

WCCC/Voler Clothing Purchase Instructions

For 2009, WCCC is working with Voler to manufacture and sell our cycling clothing. The following document offers step-by-step instructions for how to get to the Voler/WCCC web site, how to place your order, etc.

1. Copy and Paste or click on the link provided below-

<http://oos.voler.com/wccc>

This is a secure Online Ordering System (OOS) specifically created by Voler for the WCCC. If you registered with Voler on their public shopping webpage, you will need to create a new account here. Here's a down-n-dirty way of telling them apart: The WCCC will either be white to yellow or black to gray depending on the Site Style setting option selected.

Also, the WCCC page will have a statement that reads, "*Order loaded: West Chester Cycling Club, please login*". The public (non-WCCC) ordering landing page will have a wine colored header across the top of the page with all sorts of banner links for VolerWEAR. While it is possible to create similar accounts in each site, the two never talk. Therefore, to only order WCCC clothing; you must use the link provided otherwise you will only be able purchase VolerWEAR cycling items from their public online ordering site.

2. Once you created an account at the WCCC/Voler site, you will need to login using your email address and password you selected.

On the main landing page you should see the WCC Riding Waiver in the left navigation pane and pictures of the WCCC clothing on the right navigation pane. At the bottom of the Waiver you will find a button that says, "*Get Started - Add Items To Your Order*". Clicking this button signifies you read and understood the Waiver presented. Yes, this is how you join/renew your membership-pretty slick isn't it? Below this button is a graphical display showing our club's order status by product.

3. Now you should be on the OOS product selection landing page. From here you can pick and choose your WCCC specific items, sizes and upgrades and add them to your Cart. To view the contents of your Cart, click on the yellow and white striped box in the upper right corner of this page. Since our club has custom colors and layouts, you will not see a graphical representation of what you order-in other words you will select a style, size and options (material, padding, etc.) for the piece of clothing you wish to purchase.

4. For simplicity, assume you just wanted a jersey and that's all. In your cart you will see your item displayed. Again, please pay attention to the sizing of the Voler products. Generally, they run smaller than the LG clothing from last year. If you are satisfied with your selection, go to "*Continue To Checkout*" and verify your order once again. Here you enter your credit card information and click "*Submit Order*". The price for a single jersey without a full zipper is \$59.36-which is right around \$60, which happens to be your annual membership dues.

5. Our annual dues are \$60 which includes a WCCC jersey. Buying just arm warmers or a skull cap does not constitute a membership purchase. Buying a jersey or shorts will qualify as a membership purchase. Of course we encourage you to buy several WCCC items while you're shopping.

6. If you are renewing your membership you will get a check for \$25 when you pickup your clothing in the spring.

7. Voler handles the site administration and password resets! Do not send any messages to the WCCC Board asking for a password reset on the WCCC/Voler site. Also, Voler only accepts Visa and MasterCard for payment. PayPal is not an option. If you wish to pay by check, please contact orders@westchestercycling.com and notify us **before** you place your order. There are some logistical obstacles to overcome to place an order without using a credit card. Beyond that, it's pretty straightforward.

Please note: an error with the hyperlink on our webpage was discovered and corrected. We apologize for any inconvenience this may have caused.

WCCC/Voler Online Ordering System FAQ's:

Q What do I need to do to renew my membership?

A Create an account and logon to the WCCC/Voler Online Order System, read and understand the Ride Waiver and click "Get Started-Add Items to Your Order". By placing an order you automatically agree to the terms noted in the Ride Waiver.

Q Do I need to create separate accounts for myself and my spouse?

A Yes, each member will need to have their own account. This is how we can keep track of our membership and also to ensure you receive your renewal refund in the spring.

Q I created an account at www.voler.com, why can't I order WCCC clothing?

A Voler created a specific OOS (Online Ordering System) for the dub which is completely independent from their 'public' OOS.

Q What do I do when I forget my password?

A Use the Recover Password feature or contact Voler directly. The dub does not administer the web pages-that is handled by Voler.

Q I want to pay with a check for my membership-what do I do?

A Contact orders@westchestercycling.com and someone will assist you in placing your order with Voler.

Q Annual membership dues are \$60, does that mean I must order at least \$60 worth of merchandise?

A Yes, in the past your membership dues included a dub jersey. Therefore, purchasing a jersey constitutes an annual membership.

Q I ordered a jersey but it does not fit. What are my options?

A We discovered during our Kit Fit that the Voler jerseys run smaller than the jerseys from LG. For this reason we highly recommend that you refer to the sizing charts supplied with each item. Voler will not accept returns for ordering the wrong size only for manufacturing defects. You will need to find a club member who is willing to trade or buy the jersey from you.

Q Will I be able to order WCCC items after January 15th?

A Yes, we will temporarily shutdown the OOS on January 15th to reconcile the renewals. On January 16th, we will reactivate the OOS for dub use.

Q Can I use PayPal to pay for my purchases?

A No, Voler does not accept PayPal, only Visa and MasterCard.

Q When do I get my \$25 renewal refund?

A We will include a \$25 check with your clothing when it is distributed in the spring.

Q I am a new member, will I receive a refund check?

A No, refund checks are only for renewing dub members.

Q I joined the WCCC in 2008 but did not renew in 2009. Do I get a refund for renewing in 2010?

A No, the refund only applies to consecutive annual renewals. Gaps in membership are not eligible for renewal refunds.

Q What is the estimated delivery time for the clothing?

A Voler estimates about 7-9 weeks to manufacture our clothing. Assuming there are no production delays, expect the clothing to be available for distribution in late March or early April.

Q Will the new colors work with my older kits?

A Yes and No- the new color schemes were chosen to work with the 2008/2009 LG kits but not with the legacy kits (orange and purple). The blue are the same hues used in our kits from 2008 to present and the red hue is called "US Flag red".

Q Can I still donate to the Race Team or to the Bike Rodeo?

A Yes, however we recommend you send a check or money order to the club directly. We no longer have a PayPal account which prevents online donations from our website. Please indicate what your donation is to be used for.

Our mailing address is:

West Chester Cycling Club
PO Box 870
West Chester, PA 19381

Again, please contact Voler directly with questions concerning your order or account.

We hope this helps improve your ordering process.