



## FREQUENTLY ASKED QUESTIONS

### **1. CAN OUR ORGANIZATION COMMUNICATE TO PEOPLE WHAT WE WILL BE PAID FOR THE SUBSCRIPTIONS WE SELL?**

No, checks and organizations may not write a personal check for the amount of the subscription.

### **2. DOES THE SUBSCRIBER NEED TO COMPLETE THE FORM?**

No, each subscriber must complete and sign the order form to make the sale. It is to verify the subscription placed and paid for by the order themselves. All orders will be verified.

### **3. HOW DO WE COLLECT MONEY?**

Each subscriber must pay for their own subscription – all subscriptions are not allowed. Money should be collected from the subscriber and submitted with the order form. Check or credit card payments are preferred. All checks should be made payable to the newspaper and mailed to the order form. The name on the check must match the name on the subscription order form.

### **4. WILL MY ORGANIZATION BE PAID FOR ALL OF THE ORDERS SUBMITTED?**

Your organization will be paid a 21% commission for all orders that meet our program guidelines and for 1% for the subscriber's personal check or credit card and all commissions for non-profit work. Organizational orders will be delayed.

### **5. WHAT HAPPENS TO THE MONEY FROM REJECTED ORDERS?**

If an order is rejected because there is already an active subscription for that person the money will be applied to their existing subscription account. If an order is rejected for any other reason, there is no refunding. Funds in your program account. The money will be applied to the account. The money for all other rejected orders will be included in the payment to your group.

### **6. IS THERE A MINIMUM OR MAXIMUM NUMBER OF SUBSCRIPTIONS WE NEED TO SUBMIT?**

There is no minimum or maximum number of orders to submit.

### **7. WHEN WILL NEWSPAPERS DELIVER MY ORDERS?**

Subscribers can expect newspaper delivery within 7 to 14 days from when the forms are submitted to us. Please verification of the order and delivery will commence approximately 11 business days later.

### **8. WHEN WILL MY ORGANIZATION RECEIVE THEIR CHECK?**

The check should arrive approximately 45-60 days from when the subscription was started.

### **9. I WANT TO PROMOTE THIS PROGRAM ON MY SOCIAL MEDIA SITES, IS THIS ALLOWED?**

No, there is no permission on social media sites such as Facebook, Craigslist, Twitter or others. However, you may promote your campaign on your organization's website homepage for you may not receive the commission.

### **10. CAN OUR ORGANIZATION MAKE COPIES OF THE FORMS?**

No, original is required for any use for mailing.

### **11. CAN THE NEW FORMS BE USED TO RENEW THE PREVIOUS YEAR'S SUBSCRIPTION?**

Offer available to new subscribers only. Offer not being given a subscriber in the past three (3)rd orders are counted from a functioning subscription. If an order functioning subscription can be renewed at their order form, 21% is required under 21% fee.

### **12. CAN A HOUSEHOLD GET MORE THAN ONE SUBSCRIPTION?**

No, a maximum of 1 subscription per household are allowed. Simply write the number of subscriptions desired on the order form and check to.

### **13. CAN A MINOR CHILD COMPLETE THE FORM AND SUBSCRIBE ON BEHALF OF THE HOUSEHOLD?**

No, a minor child may not complete the form and subscribe on behalf of the household. The order form must be completed and paid for by