

## USTA Jr. Team Tennis Uniform FAQ's for Players, Coaches and Program Coordinators

<b>General Information</b>	
How do I contact Tennis Warehouse about the uniform?	Call <b>888-466-1188</b> to discuss an order or sizing question.
What is the price of the team uniform?	The NIKE high performance Dri-fit uniform is \$11.50 (includes shipping and applicable tax).
Who picks the team uniform and how do I do that?	Team coaches/managers pick the color of the team uniform when creating the team. There are 5 color options and the coach/manager determines the shipping address where uniforms will be shipped. Team coaches/managers usually use their home address.
How are uniform shirts shipped?	Uniform shirts are shipped UPS Ground. Players should be encouraged to register as soon as possible so uniforms are received on time.
<b>Players</b>	
How do I pick my uniform size and pay for it?	When registering for an eligible program, the system will give you a drop down option to select your size. There is a link detailing sizing. After selecting your size, click the "proceed to checkout" button and that will bring you to the standard payment page. The price is bundled into your registration.
Do I have to order a uniform?	Yes. The uniform is part of the national league. However, if you have already purchased a Team Uniform for the 2010 Championship year, you will now be given the opportunity to choose whether or not you wish to purchase an additional shirt for your additional team that you register on.
When will I receive my uniform?	When you receive your uniform depends on when the program coordinator set the league start date. The uniforms will be shipped to your team coach so check with him/her.
Can my coach/captain edit my shirt size?	Once a player has registered, the shirt size cannot be changed. The Linkteam can change shirt size if it has not been ordered yet. They need to submit the team #, the USTA # and the corrected size to <a href="mailto:linkteam@usta.com">linkteam@usta.com</a>
What if I receive the wrong size?	If the error is Tennis Warehouse's, you can exchange the uniform for no additional cost. Contact Tennis Warehouse at <b>888-466-1188</b> . However, if the error is due to an improper selection, and you are willing to assume the additional shipping charges an exchange may occur.
Is there a deadline for exchanges?	Any type of activity relating to the uniform must occur within the season of the league (such as fall, winter, spring, summer).
What girls sizes are available?	The girls shirt is available in 5 sizes: Small (7-8), Medium (10-12), Large (14-16), X-Large (18) and XXL (20)
Are girls required to order the girls shirt?	No, they can choose between unisex and girls.
How do the girls shirts fit?	The girls shirts have a junior cut and a more shapely fit.
How do players determine what size to order?	Players can reference the size chart on TennisLink to select the appropriate size.
Will the colored shirts be available?	Nike is currently making the colored girls shirts, and they will be available at a later date along with the unisex shirt.
What if I ordered my uniform prior to May 27 and would like a girls shirt?	The girls-cut shirt is only available for anyone who registers May 27 and beyond.
<b>Coaches / Managers</b>	
How do I select the team color?	Within <i>team creation or creating a team</i> , the system will lead you through the instructions how to select a team color and indicate where orders should be shipped. If you do not select a uniform color prior to the 10 days deadline, the system will auto select a default color to ensure timely receipt. Once chosen and the order placed with Tennis Warehouse, color changes are not available.
As a team coach/manager, can I order a team uniform?	Yes. Captains/managers and co-captains have the option to purchase the team uniform (a total of 2). Within <i>team creation</i> , there are detailed instructions. Purchased uniforms will be included in the shipment received.
What is the cost for a team coach/manager or co-captain uniform?	The NIKE high performance Dri-fit uniform is \$11.50 (plus a processing fee).
When will the team order be shipped?	Program Coordinators decide the season start date. Uniform orders will be sent to Tennis Warehouse 10 days prior to the flight start date. Once received, the team order will be "picked" and shipped to the address provided. It is recommended to encourage players to register early so uniforms are received as soon as possible.
If a player doesn't register before 10 days prior to start-date, will Tennis Warehouse still ship the late registrant shirts?	Players' shirts are shipped every Tuesday and Friday, so players who register late will receive their shirts. To receive shirts quickly, we do recommend that a registration deadline is set well in advance of the first day of matches.

