




## Frequently Asked Questions About Reloading Gift Cards

### **Q. What cards can I reload?**

A. A reload icon  appears on each page of the ShopWithScrip.com shopping environment. Click on the icon or choose "Reload Brands" under "Browse by Category". [This is the current list of reloadable cards](#). This list continues to grow, so check back often.

### **Q. How do I register a card so I can reload it?**

A. When placing your order on ShopWithScrip.com, choose the reloadable option for your card (i.e. Barnes and Noble reload). A menu will pop up asking for the card number and name. You can then add to your reloadable card.

### **Q. My Card is on the "reload brands" list, but I can't seem to register it. Why?**

A. The gift card must have been purchased through Great Lakes Scrip Center in order for it to be reloaded through us and for your organization to get credit for the purchase. The card must have been purchased after the date specified when you choose the reload option for that product.

### **Q. When will the funds be available?**

A. If you submit an order with only reloads on it, *and pay with prestopay*, ShopWithScrip.com considers it an Automatic Reload Order. It will be processed automatically, and the funds will be added to the card(s) overnight. Orders containing physical products that have to be shipped, and orders paid for by check to the coordinator, will have to wait for your coordinator to release the order for processing. The funds will be added to the card(s) within 24-48 hours after the coordinator releases the order. The family placing the reload order will receive an email stating when the funds are available.

### **Q. What information will I need to reload my card?**

A. You will need the serial number from the card. Our system will ask you to name the card so that you can load multiple cards from the same household (i.e. Dad's Starbucks card, Mom's Starbucks card, etc.). In the future, you can choose the card by the name you gave it when you are reloading.

### **Q. What dollar amount can I reload on the card?**

A. You can choose any amount to put on the card, up to a maximum specified when you choose the reload option for the card.

### **Q. How many times can I reload my gift cards in a week?**

A. As many times as you would like, as long as the balance does not go over the maximum allowed.

### **Q. Can I reload a gift card that I bought at the retailer's store on shopwithscrip.com?**

A. No. The first gift card needs to be purchased through Great Lakes Scrip Center. Once you have that one, you can reload it as much as you like.

### **Q. If I reload it at the retailer's store, will my organization still get the credit?**

A. No. Your organization will only receive credit for those gift cards that are reloaded through ShopWithScrip.com.