for 40 days for closeout. I find that a bit excessive and not very customer service oriented. | No action taken | Cut off days are announced months in advance. Time period is per contract to balance accounts for payment. |
| 6 | | Would like the webmaster to include instructions for accessing the Special Purchase sub pages. If you use your account number and password, you can access it, but the left sidebar menu does not show the special items for ordering (Nameplates, Maternity uniform, and Tags/Emblems). Corps of Engineers people have to use their organization code for both the account number and the password. | Will address with contractor. | |
| 7 | | The only problem with the web site is access at times. It wont let you get in occasionally. | No action taken | |

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| 8 | Uniform Items | The challenger pants color is tacky, awful, ugly, the material color should be closer to the duty trouser since it is considered Class A. | No action taken | Confusing comment. Challenger trousers haven't been in program for over 5 years. Class A uniform is also history. Assuming that you are referring to Twill Trousers with Class B Duty uniform. |
| 9 | | Would like to see a US flag on the right shoulder of our uniform shirts. | After much discussion, it was recommended to stay with existing policy. | The existing policy allows the wearing of an American Flag pin on the left collar point of the uniform shirt or outerwear. |
| 10 | | Would like to see use of the tie re-defined. Uniforms have traditionally reflected national trends; as such we should realize that our society has become less formal (to the point of ridiculousness, actually). In that vein, I would like to see use of the black tie be taken out of the daily wear, but kept in the mix for attending meetings and other situations where it would be appropriate to display a more formal appearance. I think if we defined the times when use of the tie is necessary (like for public meetings, court) we could easily pull it out of our necessary daily wear. Let me explain that I, personally, do not have a problem wearing a tie on a regular basis. However, there are enough that don't like them that you can walk into just about any office during the winter and find some wearing ties, and some not. As far as I'm concerned, that's OK, and I really don't think we need a uniform Gestapo in every office (I'm sure there would be plenty of volunteers for such duty). The fact that we are all in the same color pants and shirts, and ties (for those wearing ties) is good end | No action taken | ER/EP 1130-2-550, Chapter 8 allows the wearing of the tie as you describe. Daily wear of the tie with the long sleeve shirt is an option unless your manager makes it mandatory. |

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| 11 | Would like to see a more liberal stance on use of short and long sleeves. Many of us have come to realize that the sun, which we so enjoy working under, is not our friend. Given the skin problems that I'm developing (no they're not age spots, thank you very much!), I would like more latitude to allow wearing of long-sleeve shirts when out in the sun. But, I would like to see that allowed without having to wear a tie. Likewise, if someone chooses to wear a short-sleeve shirt in the winter, I think that should be OK, as well. | We are exploring the option of a long sleeve lightweight shirt for sun protection. | |
| 12 | Would like to see gloves as an item | No action taken | Gloves, socks, scarves, shoes, T-shirts, and rainwear are not items included in the uniform program for many reasons including Army regulations, cost of procurement, etc. |
| 13 | Would like to have USACE embroidered on the neck of the new turtlenecks | Will explore this issue. | |
| 14 | Had several problems with the "Duty Belt"; the snaps holding the buckle on seemed to be defective and came apart with very little force. I tried four different belts with nearly the same result. One belt had a set of snaps that would come apart if it was simply dropped a couple of feet onto the floor. | Will address with contractor. | Quality issue. |
| 15 | Would like light duty T-shirts, lighter weight rain gear and | No action taken | See #12 above |
| 16 | Could we make a shell coat out of the long sleeved fleece | Need further information. | |
| 17 | Keep up your good work toward instituting the polo shirt and cargo pants (Four similar responses) | N/A | |
| 18 | Don't like the fake buttons on the shirt pockets | No action taken | Isolated comment |
| 19 | Corps emblem patch on the left sleeve is usually not centered especially on short sleeve shirts – makes it hard to iron. | No action taken | |
| 20 | The jeans have some problems: pockets are not holding up like they use to (they get holes in them) and the material has a tendency to ball up lint when they go through the dryer. | No action taken | Jeans replaced by Cargo Pants |

