



## Frequently Asked Questions About ScripNow!

**ScripNow!™** is the quickest way to purchase scrip for you or a friend. You can order for yourself or send an eGift in seconds for various retailers. ScripNow! can be delivered and used in minutes simply by using PrestoPay, or pay by check and the items will be released by your coordinator.

Using ScripNow! is simple:

- Visit the brand page of the ShopWithScrip ScripNow! retailer and click on the ScripNow! product choice.
- Order your ScripNow! and easily pay with PrestoPay, or by check.
- We will email you when your eCard is ready to be printed from your ShopWithScrip account. When sending an eGift, your recipient is emailed a secure link to a printable eGift that can be redeemed in the store or online.
- Remember, ScripNow! can be delivered within minutes if you pay with PrestoPay.



Shopping has never been easier for everyone on your list with eGift from ScripNow!, a new program that lets you send electronic gift cards on-demand.

With an eGift you can:

- Plan your shopping in advance by scheduling an eGift to be delivered on a specific date up to one year in advance.
- Take care of last minute shopping and have your favorite gift cards delivered directly through email almost instantly!
- Add your personal touch by including a message to the recipient, and in some cases even selecting the look of your gift card.
- Save some green by eliminating the time and cost of shipping while also helping to reduce waste with an earth-friendly eGift.

Most important, eGift from ScripNow! makes it even easier to support your scrip program by giving a great gift that gives back to your designated non-profit organization, making shopping twice as nice.


## Frequently Asked Questions About: ScripNow! and eGift

### Q. Is this available at both GLSC websites?

A. No. It is only available at ShipWithScrip.com because it is internet-based shopping that the participating families buy themselves.

### Q. How do I order ScripNow!?

A. There are several ways you can purchase ScripNow!

1. There is a  icon at the top of the ordering page next to Favorites, Reload, and Express Add icons that you can click on for a list of currently available ScripNow! retailers.
2. Choose the ScripNow! category on the shopping menu.
3. When searching for a specific retailer (i.e. Home Depot, Amazon.com), the ScripNow! option will appear, if available. Click on it to order it that way.

### Q. What retailers are available through ScripNow!?

A. You can look at the current list by clicking on the "!" icon on the ShopWithScrip ordering page.

### Q. Will there be additional retailers on ScripNow!?

A. Yes. All GLSC retailers have been notified of this enhancement, and as retailers become compliant with ScripNow! technology, they will be added.

### Q. How do I pay for ScripNow!?

A. For optimal speed, PrestoPay is recommended. When you pay with PrestoPay, you'll receive your eCard in 30 minutes or less. However, you can pay your coordinator by check. This will slightly delay the process since the ScripNow! code will only be delivered after your coordinator indicates she has received your check.

### Q. If I don't pay with PrestoPay, how soon can I have the eCards?

A. Your ScripNow! eCard will be available for download within minutes after your coordinator releases your order for processing. This could be further delayed if the organization does not pay electronically (ACH). Check with your coordinator if you have any further questions in this regard.

### Q. How long do I have to wait after ordering, before I can use my ScripNow!?

A. PrestoPay ScripNow! orders are fulfilled within minutes. You will be sent a confirmation email (sent to the email account on record). ScripNow! orders paid by personal check are fulfilled minutes after your coordinator notifies us that your check has been received.

### Q. Do I have to print up and bring in the paper certificate to the store, or can I just write down the code?

A. This varies by retailer, we recommend that to avoid confusion, you should bring in the printout to the store.

### Q. What if there is a malfunction with my printer; is there a limit to the number of times I can print up my certificate?

A. No, there is no limit. You have paid for the code. It doesn't matter how many times you print it up, but you can only redeem the code for up to that amount (just like a regular gift card). Each time you print it will have the same code. The paper should, however, be treated as cash.

### Q. What if I don't use the full amount of the ScripNow! eCard on my purchase?

A. It works in the same way that the plastic cards do. The remaining balance is still on there to use for a future purchase.

### Q. How will I know when my ScripNow! is available?

A. You will get an email letting you know that it is available and instructions on how to retrieve it and print it. You can also click on the ScripNow! link on the left side of your 'My Account' page to see a list of previously printed, and ready to print eCards.

**Q.** What if I never got the confirmation email with the certificate?

A. In the short-term, log into ShopWithScrip.com and look at the left side of your 'My Account' page. Click on the ScripNow! link. This will show all your ScripNow! activity in real time. You can view and print from there. In the long-term, verify your email address by visiting 'My Account' and 'Change Profile/Password'. Then you can be sure you will get timely email notification.

## **New!ScripNow! eGifts**

**Q. What is an eGift?**

A. A ScripNow! eGift is an email containing a link to view and print a ScripNow! eCard. The recipient receives the email telling them they received a gift from you, and they follow that link to view and print their eCard to be used at the retailer or online.

**Q. How do I order an eGift?**

A. You can order an eGift from your ShopWithScrip account. Select the ScripNow! option for any retailer it is available for, enter the amount you would like on the eCard, or the number of eCards you would like to send, and check the box indicating the order is for a gift. You'll be prompted to enter the recipient's name and email address to send the gift to. You will add your name and personalized message you want to appear on the gift, and select the date you would like the gift delivered on.

**Q. Is there a fee?**

A. There may be a fee for each eGift you send. If applicable, you'll see the amount of the fee when you select the option indicating it is a gift on the ScripNow! order form.

**Q. Can I choose how the eCard appears?**

A. For some retailers, you can select the image you want to appear on the eCard that is delivered to your recipient. You'll see the option on the eGift order screen to choose different images if available.

**Q. Can I schedule when my eGift is delivered?**

A. You choose the date you want the email with the link to the ScripNow! eCard to arrive, anytime from the date you place the order, up to a year later. If you pay for your order online using PrestoPay, the gift can be delivered shortly after you place the order when you select today's date for delivery. If you are paying your organization for the order, the scrip coordinator at your organization will need to release that order for processing. In that case, please check with your coordinator to find out when your order will be released and paid for, that will be the earliest possible delivery date for your eGift.

**Q. Why do I have to enter my phone number when ordering an eGift?**

A. A phone number is required in case we need to contact you if we are not able to deliver the eGift to the email address you entered on the order form.

**Q. How do I know if my gift was delivered?**

A. You can go to the ScripNow! history page on your ShopWithScrip account at [https://www.shopwithscrip.com/myaccount/vcert\\_view.aspx](https://www.shopwithscrip.com/myaccount/vcert_view.aspx) There is a special section for ScripNow! eGifts where you can see the delivery status of your gifts.

**Q. What if I elected to pay my organization for an order containing an eGift, and my coordinator didn't release the order by the delivery date?**

A. We will deliver the gift shortly after your coordinator releases your order, and pays for it. If the delivery date has passed and your coordinator has not released it, you can contact your coordinator if you would like them to cancel it.

**Q. Oops, I entered an incorrect email address for the recipient, how do I change it?**

A. If you paid the organization for your order, and they have not released it yet, contact your coordinator and ask them to cancel it so you can submit a new eGift order with the correct email address.