

# *Alaska*<sup>®</sup>

## AIRLINES

- Returns – General Guidelines
- How to log in to Uniform Xpress Manager
- How to create a return request and obtain your Return Merchant Authorization (RMA) number



# ✈ Returns – General Guidelines

Ensure your return is completed in a timely manner – within 45 days of original shipment. AS Flight Attendants will follow the number of days specified in their contract.

Any returned uniform pieces must be in original condition and packaging with all labels attached. Uniform pieces must be unworn, unlaundered or un-soiled. Please note special order or altered items are not eligible for a return.

Ensure you record your tracking number for order return tracking purposes.



All returns require a *Return Merchant Authorization (RMA) number*. Once completed the RMA page must be printed and included in your return package. You may also indicate your RMA number on the Return Slip included in your shipment.

Upon arrival at Unisync's Service Center – all returns are subject to a Quality Assurance check.

**Return Approved** – once approved your profile will be credited. You are ready to re-order!

**Return Not Approved** – you will receive an email advising you that your RMA failed to meet our Quality Assurance standards and that you are not eligible for a credit. Please contact Unisync Customer Service within 14 days.



# How to log in

## Uniform Xpress Manager



Alaska AIRLINES HORIZON AIR

User Name

Password

Remember my User Name

**SIGN IN**

[Change Password](#) | [Forgot Password](#) | [Manage Profile](#) | [Create Password](#)

From your web browser, go to:

- aag.unisync.store or
- [Alaska's World > Employee Resources > Uniform Subsite](#)

Use your @alaskaair.com or @horizonair.com com email and password to log in.

# ✈️ Return Products

Once you have successfully logged in select the **Return Products** menu option.



*Alaska*

My account (Natalie Smith) | Help | Sign out

Apparel Store

Return Products

Browse Garments

Browse Kits

News

My Orders

Update Account

PerfectSize Suggestions

Preorder Additional Items

User Guide

Tip: If you change your mind, you have 48 hours to change your order by going to My Orders.



## Flight Attendant Pant Kit

The Flight Attendant Pant Rollout Kit allows you to select 5 Shirts, 1 Sweater Shell, 1 Blazer, 2 Pants, 1 Outerwear, and accessories as indicated.

Description	Qty	Size
<a href="#">Women's Blazer, Grey</a>	<input type="text" value="1"/>	-- ▾ P/8
<a href="#">Women's Short Sleeve Shirt, Blue</a>	<input type="text" value="0"/>	-- ▾ P/L
<a href="#">Women's Long Sleeve Shirt, Blue</a>	<input type="text" value="0"/>	-- ▾ P/L
<a href="#">Women's Zip Cardigan, Navy</a>	<input type="text" value="1"/>	-- ▾ P/L
<a href="#">Women's Knit Sweater Shell, Melange</a>	<input type="text" value="1"/>	-- ▾ P/L
<a href="#">Women's Classic Pants, Navy</a>	<input type="text" value="0"/>	-- <input type="text" value=""/> P/08/27
<a href="#">Women's Modern Pants, Navy</a>	<input type="text" value="0"/>	-- <input type="text" value=""/> P/12/27
<a href="#">Women's Trench Coat, Ink</a>	<input type="text" value="0"/>	-- ▾ P/8
<a href="#">Women's Arctic Parka, Charcoal</a>	<input type="text" value="0"/>	-- ▾
<a href="#">Flight Attendant Wing, Alaska</a>	<input type="text" value="2"/>	1sz ▾
<a href="#">Women's Scarf</a>	<input type="text" value="1"/>	-- ▾
<a href="#">Women's Narrow Belt, Navy</a>	<input type="text" value="1"/>	-- ▾ 2XL
<a href="#">Bib Apron, Navy</a>	<input type="text" value="2"/>	1sz ▾

# ✈️ Return Products

The Return Product page will display your previous order history. Please note, your return request is specific to a previous order.

Please note: Items may only be returned 45 days from the date of shipment. AS Flight Attendants will follow the number of days specified in their contract.

Please select the appropriate order to create your return request.

Once selected, the applicable order will be highlighted.



My account (Natalie Smith) | Help | Sign out

Apparel Store | Return Products

Browse Garments | Browse Kits | News | My Orders | Update Account | PerfectSize Suggestions | Preorder Items | User Guide | Preferred Name

## Return Merchant Authorization (RMA)

Employee	Smith, Natalie (AS40510)
Workgroup	Alaska CSA
Request Date	9/30/2019

Please select an order for return.

