

New Coordinator Guidebook

*How to Start and Manage a Scrip Program
with Great Lakes Scrip Center*





New Coordinator Guidebook

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Getting Started

Now that you have been assigned scrip coordinator for your non-profit organization, you are ready to verify the information on your account, and begin promoting your scrip program to families in your organization. The following information will also explain how families can place scrip orders through your organization, how the coordinator will place online organization orders, and an explanation of Great Lakes Scrip Center's free family ordering and scrip management website, ShopWithScrip.com.

Edit Organization Profile

Log in to your organization's account at www.glscrip.com, and choose Edit Profile (1) from the column on the left side of the Coordinator Dashboard to verify your organization's account information and make changes as necessary. You can update the organization's contact information (2), coordinator information (3), or change the default shipping address (4). Select 'Save Changes' at the bottom of the screen to update your account information if changes were necessary.

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Edit Profile (1)

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Export Product List

Edit Organization Profile

Organization Information (2)

Organization Name: Sample Organization 1

Organization Phone Number: 5551234567 Contact GLSC to change this phone number

Street Address: 1111 Any St. SE

City: Grand Rapids

State: Michigan

Zip Code: 49508

Coordinator Information (3)

First Name: Sandy Last Name: ShopWithScrip

Home Phone: 5551234567 Alternate Phone: 5556789012

Email Address: shopwithscrip@glsc.com

Reenter Email Address: shopwithscrip@glsc.com

Permanent/Default Shipping Address (4)

Copy Organization Address to Shipping Address

Attention: Sandy Shopwithscrip

Company/Location: Sample Organization 1

Room/Floor/Suite: optional: enter floor, room, or suite number of ship to ad

Street Address: 1111 Any St. SE (NO PO Boxes)

City: Grand Rapids

State: Michigan

Zip Code: 49508

amazon.com gift cards

Now delivered to your inbox

scripnow!

Promotional Tools

There are promotional tools available on glscrip.com to advertise your scrip program, and promote ShopWithScrip and the features it provides for your families. Choose 'Start a Program' in the top blue navigation bar, and then 'Promotional' Tools from the column on the left. Many of the flyers can be customized for your organization.

Our Process

First Steps

Promotional Tools

Scrip Software

New Customer Guidebook

Request More Information

Email List

Enroll Now

Reload










Join The GLSC Email List 

Promotional Tools printer friendly version



Tools To Explain The Scrip Concept

- "What Is Scrip" Powerpoint Presentation
- "What Is Scrip" Flyers (3-up and single page)
- Introductory Letter To Families
- Introductory Meeting Sample Agenda



NEW! "Crank It Up" Idea Kit - If you're like most scrip coordinators, you're hungry for information to improve your scrip program fundraising results. That's why we created this "Crank It Up" kit - to give you the ideas and tips tested and proven by real GLSC scrip coordinators. This 18 page kit is filled with great ideas like:

- Eighteen suggestions for getting families interested in scrip
- An outline and suggested content for an informative and entertaining scrip information meeting
- How to articles on advertising and seasonal promotions
- Information on GLSC tools and software to make your job easier and more productive.



Customizable Vinyl Banners - Large, full color vinyl banners can be displayed outdoors or indoors to promote your scrip program. Choose from affordable indoor use vinyl or durable outdoor weatherproof vinyl. Each banner is customized with your message or organization name at no extra charge! Click here ordering details.



Flyers and Mini-Posters (Adobe Reader® required) - Download these customizable forms for an affordable, effective promotion. The flyers are sized for 8.5 x 11 paper; the mini-posters are sized for standard 11 x 17 sheets.

- "Dining Out"
- "Fast Food Drive Thru"
- "Filling Up"
- "Get The Groceries"
- "Shopping Cart Fundraising"



Seasonal Shopping Guides - Take advantage of seasonal shopping habits and remind your families to make seasonal purchases with scrip whenever. Printed on 8.5 x 11 sheet.

- 2008 Holiday Gift Guide
- More guides coming soon!



