

No.	Item	Comment	Action	Justification
1	Web Site Issue	I've had problems with incorrect sizing, ordering the exact same size as a previously ordered garment and the item being too big or too small.	You may return any item within 30 days of receipt.	By contract, the contractor must include a return mail slip with each order.
	Web Site Issue	I've found the site to be very easy to use. I have no problems with VF Solutions.	Will pass on to the contractor.	
	Web Site Issue	I was unable to view certain pictures/items at certain times. This seemed more like technical difficulties rather than unavailability.	Will pass on to the contractor.	
	New Item Request	It would be nice if we could wear the pants that zip into shorts. Especially when we are on boat patrol. I know the GALL's catalog has a selection of this style of pant. Maybe we can have the option of wearing this instead of our twill trousers?	No action taken	The committee did not recommend this item.
	New Item Request	Nameplates should be added to the employee's personal allowance, not for VISA carholders to buy.	Done	Nameplates are now available for ordering from the individual uniform account.
	New Item Request	I would like a polo shirt for boat and bike patrols. (Frequency = 3)	We are working on this issue.	We are developing a polo shirt for wear with the Class C Work and the Class D Special Purpose uniform.
	New Item Request	We need polo shirts for boat patrol and hats that shade your ears from the sun (ball caps don't cut it)	Sun hats have been approved and will soon be available.	We are developing a polo shirt for wear with the Class C Work and the Class D Special Purpose uniform.
	New Item Request	Add nylon duty belt/utility belt to the program.	No action taken	Black Nylon Utility Belts have been approved for wear with the uniform. These may be purchased by the projects for the employees use.

	Quality Issue	Not one single garment I own has the same shade of green. This does not look appealing to the public when you are wearing green pants, a green hat, a green fleece and a green jacket, and every green item is different.	No action taken	We have explored this issue in the past. We have learned that the Industry Standard for any specific color has a wide range of tints dependent upon the material being dyed. We are working with the contractor to tighten the color range as much as possible.
	Quality Issue	I have a problem with color bleeding out of my duty shirts.	Please contact your Division Representative with details.	
	Duty Jacket	I have had a problem fitting the duty jacket. I tried three different sizes and didn't find one that fit properly. It is too tight across the chest which results in the sleeves not fitting properly.	No action taken	Suggest you seek a professional tailor to take your measurements utilizing the Made to Measure form on the website.
	Availability	I feel the additions approved to the uniform program from last year were great, however it seems like it is taking too long to get them into the program. When will the turtleneck be available? (Frequency = 3)	No action taken	This is a complicated issue. If a new item is proposed, the committee must recommend the adoption of this item to HQ. They in turn must approve it. Then the contractor must put together the specifications for this item and provide it to the Contracting Officer. He/she must then do a modification to the contract, specifying a certain amount for the contractor to have on hand. Then the contractor must acquire that amount.
	Quality Issue	Adding Velcro to the shirt pockets was a great idea!	Will pass on to the contractor.	
	Light Weight Shirt	Velcro tabs on shirt pocket corners tend to wear out or come loose from shirt.	Will pass on to the contractor.	

Maternity Clothing	The lack of a maternity uniform program is embarrassing. It is difficult for me to believe that the Corps can build dams to manage flood waters and can participate in the defense of our nation to ensure our continued freedom, but cannot properly outfit a handful of pregnant women! The process for returns or exchanges is very slow. The uniform program is terrible. The clothing rarely fits properly and the color varies.	No action taken	A Maternity uniform is available through the website. In addition, Carrie.Richardson@usace.army.mil runs a maternity loaner program. No pregnant employee should go without a uniform.
Maternity Clothing	The loaner program within SPK seems like a good idea - the one female ranger on staff is not affected.	N/A	
Customer Service	When I have called to talk to a customer service rep, they have been helpful.	Will pass on to the contractor.	
Customer Service	Earlier in the FY, after a 5 month wait and upward forwarding of problems with mixed up, inaccurate, incorrectly billed and lost orders regarding nameplates, finally I received all the correct items and correct billing. Thanks in part to Barbara Cooper's help. No problems since that time. Thanks, G Moore, SPN	No action taken	Nameplates are now available for ordering from the individual uniform account.
Customer Service	Time it took to receive orders to the physical address of the lake seemed to improve this year.	Will pass on to the contractor.	

	Customer Service	I utilized Kristie's assistance several times this year as the District Uniform Rep because she always seemed to respond and help me solve an issue for a park. Should I continue to do so or would it be better to call specific individuals for their expertise. If that is the case, is there a listing of the VF Rep I should be contacting.	No action taken	Listing provided to Division Representatives.
	Customer Service	I have only had to call them once and all my questions were answered correctly and immediately.	Will pass on to the contractor.	