

Greetings Sorors and Amicae,

Thank you for your registration for Centennial Grand Boule, June 24th through 28th, 2020. The robust registrations to date are testimony of your enthusiasm and fuel the excitement for the epic activities planned. This message is to outline details about the Centennial Blazer.

Please accept this sincere apology for the initial confusion related to the timing of delivery and sizing concerns. The initial distribution of the Blazers was completed just before the December holiday and the Sorority's 100th celebration in January. **This special gift was never intended for the January 2020 100th Celebration. The Blazers are included in your registration for the June 2020 Centennial Grand Boule.** Now that the focus is on our June 2020 activities and the momentous Centennial Blazer prepared especially for you, we are pleased to share details about when and how you will receive your blazer. We ask that any questions about when your Blazer will be received be held at this time. This communication will address many of your questions and inquiries. We ask that you please read this notice in its entirety.

Be assured that **every Zeta and Amica registered for the June 2020 Centennial Grand Boule will receive a Blazer.** The plan is to distribute most Blazers in advance of the Centennial Grand Boule so that you can appropriately pack for travel with few exceptions.

The Blazer vendor recognized the concerns about Blazer sizing, more specifically, complaints that the Blazers were smaller than expected. The registration vendor also recognized that challenges existed with confirming your size once entered in the Cvent system. For these reasons, we suspended distribution to course correct. We appreciate your patience as the process for the delivery of thousands of Blazers will resume soon.

The orders for Blazers were not filled by date of registration. The vendor filled orders with on-site stock first using sizes on hand. We expect to distribute Blazers to registrants over the next several weeks. Please hold your inquiries about when you will receive your Blazer at this time. We are working hard with all vendors and expect that you will soon see emails about pending Blazer deliveries. You will receive an email in advance of the U.S. Postal Service Priority delivery from zetabouleblazers@gmail.com. Again, Blazers will be distributed based on inventory and not by your order date. All Zetas and Amica registered will receive a Blazer.

Please see page 2 for Frequently Asked Questions (FAQ's)

Frequently Asked Questions (FAQ's)

I Am Already Registered And I Have Entered My Size In Cvent:

Please know:

- You may not see that a Blazer size is on your receipt.
- Your order has been received, and the vendor can see your size.

I Am Already Registered And I Have NOT Entered My Size In Cvent:

- Please go into Cvent and enter a Blazer size.
- Use the Blazer sizing chart <https://zphib2020.s3.amazonaws.com/2020BlazerGift.pdf>.

I Have Concerns About The Blazer Size And Want To Make A Change:

- Please go into Cvent and make a size adjustment now.
 - Use the measurement chart attached to this message <https://zphib2020.s3.amazonaws.com/2020BlazerGift.pdf> . The vendor suggests wearing the type of blouse/dress you would wear with your Blazer when measured.
 - Select the size based on the measurements (the size may be different than your usual size) and do not simply put your usual clothing size.
 - You will receive a new email receipt from Cvent.
 - Use a professional for accurate measurements.
 - The vendor will use the last entered size to fill your order.
 - If you enter multiple sizes in Cvent, that will result in a manual review of your registration and increase your wait time for your Blazer.

I Received My Blazer And It DOES NOT FIT:

- Please return the Blazer immediately to:
Linderal Arrington Design Company
P.O. Box 7063
Columbia, MD 21045
- In the return package provide (typed correspondence preferred):
 - Your name
 - Correct address
 - Telephone number
 - Email address
 - Your NEW measurements
 - There should be at least the three (3) measurement numbers as seen in the attached sizing chart
<https://zphib2020.s3.amazonaws.com/2020BlazerGift.pdf>.

The vendor will review the information in the packaging and reissue a Blazer to you along with instructions for requesting a refund for your postage. Going forward, Blazer deliveries will have a return postal label for your convenience.

I Need To Return My Blazer:

- Any returned Blazers must be received by the vendor on **Wednesday, April 15, 2020**, in order to receive your new Blazer in advance of your travel to Washington, DC.
- Any Blazers returned to the vendor after April 15, 2020, will be brought to the Centennial Grand Boule for your pick-up on-site.
- **You are encouraged to return any Blazer that does not fit as soon as possible.**
- **Please return the Blazer to:**
Linderal Arrington Design Company
P.O. Box 7063
Columbia, MD 21045

On-Site Blazer Pick-Ups:

- Detailed instructions about what to do with Blazers that do not fit after **Wednesday, April 15, 2020**, are forthcoming. The vendor is preparing to bring inventory for on-site pick-ups, based on knowing those needing exchange.
- Please do not risk mailing anything that will not be received by April 15, 2020 as the vendor will be packing the remaining Blazers for pick up on site. You are **strongly encouraged to address all sizing or manufacturer concerns immediately** so that the vendor will be prepared to re-issue your Blazer.
- There will be limited numbers of extra Blazers on site. If there is no record of your need to exchange your Blazer, and you have a need to make an exchange, you should expect that your Blazer will be mailed to you after the celebration.
- All communication about Blazer sizing should be sent to:
june2020blazers@zphib2020.com.

