

Cintas FAQs

Q Are we required to have this program in our store?

A Yes, every store is required to use the Cintas program.

Q Do I allow the Cintas field rep to come into my stores and do an assessment?

A Yes, Cintas has been given a specific direction from Corporate of where pre-approved product needs to be placed in your stores.

Q Do I need to escort them?

A Yes, The Manager/Senior Assistant Manager, Marketing Manager where applicable, should get to know your field rep. Walk the store with the rep and agree to the general area that Corporate has instructed Cintas to place products.

Q What products am I getting?

A One hand sanitizer on a stand, wall-mounted hand sanitizers, wall-mounted hand soaps, and one dispenser with disinfectant surface wipes.

Q Is there a service charge?

A Yes, work orders will reflect a minimum service charge of \$35 plus sales tax, which will be charged if no product is needed. If product is fulfilled, a \$5.95 service charge will replace the minimum service charge.

Q Do I need to sign the work order after the service visit?

A Yes, a signature is required after the services are completed. The Service rep will provide you a copy of the work order and request a signature on their handheld device.

Q Can I view my invoice after services are completed?

A Final invoices will be available to review on MyCintas after 24 hours.

Q Do I have to worry about a contract?

A No, Corporate has signed a national contract, at pre-negotiated prices, to cover the dispensers and a replenishment of items inside dispensers.

Q How do I order more product?

A A Cintas rep will be coming out every other week for service unless the store manager requests more or less servicing visits. The longest a store can go between visits is one month. If product is needed in between visits, please submit a ticket through My Cintas or use the [Cintas Service Needs Survey](#) on the KC under the Cintas drop down.

Q What happens if I run out of product in between those services?

A The service rep will change the hand soap and hand sanitizer, if the pouches are empty. If the pouch is not empty, a replacement pouch will be left as a backup. The goal is to allow for stores to not have to worry about this product and its replenishment. You will also be able to contact the field rep if you run out of product.

Q What do I do if the field rep offers other products I want?

A Please reach out to Our Brand Specialist who will review the request and approve on a case by case scenario.

Q Who can I contact if I have more questions?

A For feedback or questions, use the [Cintas Service Needs Survey](#) (located in the Helpful Links section of the KC > Cintas dropdown).
