

DOT FAQ Sheet

(9-21-16)

Q. Where do the scrip certificates come from?

A. Great Lakes Scrip Center (GLSC) purchases the certificates directly from the retailers. The certificates they provide to Resurrection Catholic School (RCS) are the same gift certificates you would buy if you went to the participating retailer and purchased them yourself.

Q. Can I use the scrip certificates anywhere?

A. Yes, the certificates are accepted at all participating retailer locations.

Q. The Shop with Scrip Registration Confirmation says, "You do not purchase scrip from shopwithscrip.com, you purchase scrip from your non-profit organization" so, who is debiting my account...Great Lakes Scrip or the school?

A. With Presto-Pay your payment will be electronically deducted from your checking account and GLSC will accept your payment on behalf of the school. RCS has no access to your financial information.

Q. When can I place my order?

A. Orders will be accepted Saturday through Friday. Any orders entered after midnight on Friday will be released with the following week's order. **YOU MUST HAVE A PRESTO PAY ACCOUNT SET UP AND VERIFIED BY THE COORDINATOR BEFORE PLACING ANY ORDERS!!!**

Q. When will I receive my order?

A. Your messenger should be bringing home your orders on Thursday of each week.

Q. Oops! I forgot to order a few things. Can I add on to my order?

A. No. You will need to place an additional order.

Q. How do I pay for my order?

A. Payment is made by an electronic fund transfer provided by the Automated Clearing House (ACH), a nationwide network of banks, financial institutions, businesses and millions of customers. When you purchase scrip online, you authorize an electronic fund transfer for the total purchase amount + a .15 cents processing fee to be made from your designated account. **YOU MUST HAVE A PRESTO PAY ACCOUNT.**

Q. The payment screen offers Presto Pay (ACH) and check as payment options. May I pay by check?

A. **NO!!** RCS only accepts Presto Pay (ACH) payment. Any orders not paid through Presto Pay will be deleted.

Q. When does my account get debited...when I order or when the school coordinator releases the order?

A. Your account will be debited when you order, not when the school coordinator releases the order.

Q. What if I don't have the funds and the ACH is returned?

A. Presto-Pay payments are made to GLSC on behalf of the school. When paying for your order with Presto-Pay, if your payment is returned or rejected for any reason, GLSC will:

*CANCEL your order if it has not been released by your coordinator, **or**

*If your order has been released by the school coordinator, GLSC will CHARGE THE SCHOOL for the face value of your order, PLUS A BANK CHARGE OF \$30.00. **You will then owe the school that full amount.** In addition, your bank may impose their own bank charge on your account. Each individual family is directed to check with their bank on their policy regarding NSF fees.

*After 2 ACH returns for non-sufficient funds, Great Lakes will no longer allow you to participate in the Shop with Scrip program.

Q. Can others (family, neighbors, etc.) place orders using their bank accounts, but have the credit go to my account?

A. Yes. They can set up their own account along with their own presto pay account. This works best with scrip now orders. However, if they choose to order gift cards, the gift cards will go to YOUR house with your messenger. It will be your responsibility to distribute them to your family, neighbors, etc.

Q. Should I print my order receipt and send it to the school coordinator?

A. No. That is for you to keep for your records. The coordinator will be able to print a page to send with your order.

Q. What if the cards I order, and pay for, are not available by the time the Coordinator releases the order?

A. If this situation arises; the school coordinator will be notified. The school coordinator will then be given the option to adjust the denomination to match the amount. (i.e. two \$50 cards in place of one \$100 card). You will be notified if this happens.

Q. Does GLSC ever run out of certificates? What happens then?

A. Rarely, Great Lakes Scrip Center may run out of a particular certificate. When that happens, they will place the item on backorder and ship it with RCS's next order.

Q. What happens to any DOT credit I earn if my youngest child is in the 8th grade?

A. For those families whose only child or children are entering 8th grade (i.e. no younger children attending Resurrection currently or anticipated for the following year) those families may participate in the DOT program April 19, 2015 thru January 29, 2016. 50% earned family DOT rebate would be applied to the "8th Grade Activity Fee" assessed to each 8th grade student.

Q. Are my DOT credits transferable, meaning can I give my credits to another family if we leave the school or my child graduates?

A. Tuition credits from the DOT Program are NOT transferable. Any credits earned would go to RCS PTA.

Q. I worry about security when ordering online. What kind of security does Great Lakes have in place?

A. Great Lakes has the same online security standards as most of all the large e-commerce organizations, like Amazon, Sears, Paypal, etc. These organizations use a cryptographic process known as SSL (Secure Sockets Layer). Typically, when a user gets to the point of submitting a transaction on the internet, the web page turns from http to https. What the user needs to ensure is that on the lower left side of the page, a yellow lock is illuminated. If you place the mouse over it; it will tell the user that the session is encrypted. On the backend, Great Lakes has multiple security standards in place to keep users' data secure and hacker proof. These features are redundant firewalls and a secure V-Lan, which segregates data submitted from the actual database. The best way for users to ensure e-commerce security is to make sure that their own systems are not vulnerable. Use the Microsoft update tool on the web browser and ensure that the most current browser updates are installed.

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