It May Be After April 15, 2020, When I Register Or Receive My Blazer:

- All registered Zetas and Amicae will receive a Blazer.
- If you register after April 15, 2020 for the Centennial Grand Boule, you can expect that your Blazer will be made available for pick up on-site with few exceptions.

How Will My Blazer Be Delivered?

- All blazers will be delivered via the U.S. Postal Service Priority mailing.
- You will receive an email from zetabouleblazers@gmail.com with a U.S. Postal Service Priority tracking number.
- An actual address is preferred.
- If you use a post office box and do not pick up your package promptly, your Blazer may be returned to the vendor.

Please check your email registration receipt to ensure an accurate mailing address. We will use the last entered address to send your Blazer.

Any returned Blazers for non-delivery will be brought for pick up on-site.

I Am Moving Or Have Recently Moved:

- Please send a message to june2020blazers@zphib2020.com.
- If we cannot determine where to send your Blazer, you will be contacted prior to shipment.
- In some cases, the non-deliverable Blazers will be issued on-site.

I Have Cancelled Or Need To Cancel My Registration

- All cancellations for the Centennial Grand Boulé 2020 must be made no later than **June 1, 2020. You will automatically be refunded your registration fees minus a \$150 administrative fee.**
- Cancellations received after **June 1, 2020** will receive no refund. **No cancellations will be accepted after June 20, 2020 for any reason.**
- To cancel, please log into your registration. The instructions for cancellation are attached to this message.
- If you have already submitted a cancellation request in the Cvent system, you will not be subject to the Blazer cancellation fee and will not receive a Blazer.
- If you intend to cancel, please do so immediately to avoid a Blazer cancellation fee.
- However, if you desire to accept the Blazer after canceling your registration, the Blazer cancellation fee will be deducted from your registration.

What If I Cancel My Registration After I Receive My Blazer:

- **A \$130 Blazer Cancellation Fee will be deducted from your Registration in addition to the administrative cancellation fee prior to issuing your refund.**
- Please Note - If your cancellation request is received after June 1, 2020, you will be subject to the Blazer cancellation fee and you will receive a Blazer.
- **The Centennial Blazer cannot be returned.**

What If I Am Unable To Attend The Conference?

- For those registrants who miss the conference for any reason, information about obtaining your registration materials including the Blazer will be sent to you by email.

How Will I Know My Blazer Has Left The Warehouse?

- All Sorors and Amicae will receive an email from zetabouleblazers@gmail.com with a U.S. Postal Service Priority tracking number when your Blazer is processed to leave the warehouse.
- We ask that you periodically check your spam for this communication as it will only be sent once.
- You can expect up to a two-three week wait for the actual U.S. Postal Service Priority delivery.

- If there are any conflicts or special instructions needed to deliver your Blazer, please email june2020blazers@zphib2020.com and you will be contacted by the vendor directly.

I Have My Blazer And It Fits!!—Congratulations!!

- Please do not forget to pack it for the Epic Centennial Grand Boule celebration.

This Is Good Information But I Still Have Questions:

- For further questions or concerns please use june2020blazers@zphib2020.com.

We ask to appropriately sort your inquiry please use the subject line as outlined here:

- Blazer Sizing
- Blazer Delivery/Return
- Blazer Manufacturer Concern
- Blazer Cancellation
- Blazer - Other

We thank you for your patience. You will be pleased with this wonderful memento. We look forward to seeing the impact of our Sorors in June in Washington, D.C.

Link Attachments:

Sizing chart - <https://zphib2020.s3.amazonaws.com/2020BlazerGift.pdf>

Centennial Brochure for cancellation see page 12 - <https://s3-us-west-2.amazonaws.com/zphib1920/centennial/ZPHIB-CentennialRegistration.pdf>