ID	Order Date	Ship Date	Ship	Item	Description
▲ ID: 1031859					
1031859	9/22/2019 11:09 AM	9/22/2019 12:44 PM	1	308111-P/2XS	Women's Short Sleeve Shirt, Blue, P/2XS
▲ ID: 1030123					
1030123	9/4/2019 1:02 PM	9/22/2019 12:44 PM	1	110002-P/XS/U	Women's Classic Pants, Navy, P/XS/U

ID	Order Date	Ship Date	Ship	Item	Description
▲ ID: 1031859					
1031859	9/22/2019 11:09 AM	9/22/2019 12:44 PM	1	308111-P/2XS	Women's Short Sleeve Shirt, Blue, P/2XS
▲ ID: 1030123					
1030123	9/4/2019 1:02 PM	9/22/2019 12:44 PM	1	110002-P/XS/U	Women's Classic Pants, Navy, P/XS/U

# ✈️ Return Products

The Return Product page will display uniform items which are eligible for a return.

Please note: Items may only be returned 45 days from the date of shipment. AS Flight Attendants will follow the number of days specified in their contract.

Apparel Store    Return Products

Return Request    Return Instructions


## Return Merchant Authorization (RMA)

Employee    Smith, Natalie (AS40510)

Workgroup    Alaska First Officer

Request Date    9/12/2019

Please check your return request carefully. Once you click Request Return, your request will be submitted.

Women's Knit Sweater Shell	Item	Size	Value	Qty	
	700502-T/XS	1	\$36.02	<input type="text"/>	

Women's Zip Cardigan	Item	Size	Value	Qty	
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# ✈️ Return Products – continued

## Creating a Return Merchant Authorization (RMA) Number

1

Enter the quantities of product that you wish to return in the “QTY box”.

This value should match the quantity that you wish to return.

Women's Knit Sweater Shell	Item	Size	Value	Qty
	700502-T/XS	1	\$36.02	1

2

Select the Reason for Return.

Reason for Return

Comments

Please make a selection

- Please make a selection
- I ordered the wrong size**
- The item shipped wasn't the size I ordered
- I ordered the wrong color
- The item shipped wasn't the color I ordered
- The item shipped wasn't what I ordered

to re-order.

3

Add any applicable comments.

Comments

My apologies. I ordered the incorrect size and need to re-order.

4

Complete the Return process by selecting Request Return.

Request Return

# ✈️ Return Merchant Authorization (RMA)

Your return request has been submitted successfully.

Please print this page and include with your return shipment **OR** indicate your RMA number on Section A of the Return Slip included in your shipment.

Your return is approved when all pieces are returned and inspected by a member of our returns team.

## Return Merchant Authorization

Thank you!

Please note the RMA Number below in **RED** on the Returns Form included in your shipment along with your People Soft ID and First and Last Name.

Print

Employee ID	AS40510	RMA Number	<b>800430</b>
Name	Smith, Natalie	Request Date	9/12/2019 4:58:01 PM

Qty	Item	Description	Unit	Extended
1	700502-T/XS	Women's Knit Sweater Shell, Melange, T/XS	36	36

Reason for Return:

Point Value of Return 36

I ordered the wrong size

My apologies.

I ordered the incorrect size and need to re-order.

Once your uniform is received and inspected, the amount noted above, less any applicable deductions for returns, will be credited to your account.



# Return Checklist

- Create a return online or by calling Customer Service – obtain your Return Merchant Authorization number (RMA)
- Print the Return Merchant Authorization (RMA) page or indicate your RMA number on the Return Slip included in your shipment
- Complete the return shipment label (included in your shipment)
- Drop off your return package at an acceptable FedEx Office or FedEx Authorized Ship Center. Ensure your return is addressed to:

**Unisync Nevada Service Center – Returns**  
1055 American Pacific Dr – Suite 100  
Henderson, Nevada, 89074

- Take note of any tracking information
- Monitor your Uniform Xpress Manager profile (My Orders) for a credit



## **Need Help?**

If you need help, or technical support please contact Unisync Customer Service

**TEL:** 1-833-525-2752 (5ALASKA)

**E-MAIL:** [alaskaservice@unisyncgroup.com](mailto:alaskaservice@unisyncgroup.com)