

Resurrection Scrip General Policies

Prepared November 2015

The scrip program is run completely by volunteers, and the following policies allow the program to run smoothly and efficiently. In order to maintain the program and to continue to have volunteers willing to donate the many hours needed to run it, customers must be willing to do their part. Please help us to help you earn tuition credit and/or parish profit!

1. Orders are due by 10 AM on the Monday of scrip week.
2. Payments by check are due by 10 AM on the Monday of scrip week.
3. Plastic envelopes are due back by 10 AM on the Monday of scrip week.
4. **Online orders for physical cards should NOT be placed on a scrip Monday any time after the 10 AM deadline.** Just one late Monday order that rolls over to the next time period results in extensive extra work. Orders for virtual product (ScripNow and/or Reloads) are allowed at ANY time, including scrip Mondays, *if paying with PrestoPay*.
5. Only plastic envelopes are sent through school, so if one was not returned, we will substitute a paper envelope, and the order must be picked up at the parish office.
6. The scrip office is not responsible for lost/stolen orders after they have left the scrip office, including orders sent home through school. We offer the option of sending scrip through school for customer convenience, but the customer assumes the added risk.
7. It is the customer's responsibility to pay any and all fees incurred if a PrestoPay payment is rejected for insufficient funds. Both the scrip company and the bank rejecting the payment can charge fees. The customer will be responsible for all fees.
8. Normally returns are not allowed, but exceptions may be made at the discretion of the scrip program coordinator in extenuating circumstances. For example, if a customer mistakenly orders Fairway (a grocery store in New Jersey) rather than Fareway (our local grocery store), we can process a return. However, if the national scrip company charges a restocking fee, that fee will be passed on to the customer.
9. When using the gift cards purchased from the scrip program, it is the customer's responsibility to maintain the card balance and security. The customer should always make sure that a store employee returns the correct card if more than one card is used. For example: if you hand a clerk 2 cards and he uses up the balance of one card but there is still a remaining balance on the other card, you should make sure you have been given the card with a remaining balance. You can usually verify by comparing the store receipt with the numbers on the cards. When possible, it is advised to swipe the cards yourself rather than have a store employee do it for you.
10. If a card does not work, the customer should verify that the card has not been used already and does have a balance remaining on it by using the contact information on the card. Once this has been done, questions can be directed to scripoffice@gmail.com where we can verify that the card was correctly activated.

Resurrection Scrip Tuition Credit Policies

Prepared November 2015

1. Customers earning tuition credit must place all their orders online.
2. For customers opting for tuition credit, the profits from all online orders are split with the customer, with 75% being applied to Holy Family tuition, Resurrection Religious Ed or Confirmation programs, or any of the Holy Family Early Childhood Programs. 25% stays at Resurrection to be used for non-budgeted expenses.

Payments to Holy Family for tuition credits are made 4 times a year on or about January 1st, March 1st, mid-June, and October 1st. These dates correspond with statements from HF being mailed in an attempt to have tuition credits applied before the statements are compiled. If statements go out without the scrip credit applied, customers can ask the scrip program (scripoffice@gmail.com) what credit should have been applied and can adjust their payment to HF taking into account the scrip credit.

Payments to the Early Childhood Program are made on the same dates as the payments to Holy Family. These credits are applied as a payment on the customer's account.

Credits for Religious Education and Confirmation Programs at Resurrection are accumulated and held with the scrip program funds until either the customer or the coordinator of these programs requests a payment be made on the customer's account.

3. All purchases made on the shopwithscrip.com website earn tuition credits. This includes all ScripNow, Reloads, and physical card orders.
4. Method of payment does NOT affect tuition credits; i.e. checks or PrestoPay.
5. If all students in a family complete or leave the Holy Family system, the scrip credits will first be applied to any balance due. If there are still scrip credits available, the balance may be refunded to the family. All future credits will need to be transferred to another family within the system, applied to Religious Ed/Confirmation or Early Childhood, or left 100% at Resurrection Parish.