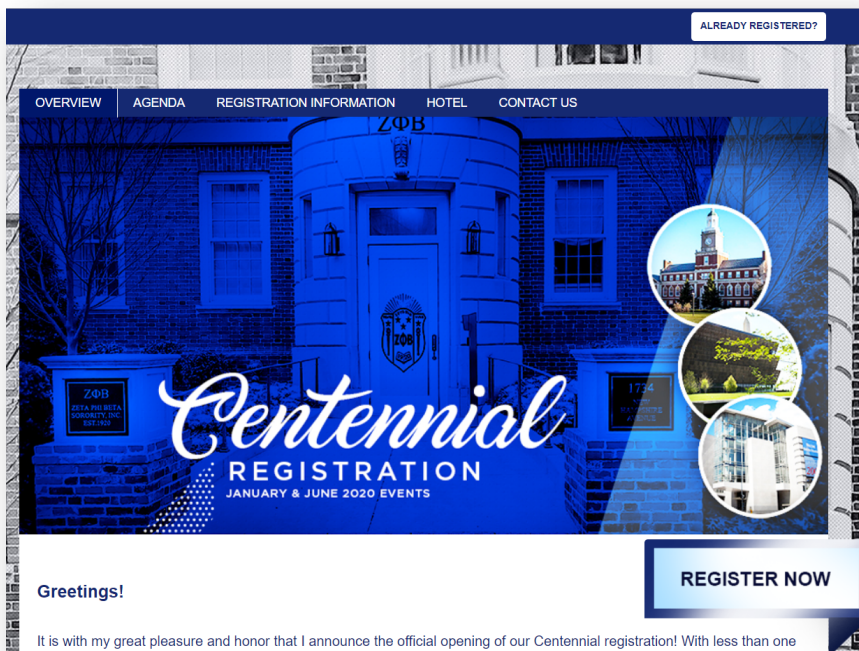
Steps to Submit/Modify Your Size

If you already registered and have NOT submitted your Size or if you need to Change your Blazer size please follow the step below:

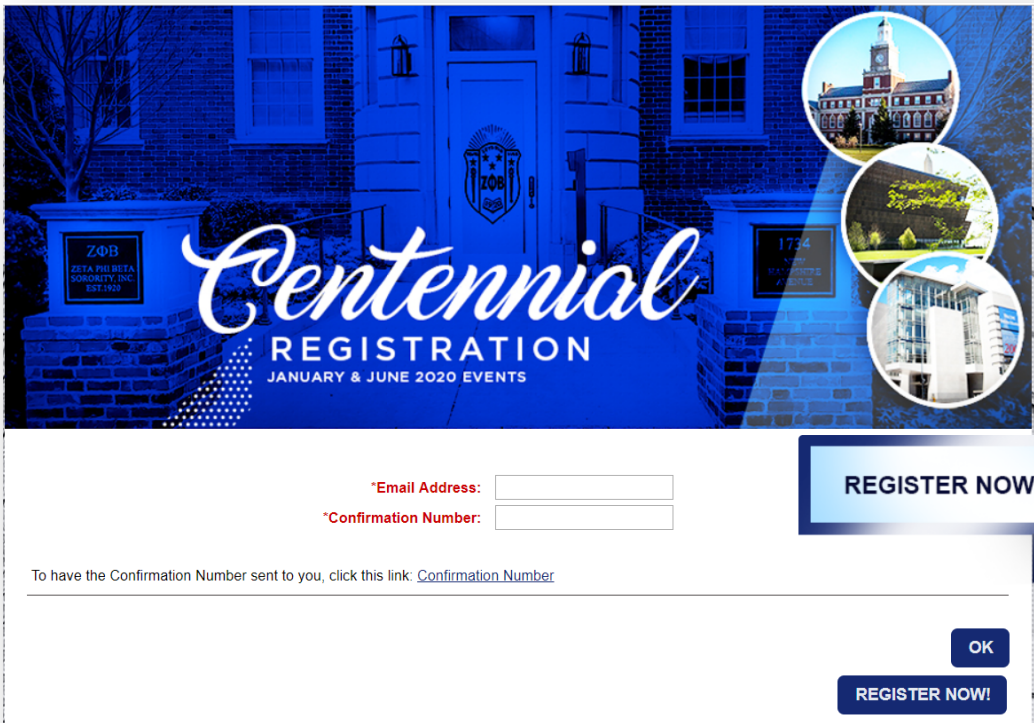
1. Go to www.zphib2020.com
2. Click on **REGISTER HERE**



3. Click on **ALREADY REGISTERED**



4. Type in your Email Address and Confirmation Number (Use the email address used for your registration).



The image shows a registration form for the Zeta Phi Beta Sorority, Inc. Centennial Registration. The header features a blue-tinted photograph of a brick building entrance with a ZPB logo on the door. To the right, three circular inset images show a clock tower, a green lawn, and a modern building. The text 'Centennial REGISTRATION JANUARY & JUNE 2020 EVENTS' is prominently displayed in white. Below the header, there are two input fields for 'Email Address' and 'Confirmation Number', both with red asterisks. A blue 'REGISTER NOW' button is positioned to the right of these fields. Below the input fields, a line of text reads: 'To have the Confirmation Number sent to you, click this link: [Confirmation Number](#)'. At the bottom right, there are two buttons: a small blue 'OK' button and a larger blue 'REGISTER NOW!' button.