ShopWithScrip Promo Tools - ShopWithScrip™.com is Great Lakes Scrip Center's free web application to help our scrip clients manage their scrip programs. Download these forms to help show your families the easy enrollment process. Printed on 8.5 x 11 sheet.

- Family Signup Flyer
- Getting Started Flyer
- PrestoPay Flyer

How Families Place Scrip Orders

Families in your non-profit organization have the option to order online through Great Lakes Scrip Center's ShopWithScrip.com website, or give the coordinator a paper order form listing the scrip products and quantities that they need. Your organization can have a mix of families placing online orders, and some who will give you a paper order form. This will allow you to accommodate internet using families, as well as families who can't or won't order online.

Online Family Ordering

ShopWithScrip.com is Great Lakes Scrip Center's free online family ordering and scrip management website. The coordinator can use ShopWithScrip to manage those family orders, and release them in to a purchase order to order the products on them. The coordinator will have access to complete rebate and order history by family for all orders that go through ShopWithScrip. Every organization with a registered email address already has a ShopWithScrip Coordinator account. Refer to the welcome email your organization received to login and begin using the site, or contact ShopWithScrip support at 1-800-727-4715, option 4 for assistance.

Organizations that use ShopWithScrip.com can also take advantage of PrestoPay, Great Lakes Scrip Center's online payment method for families. Log in to your Coordinator account on ShopWithScrip.com for more information, and to enroll your organization in PrestoPay.

ShopWithScrip provides electronic options for families that will enable the organization to earn rebates without a shipping fee. Families can reload a gift card that was purchased earlier from Great Lakes Scrip Center. Families ordering on ShopWithScrip can also order ScripNow! eCards that are delivered electronically directly to the family's ShopWithScrip account in minutes if the family pays for the order online with PrestoPay. Visit ShopWithScrip.com and choose the Reload or ScripNow! option for more information, and available brands. PrestoPay, card reloads, and ScripNow! eCards are only available to families ordering on ShopWithScrip.com. For more information, visit 'Get

Started' on the ShopWithScrip website, <https://www.shopwithscrip.com/getstarted/index.aspx>, call ShopWithScrip support at 1-800-727-4715, option 4, or email ShopWithScrip@glscrip.com.



Family Order Form

The coordinator can easily create a custom paper order form to give families who won't be ordering online through ShopWithScrip.com. To customize the order form, log in at glscrip.com, and choose 'Family Order Form' from the column on the left (1). Choose the 'Comprehensive Brand List' to create an alphabetical listing of every retailer that scrip is available for (2), or the 'Concise Product List' to access a listing of scrip gift cards and certificates separated by category (3). Highlight the Available Brands that you want to appear on your order form, and add them to the Selected Brands list (4). Click on 'Save' to keep these choices on your account (5), and you can open either a PDF order form (6), or an Excel version (7). The coordinator can enter paper orders by proxy for a family on their ShopWithScrip coordinator account. This will enable the coordinator to keep accurate order and rebate history on ShopWithScrip for all family orders placed through their organization.

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America's largest and most trusted scrip provider

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Export Product List

Create Family Order Form

Use this page to create a custom family order form for your organization. Complete the custom header section with your organization name and other helpful information for your families. Then, use the tabs below to select either the Comprehensive Brand List format, or the Concise Product List format.

Organization Name: Local Elementary School
(as you want it to appear on the order form)

Make Checks Payable To: Local Elementary School Scrip Fund

Enter a Message to Your Families (optional): Thank you for Shopping with Scrip!
 Include GLSC Rebate on Order Form?

2 3

Comprehensive Brand List **Concise Product List**

The box on the lower left contains a list of every brand currently available from GLSC in alphabetical order. The brand list includes every possible store or brand that accepts scrip. Select this order form if you want exact brand names.

