

**RCS Dollars Off Tuition (DOT) FAQ Sheet**  
2020-2021

**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 ShopWithScrip 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: Your payment will be electronically deducted from your checking account or credit card 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: This year we will be ordering twice a month instead of just monthly. Please see the school website for the order dates for physical gift cards for the school year. ***eGift cards and Reload orders can be placed anytime throughout the year. Also you can order via the mobile app RaiseRight and purchase select physical gift cards and eGift cards and have them shipped directly to your home without having to wait for an order date.***

**Q: Is there a mobile app?**

A: Yes! Families can get physical gift cards shipped to home via the mobile app RaiseRight. They will have the option to get physical gift cards from select brands delivered right to their doors- only in the mobile app Raise Right. Get the app [www.RaiseRight.com](http://www.RaiseRight.com) It's a safe way to get gift cards to families during COVID-19, and now, families can earn more by conveniently getting eGift cards and physical gift cards from the comfort of home. There are 100+ brands that you can order and they are labeled "Ship to Home Eligible". Orders placed through mobile app Raise Right must be paid for with a bank account or credit card, earnings apply as usual. Families would pay a small shipping fee. Standard shipping is through USPS and there's an option to upgrade. Delivery times depend on the shipping methods families choose.

**Q: When will I receive my order?**

A: If ordering physical gift cards through RCS your messenger should be bringing home your order on the Thursday after the order is submitted by the scrip coordinator.

**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 from your PrestoPay linked bank account for the total purchase amount plus a 15 cent processing fee to be made from your designated account. If paying by credit card, (Visa, MasterCard, or Discover are accepted), there is a 2.6% fee on each transaction.

**Q: The payment screen offers a PrestoPay linked bank account (ACH), credit card, and check as payment options. May I pay by check?**

A: No. RCS only accepts a PrestoPay (ACH) payment or payment by credit card.. Any orders not paid through a PrestoPay linked bank account or credit card 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: ACH payments are made to GLSC on behalf of the school. When paying for your order with ACH 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 RCS the 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 ShopWithScrip 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 PrestoPay account. This works best with ScripNow 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 RCS currently or anticipated for the following year) those families may participate in the DOT program April 30th 2020-Dec 31st 2020. 50% earned family DOT rebate would be applied to the 8th grade activity fee.

**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 PTO.

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

A: GLSC has the same online security standards as most of all the large e-commerce organizations, like Amazon, PayPal, eBay, Lands' End, 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 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.

**Q: Is there a return policy on gift cards?**

A: SHOPWITHSCRIP'S RETURN POLICY - If you happen to order gift cards by mistake, it's best to try to find a buyer within your organization. However, sometimes it is necessary to return gift cards. For this reason, Great Lakes Scrip Center have developed a limited return policy:

- Return requests must come from a coordinator of the organization.
- Returns must receive written approval from a member of ShopWithScrip Customer Support Team.
- Once our Customer Support Team approves the return in writing, you'll be mailed a Return Product Request form to fill out and send back with the returned gift cards and original sales packing slip.

- Returns must be made within 30 days of the order date.
- Returned gift cards must be in its original state (written on, stapled, expired, or altered scrip is non-returnable).
- Refunds will be credited to the organization's account upon receipt of returned gift cards.
- eGift cards and reloaded gift card orders are final and are not returnable.

There will be a fee of 10% of the face value, with a minimum of \$5.00, charged on all returns and exchanges. Returns must be shipped at the returnee's expense. However, scrip returned because of an error by ShopWithScrip will be fully refunded and all postage and handling costs will be reimbursed. In the event of a store closure, ShopWithScrip will refund the complete purchase price of any certificate shipped in the last 45 days, provided ShopWithScrip is able to obtain similar reimbursement from the vendor of the closed store.

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