

# Scrip FAQs

1. What happens if there is insufficient funds in my account?
  - There is a \$35 fee to be paid to the Great Lakes Scrip Company plus the amount of your order. You will have 15 days to pay this fee, your order will be held until paid in full or it will be canceled.
2. How do I get information to know when orders are due and when to pick them up?
  - All Scrip communication is emailed in the PTO Newsletter and is posted on the SMS PTO Facebook page and SMS Herald Newsletter.
3. Can grandparents or other people order Scrip gift cards and earn money for my child?
  - Yes, in fact we encourage you to take orders from grandparents, neighbors, anyone you want! BUT, all of the orders that are to benefit your child need to be placed through **your** Scrip account only. **You** make the payment for the order and the gift cards are given to **you**. You pass out their cards and collect the money they owe you.
4. How do I find out how much money is in my child's DC account?
  - Contact the Schmucker office staff
5. Can I use Scrip to help pay for an adult/chaperone to go to DC?
  - No, Scrip fundraising is only for students.
6. Why does the PTO collect 10% of all the rebates?
  - The PTO is actually very generous in giving 90% of the rebates back to the families. We did research when we began this program at SMS and found that many nonprofit organizations ask their families to just participate in the program and all of the funds are kept for the organization. Other groups split the rebates 50/50.
  - In our case, the 10% helps to cover the cost of shipping the order, purchasing envelopes, printer ink, and other miscellaneous fees associated with running this program, and the rest of the money is put into the general PTO fund, which is returned to school in numerous ways. So, it is a small fundraiser for the PTO as well - a win-win!
7. How do I get my Scrip gift cards?
  - Physical gift cards are distributed on two days per month. It is your responsibility to read the Newsletter from the PTO, to check Facebook, and SMS Herald so that you know when pick-ups are occurring every month.
    - Reload and ScripNow e-gift cards happen automatically, so you do not need to pick up anything from us. The timing of when your cards are available for you to use is dependent on how you paid for them. See **Scrip Info** page for more on how that works.

8. Can my child pick up my Scrip cards at school for me?
  - Yes. This is a new option that we are offering this year. An online permission slip **MUST** be filled out before we will give Scrip orders to students.
9. For how long can I contribute to my 8th grader's DC account with Scrip?
  - Scrip rebates can be applied to a student's DC account beginning in June after they complete 5th grade (they are considered a 6th grader) through February of the student's 8th grade year. Final DC trip payments are made in March.
10. I have earned enough to pay for my child's trip, now what?
  - You have several options:
    - If you have another child at SMS, you can begin earning Scrip money for that child.
    - After enough money has been earned for DC, you can continue to earn money toward other Schmucker school trips, such as to China or Europe.
    - You can continue to order from Scrip and *donate* the rebate to the PTO.
  - Please be aware that unused money will not be returned to a family. If you move or switch schools, the money in your account stays at SMS.