Available Brands:

- CityVu Bistro \$25.00
- Fleetwood Diner \$25.00
- Giant Food Stores \$100.00
- Giant Food Stores \$25.00
- Hudsonville Grille \$25.00
- Journeys \$25.00
- Journeys Kidz \$25.00
- Restaurant.com (MI only) \$20.00
- See's Candies \$16.10
- shi by Journeys \$25.00

Selected Brands:

- "346" Brooks Brothers \$25.00
- 1913 Room \$25.00
- 675 Minute Total Access Phone C
- 84 East Pasta Etc \$25.00
- 8th Street Grille \$25.00
- 99 Restaurant \$25.00
- A Pea in the Pod \$25.00
- A-Plus Convenience Store \$250.0
- A-Plus Convenience Store \$50.00
- A.J. Wright \$100.00

4 Add >

< Remove

5 Save

*Hold down the "ctrl" key to pick multiple items in the list

The printable family order form is produced in Adobe PDF format and can be read and printed using the Adobe Acrobat Reader, a freely available program. You can download the latest version of Adobe Acrobat Reader [here](#).

The Microsoft Excel version produces a single column Excel spreadsheet that gives users the freedom to modify fonts, typefaces, organization and style.

6 Open PDF Order Form Open Excel Order Form 7

Reloadable Cards!

Join The GLSC Email List

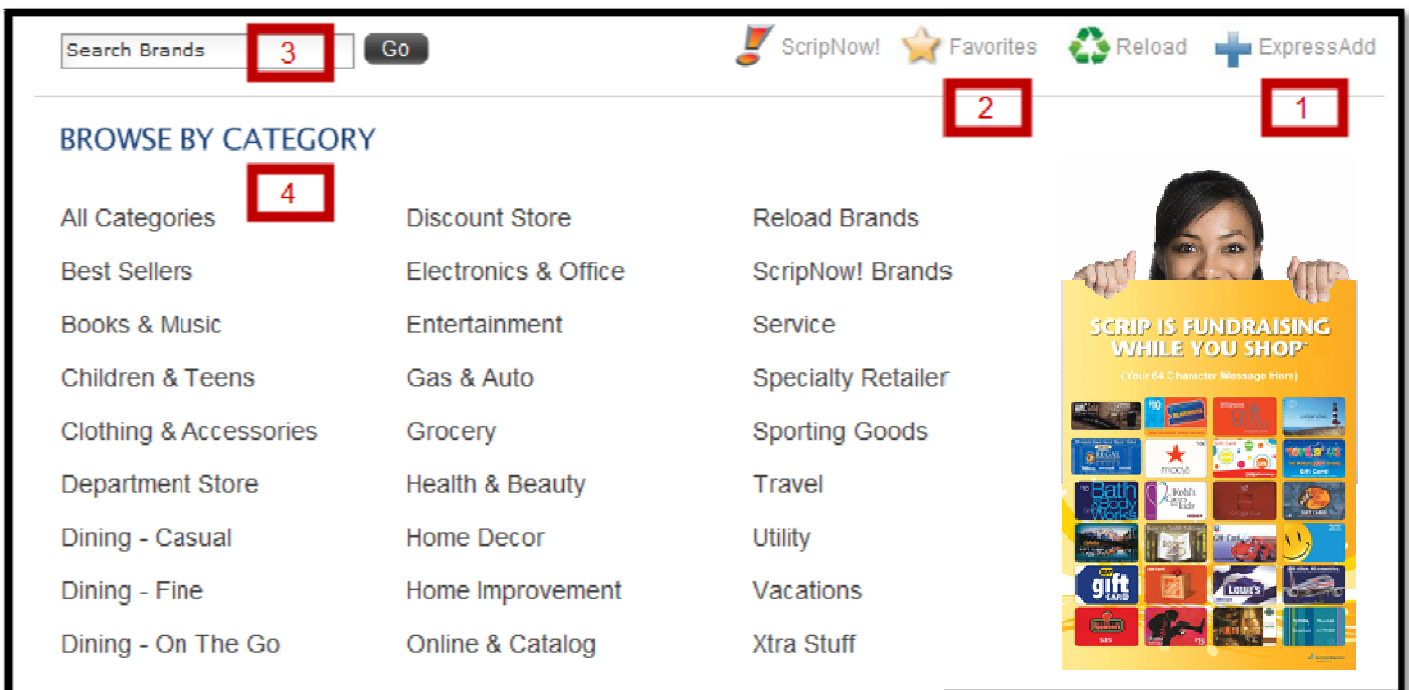
Shopping Cart

Items: 0
Value: \$0.00
Discount: (\$0.00)
Net Price: \$0.00

Scrip Ordering Methods

The same convenient ordering methods are available when families are placing scrip orders on ShopWithScrip.com, and when the coordinator is adding products to the shopping cart at glscrip.com. From the Order Scrip page at glscrip.com, or the Shop screen on ShopWithScrip.com, you can select any of the following methods to add items to your order:

- Express Add – Know the retailers that you would like scrip for? Quickly add items to your cart by entering the beginning of the retailer name (1).
- Favorites – Order the same products every week? Add these items to your Favorites list so that you can easily add them to your shopping cart (2).
- Specials – Want to find out which products are currently offering special discounts? Add these items to your cart directly from the specials list located under ‘What’s New’ in the top blue navigation bar, and then ‘Special Offers’ from the column on the left.
- Search Brands - Know the retailer that you want scrip for, but need more information about the product? Enter part of the retailer name to see all items containing those letters (3).
- Browse by Category – Know the category that you would like scrip for, but not the particular retailer? Choose a category and see all retailer choices in that category (4).



Submitting an Organization Order at glscrip.com

Go to your shopping chart at glscrip.com, and select Checkout when you're finished shopping, or after you have imported a ShopWithScrip purchase order for products on family orders. *(Please Note: You must first log in to your Coordinator account on ShopWithScrip.com to create a purchase order if you have online family orders)* Complete the following steps to submit your organization's scrip order:

- Check the box indicating that you acknowledge and accept the return policy, and choose 'Next'.
- Verify your shipping address, or make a one time change in the address that you would like your order sent to, and select 'Next'.
- Choose the desired shipping method, and select 'Next'.

Now you can submit the order online to Great Lakes Scrip Center. Review your order one last time to verify it is accurate. Choose one of the following options:

- If your order is complete and correct, choose 'Submit Order' to place your order with Great Lakes Scrip Center. You will receive an order confirmation number, indicating that the products are on order.
- Select 'Change Order' to go the shopping cart and edit your order.
- Select 'Change Address' to modify the shipping address for this order.
- Select 'Cancel Order' to empty the shopping cart and start over.

Verify Your Order

Please review your order information below. If the order information is complete and correct, click the 'Finish' button to submit the order for processing. If not, click one of the appropriate buttons to return to a previous step and make the necessary adjustments.

Ship To Address

Sample Organization 1
Sandy Shopwithscrip
Sample Organization 1

1111 Any St. SE
Grand Rapids, MI 49508

Change Address

3

Payment Summary

Total Face Value	\$2,210.00
Net Amount Due	\$2,083.75
Balance (Debit)	\$2,083.75
<hr/>	
Shipping	\$7.75
Amount charged by GLSC	\$2,091.50

Order Summary

Change Order

Cancel Order

Submit Order

2
4
1

Product Name	Quantity	Face Value Total	Contribution %	Your Total
Barnes & Noble \$25 Gift Card	13	\$325.00	9%	\$295.75
Donatos Pizza \$10	11	\$110.00	10%	\$99.00
Home Depot \$100	12	\$1,200.00	4%	\$1,152.00
Macy's/Federated \$25	10	\$250.00	10%	\$225.00
Speedway / SuperAmerica \$25	13	\$325.00	4%	\$312.00
Sub totals:	59	\$2,210.00	5.71%	\$2,083.75

Shipping: \$7.75

Order Total: \$2,091.50

Customer Service Policies

Service Hours

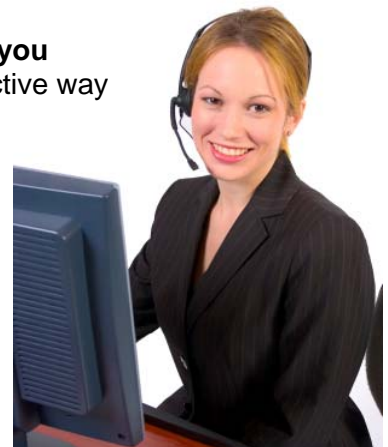
Great Lakes Scrip Center is open Monday through Thursday from 8:00 am to 4:30 pm Eastern Time, and 8:00 am to 4:00 pm on Friday. Summer hours in effect from early June until after Labor Day are 8:00 am until 4:00 pm Eastern time Monday through Thursday, and 8:00 am until noon on Friday.