*Email Address:

*Confirmation Number:

To have the Confirmation Number sent to you, click this link: [Confirmation Number](#)

REGISTER NOW

OK

REGISTER NOW!

5. Select **OK**
6. **Verify your Home Address** (The Blazer will be shipped here) then click NEXT
7. Click NEXT if you are not purchasing additional tickets
8. On the next page, ***Please select your Centennial Blazer Size** (use the chart on this page for reference).

Registration Information	Session Registration	Summary	Payment

Answer the questions below and then click Next.

Founders' Centennial Weekend PLUS Centennial Grand Boule 2020

*Please select your Region.

*Please select your Chapter.

Are you a Life Member?
 Yes
 No

*Are you a Dove (50+ years as a Zeta member)?
 Yes
 No

What is your voting status? (NOTE: Voting Delegates will be assigned by the Credentials Chair, working with each Chapter President, in 2020.)

*Please select your Centennial blazer size. For sizing information, please click here <https://zphib2020.s3.amazonaws.com/2020BlazerGift.pdf>

*Do you want a Vegetarian Meal?
 Yes
 No

*Are you planning to attend the Inspirational Breakfast on Sunday, June 28, 2020 (included in your registration)?
 Yes
 No

9. Once you select your size, please click NEXT
10. Review the summary under Additional Information, **Confirm your size is listed then click NEXT.**
11. The last step is to click FINISH.

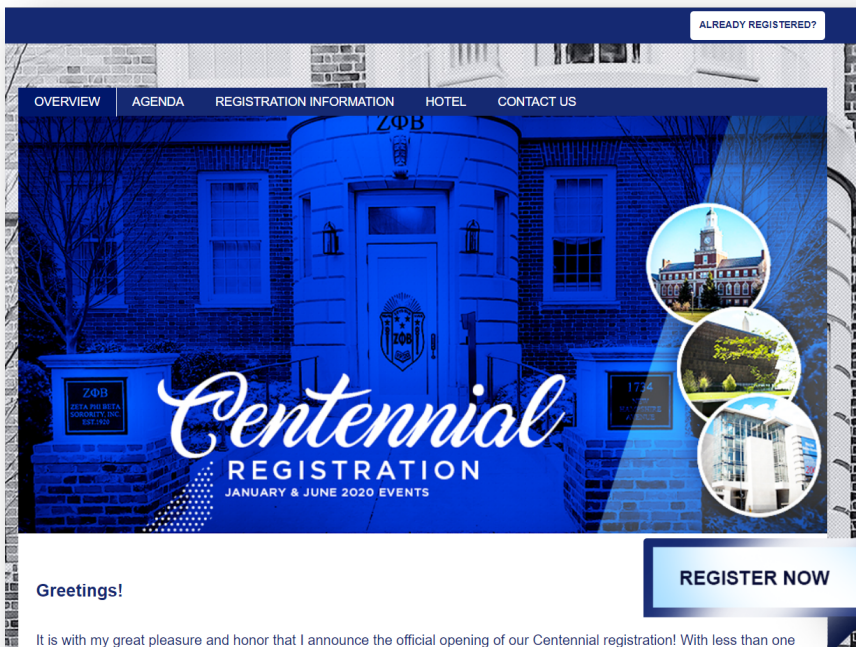
Steps to Review You're Selected /Submitted Size

If you are already registered and, entered your Blazer size in the registration system you may see/ verify the Blazer using the steps below:

1. Go to www.zphib2020.com
2. Click on **REGISTER HERE**



3. Click on **ALREADY REGISTERED**



- Type in your Email Address and Confirmation Number (Use the email address used for your registration).

*Email Address:

*Confirmation Number:

REGISTER NOW

To have the Confirmation Number sent to you, click this link: [Confirmation Number](#)

OK

REGISTER NOW!

- Select **OK**

INFORMATION MY REGISTRATION

CONFIRMATION MY ANSWERS

Centennial REGISTRATION
JANUARY & JUNE 2020 EVENTS

MODIFY **MORE OPTIONS** ▾

Confirmation Details

6. At the top of the page, there is a button called “My Answers” right below “My Registration.” Click on **MY ANSWERS** to see the selected size.
7. You will see the Size in number #5

Registration Survey Information

Founders' Centennial Weekend PLUS Centennial Grand Boule 2020

1. Please select your Region.
Answer:

2. Please select your Chapter.
Answer:

3. Are you a Life Member?
Answer:

4. Are you a Dove (50+ years as a Zeta member)?
Answer:

5. Please select your Centennial blazer size. For sizing information, please click here <https://zphib2020.s3.amazonaws.com/2020BlazerGift.pdf>
Answer: XL

6. Do you want a Vegetarian Meal?
Answer:

7. Are you planning to attend the Inspirational Breakfast on Sunday, June 28, 2020 (included in your registration)?
Answer: