

CUSTOMER SUPPORT CHATS

"Hi, I'm Tammy."

I just celebrated my 15-year work anniversary at ShopWithScrip. I've worked in many departments over the years, but Customer Support is by far my favorite because it's so rewarding. What I like most about my job is communicating with coordinators and families to help make their fundraising goals a reality—it can make such a huge difference in their lives.

Q: How does allowing families to pay online benefit me as a coordinator?

- A: Your organization can earn 45% more simply by allowing online payments. Plus, coordinators save so much time and effort. Here are just a few examples:
 - You spend less time delivering physical cards to families since they get immediate access to eGift cards and reloaded funds on physical cards.
 - You don't have to log in as often to manually submit orders—online payments are handled automatically.
 - It only takes a few minutes to get set up and you save yourself hours of work.

Q: How do payments and rebates work when families pay online?

- A: 1. When families pay for eGift cards or reloads, their payment goes directly to ShopWithScrip and the rebate is included in the deposit we make to your organization's account every Monday.
 - 2. When families pay for physical cards, your organization pays the card amount minus the rebate and your organization's order total is reduced by the family's face value payment. ShopWithScrip securely handles funds and generates automatic reports so you can see exactly how much each family earned. Here's a great resource to get more details about how payments work.

Q: What's the best way to get started with online payments?

A: Start by trying it out yourself first. Get set up and familiar with how it works, then invite families. Encourage them to shop just a few popular brands that offer eGift cards until they get the hang of things, then expand to all brands.

How to start

If your organization pays online, but you do not allow families to pay online:
Easily enable online payments by going to
Dashboard > Payment Types > Allow Family
Online Payment.

If your organization pays by check and does not allow families to pay online, start by linking your organization's bank account:

- 1. Complete the Payment Change Form, which you can find on your <u>Dashboard</u>, to generate a Billing Change Notification.
- 2. Follow the instructions on the Billing Change Notification to send the completed form and a voided check to ShopWithScrip.
- 3. Once your bank account is added, go to <u>Dashboard > Payment Types</u> > Allow Family Online Payment.

Need help getting started with online payments? Or maybe you've been running a program for years and want to get more families on board?

Call Customer Support and schedule a call with me or another friendly staff member.

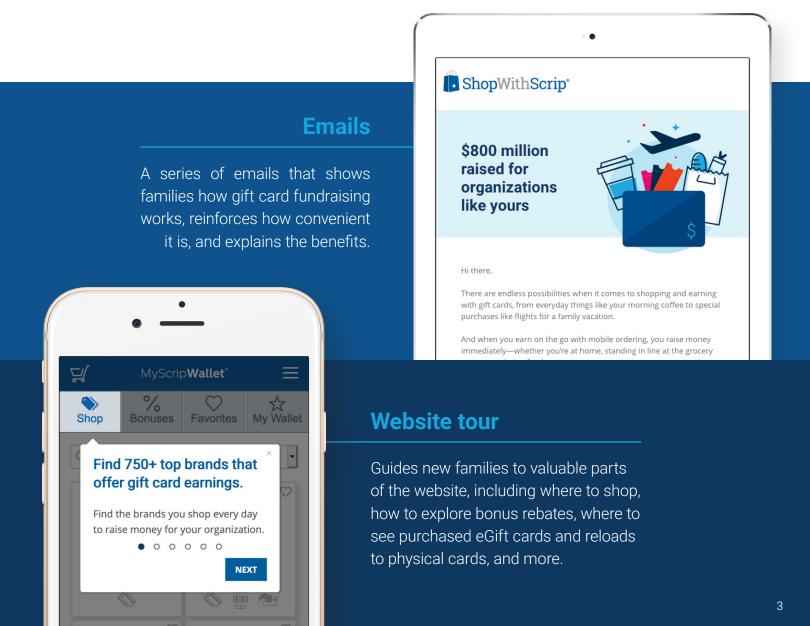
1.800.727.4715 Option 3 | Or email us at ShopWithScrip@glscrip.com

Tammy L. | ShopWithScrip Customer Support Representative



Enrollment support for new families

To encourage new families to raise money with gift cards, and to make earning easier for them, we created two online experiences that are helping families get started. These tools are now used automatically with all new families, starting with those who joined in late July of this year. You don't need to do anything to make sure families get them.







"I meet new families at Starbucks, then pull out my phone and show them how easy it is to earn when I buy our coffees with eGift cards."

-Molly L., Coordinator

organization. Request to join the Fan Group >

"We host wine and scrip nights to shop and show new families how it works—while taking some muchneeded time for ourselves."

-Jen H., Assistant coordinator

Write a comment...



The Rosemount High School Marching Band started their scrip program in 2012 to help families lower marching band fees and travel costs. Maria, whose daughter was in the band, has gone above and beyond with her gift card fundraising. After successfully raising money for her daughter to perform in the Rose Bowl Parade, Maria shared the rest of her earnings with three other students so they could also attend.

Although her daughter has now graduated, Maria continues to use scrip and directs her earnings to other marching band families. She raised \$800 to help another family pay for marching band fees and the band trip to the Macy's Thanksgiving Day Parade. She is always keeping an eye out for more families she can help simply by purchasing gift cards for her everyday shopping.



"I plan on shopping with gift cards for many years because it's super easy to pay it forward. I enjoy helping others with this fundraiser and I am proud to be part of it."

-Maria

Earns for school band fees



NEW VIDEO: Watch as families share opportunities created by gift card fundraising, how easy it is to do every day, and how fast earnings add up. **Watch now** >

COMING SOON

Mark your calendar

for extra earnings

Fall Flash Bonuses:

Oct 19-25

Week-long festival of flash bonuses on all card types with different brands each day

ThankScriping Day:

Nov 21

1 day of huge bonuses on eGift cards and reloads from many top brands

Holiday Bonuses:

Nov 30-Dec 13

Earn even more on your holiday shopping with 40+ brands on bonus

Gifting Bonuses:

Dec 5

Annual day of bonuses on physical cards to prepare for last-minute shopping and gifting

And more...

- Limited-time \$5 and \$10 card options
- Holiday Gift Guide

Plus, watch for surprise 1-day flash bonuses

NEWS AND UPDATES

June 2019-September 2019

New brands

Holland America Line | 6%

Zaxby's | 8%



Now available: Family credit card payments

A new way to pay online in addition to a linked bank account. Credit card payments don't require PrestoPay™ and families can save their card for convenient checkout every time.

TIP

Credit card payments are a great way to get new families on board because they don't have to link a bank account. Families simply enter their card info at checkout and enjoy. Plus, they earn points, cash back, or any other perk—on top of the rebate—by paying with a credit card.



UPS is our new shipping carrier

Access new features like enhanced alerts and package pickup at convenient UPS Access Point locations—at no extra cost.

Together, brands that give back helped organizations raise \$41.2 million last year.











