



## Ordering and Using Scrip Certificates from Regal Rewards

### **Do I have to enroll right away?**

You may enroll in the Regal Rewards/Scrip program at any time, but you may not order cards/certificates until you are enrolled. Enrollment forms can be found in the Elementary and High School main offices or email the coordinators a [regalrewards@regina.org](mailto:regalrewards@regina.org) and request one.

### **Where and how do I get an order form? When and where do I turn it in?**

All our forms are on the Regina Website under the Regal Rewards tab (click [here](#)). The most current form should be online. You may also pick up an order form from the Elementary and High School offices.

Orders are due Monday mornings of full order weeks by 9:00 am. Forms may be turned into your Elementary student's teacher or dropped off at the Elementary or High School offices by 9:00 am. You may also drop your order into the blue Regal Rewards mailbox located along the front drive in front of the school.

### **How do I pay for my Regal Rewards/Scrip?**

You may pay for your Regal Rewards with cash, check or money order. Online orders can be paid with a check (choose the "pay coordinator directly" option), your bank account through Presto Pay or by credit card. Credit card payments will incur an additional fee to cover the credit card fees. Your check or money order must be attached to your order. If your check is not written for the correct amount, we will call you to make arrangements for payment. PrestoPay uses the same secure electronic payment transfer used by direct deposit systems. You simply visit the secure PrestoPay area at ShopWithScrip.com and enter your checking account information. Then you can choose to pay with PrestoPay at the time you order, and have your payment securely transferred from your checking account to your organization. A \$0.29 convenience fee will apply.

### **What if I forget to turn in my order Monday? Can I email my forms?**

If you miss the 9:00 am deadline, turn in your order and it will be processed the following Monday. Your order will be available the following Thursday.

We will attempt to contact you if we receive your order late and cannot process it. We may attempt to fill what we can from our "cash & carry" inventory, then let you know what we need to order the next week.

You can email your order/order form and payment can be dropped off in either office or in the Regal Rewards mailbox. Online orders can be placed at any time but orders for physical cards will be processed on the same schedule. Orders will not be filled/released until payment is received in our office.

### **Do I have to order each week? Can I buy Regal Rewards on demand or must I order it?**

No. You may order however it best fits your schedule and budget. Once you have filled out an enrollment and waiver form, you may order from Regal Rewards. Regal Rewards will occasionally be available for sale at special events, such as extracurricular activities, but it will be in limited quantities for select vendors only.



### **How do I get my Regal Rewards/Scrip Order? How long will it take to get my order?**

The enrollment and waiver forms allow you to select one of two delivery methods: send home in your child's backpack, or pick up in person. If you have an elementary student, we encourage you to use the backpack method as it is the easiest for all parties.

Jr/Sr High orders are sent home with the student designated on your enrollment form. The student will be called to the Jr/Sr High office to pick up your order on Thursday afternoon. Orders turned in Monday by 9:00 am will be filled & available on Thursday.

### **What if school is not in session on Monday or Thursday/Friday?**

If there is no school on Monday, there will be no Regal Rewards orders placed that week. If there is no school on Thursday/Fridays (i.e. Thanksgiving Holiday), there will be no Regal Rewards orders placed that week. Cash and Carry will still be available during those weeks.

### **What if I don't receive my Regal Rewards Thursday or Friday? What if my order is lost?**

If you did not pick-up your order, it will be taken to the Jr/Sr High School office.

If your elementary student did not bring home your order then it is usually in the classroom with the teacher. If you notice the order is missing, please contact your child's teacher first. The Regal Rewards Coordinators cannot assist you in finding the order over the weekend as we do not have access to the classrooms during the weekend.

You must sign a Waiver of Responsibility before ordering or receiving Regal Rewards. The Regal Rewards Program and the Regina Education Center are not responsible for lost, stolen or misplaced certificates.

### **What if the cards I want are not available?**

Cards available in our inventory are limited. If you know you will need a large amount, or something we do not generally keep in inventory, please plan ahead and order during a weekly order.

Occasionally, Regal Rewards certificates from the Great Lakes Scrip provider are on backorder or are unavailable for other reasons. You will be contacted to select delayed delivery of backordered cards, offered a substitution, or offered a credit on your account.

### **Is Regal Rewards available for vendors other than those listed on the order form?**

Yes! We order from Great Lakes Scrip which is a national scrip provider. They have many other retailers. We only list those located near us on our order form. If you see another vendor on the GLS list you would like to order, please write the name, card denomination and quantity desired on the bottom of your order form when you submit your order. Or place your order online.

### **How do I learn vendor rules for certificates?**

For local vendors, visit the [Regal Rewards Website](#), click on the [Policy and Procedure](#) link on the left to access the Local Vendor list and information. If the cards are provided through Raise Right, click [HERE](#).

### **Do Regal Rewards/Scrip certificates expire?**

Some Regal Rewards/Scrip certificates are subject to expiration dates and/or non-use penalties. You are responsible for observing the terms of your cards. Usage guidelines are available on the Regina Regal Rewards website under Policy and Procedures, or view the hard copy of this list in the Regal Rewards office. Some certificates have usage restrictions.



### **Where is the Regal Rewards Office?**

The Regal Rewards Office is located upstairs in the new Special Events and Fundraising Office next to the Multipurpose Room (MPR). Our office hours are Mondays, 8-10:00 AM and Thursdays, 8-9:30 AM. We are open most days 8-9 AM when school is in session for cash & carry sales. Please watch the school newsletters and our Regal Rewards [Facebook Group Page](#) for updates.

We can be contacted by phone, 319-337-4781, or email [regalrewards@regina.org](mailto:regalrewards@regina.org).

### **Regal Rewards/Scrip Credit - Regal Rewards PayDay!**

#### **What are the discounts? How much will I earn?**

The discounts vary for each vendor, from 1.5% to 20%. The percentages are listed on the order forms and in the vendor details.

Your earnings will vary as well depending on your order. If you order \$250.00 per week, with an average 5% discount, you and Regina would earn \$12.50 a week, \$50.00 a month, \$600.00 a year. That could add up to \$300.00 for you and \$300.00 for Regina.

#### **When will the money go into my account?**

Our fiscal year ends in April. We close our office for the first week in April to balance our books. You will receive a statement, notifying you of your credit that has been transferred into your Regina account. In your statement you will have instructions to contact the business office on how to apply your credit. The business office needs a few weeks to process these credits. If you have selected cash back, those payments will be made in April as well.

#### **How will I know how much credit I have accrued?**

You will receive a statement in mid-April, after we close for a week to balance our books.

#### **My only child at Regina is a senior, what can I use my money for?**

You may contact the Finance Office to discuss how your credit can be used. Your credit will be applied to your account in May. You can also request a check be paid directly to you.

#### **My only child at Regina is a preschooler, how is the credit applied?**

Please contact the Finance Office to find a way to take advantage of your credit.

#### **Can I use my Regal Rewards money toward my children yet to come to Regina?**

Maybe. Please contact the Finance Office to discuss your particular situation.

#### **If I donate my share of the credit back to Regina, what is it used for?**

The Regal Rewards Program earnings are part of the General Operational Budget. The Finance Committee directs how money is allocated.

#### **Can I donate my Regal Rewards money to any other organization?**

Yes, but with limitations. Earnings may be applied toward a Regina family's tuition account, one of the 4 church parishes, or donated to any Regina Education Center organization. Contact a Regal Rewards Coordinator for more information.