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| 21 | I would like to see some work durable jacket made out of canvas like the new insulated bib overalls or the insulated coveralls and such as Carhart clothing uses. Current outerwear materials are unsuitable for heavy use and welding. | Will explore this issue. | Looking into acquiring the 10 oz. Duck Cloth jacket currently in NPS system. |
| 22 | I would like to see a Class C work jacket. I have wanted a uniform jacket I could wear under a rubber raincoat while doing maintenance projects. Something similar to a Carhart type that is ok to get dirty, and will take some abuse. I know Sears sells a lighter version of a work jacket as well. It doesn't have to be insulated or the "duck" material – just so I don't have to wear my expensive gore-tex jackets on a greasy tractor. The fleece jacket is great for daily wear, but it rips easily – trust me. | Will explore this issue. | Looking into acquiring the 10 oz. Duck Cloth jacket currently in NPS system. |
| 23 | Belts are not conducting to the amount of stuff we carry on our belts. The belts ruin faster. A law enforcement type belt may be a better choice for some. Not everyone needs law enforcement type belt so you would need to keep both. | Will address with contractor. | Quality issue. |
| 24 | It seems to me that many individuals have problems with the length of the rain pants being to long. The common work around seems to be to run some form of elastic cord drawstring through the bottom seam. In the past a gathered pant has been a problem when water soaked through boots, but with the waterproof boots of today it might be time to revisit a gathered rain pant again | No action taken | Isolated comment |
| 25 | I would like to see consistency with the sizing of the uniform t-shirts. I wear a large light weight summer shirt, but a medium "duty shirt." It complicates the fitting and makes for unnecessary returns. This is the same case with the jean pants compared to the other duty pants. | No action taken | We have no T-Shirt in the program |

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| 26 | One last item would to be able to get a carhart type jacket to wear for field use when the possibility of getting dirty and wet is high. The jacket would also have to have some type of zip in insulation as well. I couldn't order a sleeveless fleece vest. I was very disappointed with not being able to order one. | Will explore this issue. | Looking into acquiring the 10 oz. Duck Cloth jacket currently in NPS system. |
| 27 | Replacing the leather inner lining of the flat hat with another material (stretch fabric) would make it more comfortable. | Contractor is exploring this issue. | |
| 28 | Wool blend socks would be a nice addition; as would gloves. | No action taken | See #12 above |
| 29 | Shorts look cheap (threads hanging from seams in several spots) and are too long - nearly go below knees. | No action taken | Shorts are "industry standard" length. Quality issues being addressed. |
| 30 | I would like to see black socks be an option | No action taken | See #12 above |
| 31 | When I first put on my new duty trousers I felt the belt loop was inconveniently placed to attach my key ring. This is a minor complaint, I'll get used to it. The zipper was also a little hard to zip up as it seems to catch and get a little stuck. (Which I suppose is better than it being too loose and always falling open.) | No action taken | Black Nylon Utility belts are now authorized for wear with the uniform. These may be purchased by the project for the employees use. |
| 32 | The women's twill trousers need some work. The inside seem comes apart too easily. Had 5 pair come apart at the inside seem after only a couple of hours wearing them and the pants were bought a little big so they were not tight. | Quality issue. Please contact your Division representative. | |
| 33 | Women's shirts need to have smaller button holes to keep them from coming open at the bust and maybe some darts put in the bust area for a better fit. Even if I buy a bigger shirt to fit the bust area the front has still been too tight but their was extra material in the back as if it was made to fit a mans shoulder area. | Button hole size is a quality issue. In some cases, shirts may need to be Made to Measure for proper fit. | |
| 34 | I would like to keep the twill pants. | No action taken | Twill trousers are still in program. |

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| 35 | | I'd like to see more of the larger sizes available, and that longer shirt tails be available. Also, I'd like to see that uniform shirts retain the same size from year to year. By this I mean that what is labeled 2X this year be the same as what a 2X was the year before. The shirts bought this last year were somewhat smaller than the same sized shirt the year before. | A couple of issues here. The manufacturing process will have some variance in sizing. For matters of economy, only certain sizes are stocked. Other sizes may be Made to Measure. | |
| 36 | | I am not pleased that both types of Class C pants will not be offered. Had I been smarter I would have used ALL my 04 for pants. Cargo pants probably will work for most but I spend so much time going through dense, thorny brush that the leg pockets will be a major nuisance to me as I expect they will be caught constantly. | No action taken | For matters of economy, only one style is maintained in the program. |
| 37 | | Yes. I firmly believe a Turtle, Neck for those of us in the northern climates, is needed and appropriate. It isn't very pleasant when you work in a cold (below zero) environment and can not wear a T-Neck to help keep yourself warm. I would urge the committee (and I know this isn't a new issue) to approve a basic turtle neck shirt, (black, white or gray) that can be worn with the uniform. | No action taken | Turtlenecks are provided for wear under the long sleeve shirt for Class B Daily and Class C Work uniforms only. |
| 38 | | The new shorts are terrible. Poor quality, poor workmanship, terrible material choice. Add: Black Insulated duty gloves | No action taken | See #12 and #30 above |
| 39 | | We here at LWSC are using nylon web belts over the leather issued belt from VF Solutions, it can hold radio, key pouch, PPE packs, knives, and personal cell phones. | No action taken | Utility Belts are authorized for wear. |
| 40 | <u>Maternity Uniform</u> | I think a maternity uniform should be supplied. Pants should have a stretch panel in front. No solutions for the shirt. | No action taken | Maternity uniforms are supplied. You may also borrow maternity items from Carrie.Richardson@usace.army.mil |