Phone: 1-800-727-4715 Toll-free fax: 1-888-865-9655 Email: glsccmail@glsccrip.com
616-827-8180

Ordering Scrip

For your convenience, orders may be placed in three ways: by phone during our normal business hours, online 24 hours per day, or by fax. However, *if you choose to fax your order, you will be charged a \$4.00 surcharge in addition to normal shipping charges.* To speed the delivery of your order and to reduce the possibility of error, please use the following tips:

- **For the fastest service, place your order online.** See detailed information on pages 5-9.
- **Have your Organization's Account ID Number handy.** Your non-profit organization's phone number is your unique account ID. It is printed on your packing slip for easy reference. You will need your account ID for both online ordering and phone orders.
- **Calculate your order total (gross and net) and have it available when you submit your order.** Comparing our total with your total gives you an effective way to verify your order ensuring you receive exactly what you've ordered.
- **Place your order before 1:00 pm EST for fastest service.** Orders placed before 1:00 pm Eastern time will leave our offices no later than the following business day. Orders placed after 1:00 pm Eastern time will leave our offices no later than the second business day (see *Turnaround Schedule* below). **Note: Pay by check orders will not be released for processing until your organization's check is received. The Turnaround Schedule is based on the day the check is received for organizations that pay by check rather than electronically by ACH.**



GLSC Order Turnaround Schedule

Day Order is Placed:	Monday	Tuesday	Wednesday	Thursday	Friday
Place your order before 1:00pm EST, it will leave our offices no later than:	Tuesday	Wednesday	Thursday	Friday	Monday
Place your order after 1:00pm EST, it will leave our offices no later than:	Wednesday	Thursday	Friday	Monday	Tuesday

Shipping

All orders are shipped to your organization's normal shipping address via FedEx. Your order is insured by Great Lakes Scrip Center while in transit; a signature is required for all orders. Please remember orders cannot be picked up at our office.

FedEx delivery guarantees do not apply to FedEx shipments which are delayed due to causes beyond FedEx's control, including the unavailability or refusal of a person to accept delivery; acts of God, riots, strikes or labor disputes, or disruptions in air or ground transportation networks, such as those caused by bad weather or natural disasters. FedEx does not deliver to Post Office boxes.

Go to www.glscrip.com, and choose 'How Scrip Works' from the top navigation bar, then 'Shipping Options' from the menu on the left to see detailed information about delivery options and price.



Returning Scrip

What happens if you order scrip by mistake? Generally speaking, it's best to try to find a buyer in your non-profit organization. Sometimes, however, it's necessary to return scrip. For this reason we have developed a limited return policy.

- There will be a restocking fee of 10% of the face value, with a minimum charge of \$5.00, charged on all returns and exchanges.
- All scrip returned must receive prior approval from an authorized Scrip associate. *Note: Returns are not authorized on reloaded gift cards or ScripNow! products.*
- All requests must come from the non-profit organizations' coordinator of records.
- Returned scrip must be accompanied by GLSC's Returned Product Request form.
- Returns must be requested within 30 days of order date and accompanied by a copy of the original sales packing slip.
- Returned Scrip must be in its original state and saleable. If it is written on, stapled, expired, or has been altered in any way, it will be rendered non-returnable.
- In the event of a store closure, GLSC will authorize the return of product within 45 days of purchase date, subject to the instructions received from the retailer.
- Refunds will be credited to your account upon receipt of returned certificates.
- All returned scrip must be sent at the returnee's expense.

Any questions regarding this Return Policy may be directed to GLSC Customer Service at 1-800-727-4715.