

# Registering On QSP.com

## 1. Why should I register on QSP.com?

By registering on QSP.com, you will be able to shop, send emails to friends and family members about your fundraiser and monitor your sale using online reports. Registration is fast and easy and provides quick access to MY QSP, a place where you can easily access the online store, send emails, earn prizes and view reports.

## 2. Do I have to register in order to support my school?

No, you do not need to register in order to shop online and support your school. Simply click the "Shop Now" button on the QSP.com homepage, select the school you wish to support and shop!

## 3. When attempting to register my daughter for her school fundraiser with QSP it says that our email address already has an account. What do I do?

If an account already exists under the email address you are using to register, QSP.com will return a message that says "This email address has already been used. Do you already have a qsp.com account? Please log in at the left, or click the Forgot Password link." If you have already registered on QSP.com in the past, log in using the "Already Registered?" section on the left side of the screen. If you have already registered, but forgot your password, click "Forgot Password?" under this section and it will be sent to you.

## 4. I have already registered on QSP.com and would like to log in but I forgot my password. How do I get it?

Simply click "Forgot Password" under the login section of the screen. You will receive your login id and password via email.

## 5. Why am I asked to log in again when using different sections of QSP.com?

In order to protect your personal information, you are required to confirm your password before entering certain parts of QSP.com, even though you are already signed in. We do this to protect your privacy as you enter into secure sections of our site.

## 6. Can I support more than one student or school under my ID?

Yes! You can support more than one student or more than one fundraiser using the same registration ID. During registration, you are asked if you would like to add another student before completing registration. Click "I would like to add another student" and enter the account, student and teacher/classroom information for that fundraiser.

If you have already completed registration, you can still add a new student or school to your profile. Login to QSP.com to access your MY QSP screen. Click "switch child" on the upper right and then select "Add New Student". Continue this process until all desired students or accounts have been added to your profile.

When accessing your MY QSP screen, be sure that you are supporting the correct child by looking on the upper right hand side of the screen. You can switch the child you are supporting by clicking "switch child" and selecting the profile you wish to view.

## 7. How do I add another student or account to my registration?

If you have already completed registration, you can still add a new student or school to your profile. Login to QSP.com to access your MY QSP screen. Click "switch child" on the upper right and then select "Add New Student". Continue this process until all desired students or accounts have been added to your profile. When accessing your MY QSP screen, be sure that you are supporting the correct child by looking on the upper right hand side of the screen. You can switch the child you are supporting by clicking "switch child" and selecting the profile you wish to view.

## 8. I registered on QSP.com last year to support my child's fundraiser. How do I get started this year to support this season's fundraiser?

There is no need to re-register on QSP.com. However, remember that the student profile(s) under your id will be tied to the account, classroom and other information you added previously. You can edit the profile(s) under your id by selecting "switch child" on the upper right side of your MY QSP screen, selecting the account/child you wish to change, and clicking "edit". If your child has moved to another account, you should add a new student profile by clicking "switch child" on the upper right side of your MY QSP screen and then selecting "Add New Student".

- 9. I am already registered on QSP.com, but when I click "Login", or "Register Now", I am directed to the registration page. Where do I log in?**

You can login to your account using the "Already Registered?" section on the right side of the screen.

## Finding My School On QSP.com

- 10. I am searching for my school using the "School/Organization Finder", but I cannot find it. What do I do next?**

Sometimes, search results are not returned if the name of the account on QSP.com is spelled differently than what you are searching for. For example, using the word "School" in your search may not return accounts that abbreviate and show "SCH" in the name. Try searching on smaller segments of the account name. If all else fails, contact your account to determine if they are working with QSP and are using the internet in their sale.

- 11. When I look up my school using the "School/Organization Finder", I see two accounts in my state with the same name. How do I know which of these schools to choose?**

The best way to be sure that you are supporting the correct school is to reference the internet account number, usually indicated on a parent letter or other fundraising communication piece from the school.

- 12. What is the difference between an account that's a "Full Online Magazine" program and one with "Gift Items & Magazines"?**

When searching for your school using the "School/Organization Finder" link, you will notice that accounts are labeled either "Full Online Magazine" or "Gift Items & Magazines". If the school is running a magazine fundraiser, then the online account will be noted as "Full Online Magazine". A gift fundraiser is noted as "Gift Items & Magazines".

- 13. I tried to type in the account number listed on the parent letter my child brought home from school, but QSP.com tells me that the account number is not valid. How do I confirm this number?**

The best way to confirm the proper account number for your fundraiser is to contact your school directly. You may also choose to use the "School/Organization Finder" link to search for your account by name.

## Using The Reports On "My" QSP

- 14. What reports are available to me?**

As a registrant on QSP.com, you are able to access four reports through MY QSP. They are:

**General Report:** Shows total online sales information for that student. Your own purchases as well as purchases from who clicked the link included in the email sent via QSP.com are included. (Please note that purchases from supporters who came to QSP.com and clicked "Just Shopping" are not included in your MY QSP reports.)

**Detailed Report:** Shows total units and dollars sold by supporter. (Please note that purchases from supporters who came to QSP.com and clicked "Just Shopping" are not included in your MY QSP reports.)

**Consult Your Sent Emails Report:** Indicates the emails that you have sent through QSP.com. Allows preview of these emails.

**Bounced Emails Report:** Indicates which of your sent emails have bounced and are therefore considered invalid.

- 15. What orders will I see on my sales reports?**

In the reports you can access on MY QSP, you will see all orders that have been placed as a result of friends and family clicking the email link embedded in the emails you send through QSP.com. You will also see orders you place yourself. Any orders that are placed by customers who come to QSP.com and choose "Just Shopping" will not be indicated on your reports. These orders will be shown however on the overall account reports to which your sponsor has access.