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| 41 | | I just want to say that it is critical to keep some form of maternity uniform system going. Thank you to Carrie!!! | No action taken | Maternity uniforms are supplied. You may also borrow maternity items from Carrie.Richardson@usace.army.mil |
| 42 | | I think a maternity uniform should be supplied. Pants should have a stretch panel in front. No solutions for the shirt. | No action taken | Maternity uniforms are supplied. You may also borrow maternity items from Carrie.Richardson@usace.army.mil |
| 43 | | Get rid of the maternity uniform all together. | No action taken | |
| 44 | | The loaner program worked great for one of our students. Glad somebody thought of it. | thank you | Maternity uniforms are supplied. You may also borrow maternity items from Carrie.Richardson@usace.army.mil |
| 45 | <u>Customer Service</u> | Good service, everything ordered was on time and correct sizes (4 similar comments) | Will pass on to VFC | |
| 46 | | VF staff very courteous (2 similar comments). | Will pass on to VFC | |
| 47 | | VF staff prompt and able to solve problems (2 similar | Will pass on to VFC | |
| 48 | | No problems, program seems to be running smoothly (2 similar comments) | Will pass on to VFC | |
| 49 | | I had a question about sizing so I decided to call the customer service line. The person I spoke to didn't have an answer for me. They directed me to our uniform coordinator instead. That person didn't know either. Needless to say I did not order that particular item because I was unclear of the sizing. | Need further information. | |
| 50 | | Rainpants were on backorder too long. Ordered Aug 2003 and received April 2004 (order # 664312). | Will address with contractor. | |

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| 51 | | had a terrible time getting name plates produced in a timely manner as requested. The nameplates we ordered and received have been rejected 3 times for spelling names wrong, not producing job titles correctly, abbreviating titles, changing titles etc. Not sure what the problem is but their is a problem. | Nameplate ordering has changed. | Nameplates can now be ordered through your individual accounts. |
| 52 | | I had received pants that had belt loop issues (too tight). My first pair I thought was a fluke and did not say anything. The second pair I did and it turns out that they knew of the issue all along. I returned the pants as instructed but did not send them certified because the customer service reps I talked to never mentioned it. When my new pants did not arrive I had to go up to the head of customer service to get my new pair of pants. I never did get the first pair replaced after the hassle with the second pair. A simple e-mail explaining the problem with the pants and the recommended return procedure from Uniform Solutions initially when they found out there was a problem would have saved a lot of time and hassles. | No action taken | Last year, Contractor discovered defective trousers with undersized belt loops and removed them from inventory |
| 53 | Success | I love the fleece jacket. That needs to stay. | thank you | |
| 54 | | SUCCESS STORIES WOULD BE THAT I RECEIVED ALL THE ITEMS I ORDERED IN ONE SHIPMENT WITHOUT ANY BACKORDERS!! GOOD SHOW! | thank you | |
| 55 | | Most turn around times have been good, much better than they used to be | thank you | |
| 56 | | It only took 9 months to get my shorts one year. Doesn't help when you're only a summer hire. | Will address with contractor. | |
| 57 | | I'm just happy that what I order usually comes quickly and the right items are shipped. I haven't had any problems | thank you | |
| 58 | | The uniforms I am wearing have lasted for a long time and held up well. For the most part they are comfortable. The addition of fleece jackets and vests was nice. | thank you | |
| 59 | | I would consider the addition of the fleece vest, cargo pants and the new winter hat, all success stories | thank you | |