How do I track a team order?	Tennis Warehouse will provide a tracking number via email to the email address provided in the team set up area. Orders are being sent to Tennis Warehouse 10 days prior to the flight start date so it is a good idea to get all your players to register well in advance to receive the team uniform prior to the start of the league.
When I receive an order how do I know which players receive the uniforms?	You will receive a packing invoice from Tennis Warehouse indicating what is in the shipment. To see which players should receive a uniform from the shipment, pull the player roster in TennisLink associated with the team you coach/manage. In the column to the right, it will indicate the date in which the uniform order was placed with Tennis Warehouse and sizing information. Match that date with the received shipment and you will be able to determine which players should receive the uniform. Tally the number of shirts on the player roster and the number of shirts received should correspond to breakdown on packing slip. If you are a coach for multiple teams, you will need to know which team color you selected per team, the number of players per team, and the start of the season.
Does my team have to order a uniform?	Yes, the team uniform is part of the national league. However, any player who has already purchased a team uniform for the 2010 championship year, will now be given the opportunity to choose whether or not they wish to purchase the additional shirt for additional teams they register on. Players are still required to purchase a shirt for the first team that they register on in that championship year. You, as team coach/manager, pick the desired team shirt color prior to player registrations.
Players on my team originally registered on another team before moving to my team. When will they receive their shirt?	If players registered on another team first before "moving" to your team, their uniform will be sent to the coach of their original team.
<b>Program Coordinators</b>	
As a program Coordinator can I choose the uniform color for the teams within my league?	Yes, you may choose the uniform color for the teams associated with your league. At the time you set up those teams it is best to identify the color and shipment address prior to the start of registration. If you do not choose a color prior to a player's registration, the system will associate the "default" color for that team. It is imperative that you notify your captains what, if any, settings you have chosen for them in case they wish to make changes.
What if I change my season start dates?	Changing start dates after players have register for the program or team will affect the ability to change the uniform color. Remember, the order is sent 10 days prior to the flight start date so if changes are made the system will select the default color if not chosen in advance.
If I copy my program from season to season, will this affect the uniform process?	The system automatically defaults if no shirt color is selected. If shipment address is not input, system will default to program coordinator or coach/captain contact information (USTA membership or Team Tennis ID). It is recommended that program coordinators and coaches/captains input correct shipment information immediately. There is availability to change prior to 10 days flight start date.
What happens to a player's uniform when a player registers for one team and is moved onto another one? If it is more than 10 days, which coach receives the shirt, and which team's color will it be?	If the player is moved after the 10 days (start of flight) and the order has been sent to Tennis Warehouse, then the uniform the player receives will be the color of the team prior to being moved and it will be shipped to the original team. However, you can move players prior to the 10 day and get the proper color shirt to the correct coach.
When will the team order be shipped?	Program Coordinators decide the season start date. Uniform orders will be sent to Tennis Warehouse 10 days prior to the flight start date. Once received, the team order will be "picked" and to the shipping address provided. It is recommended to set an early registration deadline to encourage players to register so uniforms are received as soon as possible.
As a program coordinator, can I order a team uniform?	Yes. Program Coordinators can order a shirt but they must be a captain/co-captain of a team to do so. Within <i>team creation</i> , there are detailed instructions. Purchased uniforms will be included in the shipment received.
What if there is a problem with an order received by one of the coaches/managers associated within my league?	The first thing to do is to double check the order sent. You can accomplish this by looking up the team roster or by accessing the Team Tennis Program Fee Balance Report in the Financial Reports Area. These reports will give you the date in which uniforms were ordered by the player and the date the order was sent to Tennis Warehouse for fulfillment. If you find a discrepancy, call Tennis Warehouse at <b>888-466-1188</b> to discuss.