**16. I know that there have been sales in support of my child and her fundraiser, but I do not see these sales listed in my reports within MY QSP. Why?**

The reports available to you on MY QSP contain all orders that have been placed as a result of friends and family clicking the email link embedded in the emails you send through QSP.com. You will also see the orders you place yourself. Any orders that are placed by customers who come to QSP.com and choose "Shop Now" will not be indicated on your reports.

In addition, please be certain that you have selected the proper date range before running your report.

**17. When I run my sales reports, data is missing or the report is blank. What am I doing wrong?**

Check the date ranges on the report to ensure that it is the proper timeframe for which you wish to see data.

## Sending Emails

**18. Why should I send emails through QSP.com rather than my own email service provider?**

Registering and sending emails through QSP.com will ensure that friends and family receive a direct link into the online store supporting your student and your school. In addition, sending emails through QSP.com makes it easy to track your online sales. As these friends and family members click the direct link within the email and shop, their orders will appear in your MY QSP sales reports.

**19. How many emails are sent to the addresses I enter?**

QSP.com will send three emails in total to each address you enter: one launch email, one reminder email 7 days later and one final email 7 days after that. You can choose not to send one or both of the reminder emails, although we encourage our users to allow all three to be sent. The email recipient may always choose to "opt out" of receiving the reminders by clicking an unsubscribe link found within the email if they wish.

**20. How do I know if these emails were sent? What if they bounce?**

All emails that have been sent through the QSP.com will be listed on your "Consult Sent Email(s)" report within MY QSP. In addition, you can determine if any of these emails bounced by viewing your "Bounced Email(s)" report.

**21. What does it mean to "Personalize" emails?**

QSP.com allows you to enter a personal message to the launch, reminder and final emails if you wish. All email addresses entered during that session will receive your personal note. In addition, in this section you can choose to deselect sending the reminder or final emails.

**22. I used QSP.com to send emails to friends and family, but some of them have not received them. Why?**

Most emails are delivered successfully within 30 minutes, however, in some limited cases, depending on the email service the recipient is using, it may take up to two days for an email to successfully go through.

**23. I entered in email addresses into QSP.com, clicked send and then received a message that one of these addresses was "already a supporter". What does that mean?**

If you have already sent an email to this email address through QSP.com and an email was sent to that person within the past 10 days, then QSP.com will not allow you to resend emails to that address. This is to protect email recipients from receiving many emails from the same sender. You will be able to resend to that address once 10 days from the last reminder email sent has passed.

**24. What does QSP do with the email addresses I enter?**

The email addresses you enter are used only for the purpose of your fundraiser. QSP does not send emails to these addresses outside of the fundraiser, nor does it share email addresses with any third parties.

**25. What if someone I email doesn't want to receive reminder fundraising emails from me?**

Every email sent through QSP.com contains an "unsubscribe" link that the recipient can click if he/she does not wish to receive any additional emails regarding that particular fundraiser. If they click this link and unsubscribe, they will not receive any of the reminder emails you may have sent.

## Shopping and Placing Orders

### 26. Why can't I see all of the items online that I see in the catalog?

Magazines: just about all of the magazines listed in our magazine fundraising brochure are available on QSP.com. There are a small number of titles that have not authorized QSP to sell their subscriptions over the internet. Currently, these titles represent less than 1% of our total number of titles available.

Gift: most of the items you see in our gift catalog are offered on QSP.com. However, as these orders are shipped directly to the home real time, sometimes due to inventory, a product may be temporarily unavailable. In addition, we are unable to ship certain food product directly to your home. Therefore, these items are not available online.

### 27. Why can't I find chocolate on the QSP.com store?

We are currently unable to ship chocolate products directly to your home. Therefore, these items are not available for purchase online.

### 28. Do magazines, music and book items count towards the \$60.00 Free Shipping threshold?

No. Shipping charges for gift items are calculated based on the total dollar amount of gift items in your order. The shipping fees are as follows:

| Your Purchase     | Shipping & Handling Charge |
|-------------------|----------------------------|
| Up to \$19.99     | \$5.95                     |
| \$20.00 - \$29.99 | \$7.95                     |
| \$30.00 - \$39.99 | \$8.95                     |
| \$40.00+          | \$9.95                     |
| Over \$60         | Free!*                     |

Please note that QSP does not charge customers for shipping magazines, music or book items ordered online.

### 29. I ordered through QSP.com today, but do not see a charge on my credit card for this order. When will I be charged?

While most times you will see a charge authorization appear on your credit card shortly after the order, it may take up to three days for the charge to be processed.

### 30. My online session was interrupted while I was ordering a magazine and checking out on QSP.com. Did my order go through?

Your order went through if you completed the checkout process, reached the Receipt step of the process and/or received an order confirmation via email. If you did not reach the Receipt step, then most likely, your order was not received. You can call customer service to confirm the status of your order.

### 31. Can I send items within my order to different shipping addresses?

Yes! QSP.com allows you to send items within your order to different shipping addresses. This makes it easy to send a gift to a friend or family member! During the Shipping step of checkout, simply click the link that says "Stop! If these items are being shipped to more than one address, click here."

## General Questions

### 35. I am using AOL's browser and am having trouble with the QSP.com website. What should I do?

While QSP.com has been optimized to be viewed by most browsers, we seem to have the best experience with Internet Explorer. Sometimes, the AOL browser has trouble on QSP.com as well. If you are experiencing problems, we recommend that you switch to Internet Explorer for the best results. In addition, feel free to call customer service to report your problem.

### 36. While on the site, I received a "time out" message and/or was directed back to the log in screen. What happened?

In the unlikely event you experience a time-out and are unable to access the QSP.com site, please close your browser and try again later.