



FAQs

What types of organizations can participate in scrip?

Scrip fundraising is perfect for churches, schools, scout troops, sports teams, music groups, booster organizations and many more. Participating retailers agree to offer a contribution on their gift cards to benefit community organizations around the country, not to individuals or for -profit companies. Give us a call at 1-800-727-4715 option 5 if you have questions on whether your organization qualifies.

Where do the scrip gift cards come from?

We purchase scrip gift cards and certificates directly from participating retailers. The gift cards you receive from us are the same as the ones you would buy at the retailer's store.

Where can I use scrip gift cards?

You can use them at any of the retailer's participating locations and online storefronts. Detailed information on how and where each card can be used is available on the brand pages on our websites.

Does it cost anything to open an account?

No. There is no cost, and no obligation to buy anything! Simply complete your enrollment application and we'll open an account for you and email you a confirmation letter.

How long does it take to get started?

After we receive your enrollment form and all required documents, your application will be processed within 2 business days. We'll email you a confirmation letter to let you know your account is open and ready for business!

Will I be required to order a certain amount of gift cards?

No, GLSC has no minimum order requirement. However, your organization will have to pay a small shipping charge for each order, so you will want to order enough to cover that cost and earn for your organization.

How often should I order?

There are no requirements for ordering. Most coordinators schedule their scrip orders once a week so their members can receive their cards quickly, but it's completely up to you.

Do you ever run out of gift cards?

Very rarely. If we do temporarily run out of a particular gift card, we will place the item on backorder and ship it with your next order. If you don't place an order within 10 business

days, we will ship your backorder at that time. Unusually large or urgent backorders may be shipped earlier if possible.

Does it cost the families anything to participate? Do they have to sell anything?

There are no membership fees or application fees. The families in your organization, and in some cases their relatives or neighbors, simply pay face value for the scrip gift cards they order. They won't have to sell anything or spend any additional money—they raise funds by using scrip to pay for things in their existing shopping budget. That's the beauty of scrip!

How do families find out how and where a particular gift card can be used?

Your members will be able to search our list of participating retailers to see details on how and where each card can be used.

How does my organization pay for scrip orders?

The fastest and most secure method of payment is ACH transfer, which allows us to electronically debit a bank account belonging to the organization for the amount of your order. If you aren't able to set up electronic payment, you can pay for your organization's order with a check from the organization's account (not a personal check). In that case, please note that we can't begin processing your order until after we receive your check.

When will I receive my order?

Orders placed and paid for by 2:00 PM EST Monday through Friday are guaranteed to leave our office by the next business day. From there, delivery time will depend on which delivery option you choose. You can use our [Order Turnaround Calculator](#) to plan your order schedule. All FedEx delivery times are calculated from the time your order leaves our facility, not the time you submit your order.

Can I cancel an order after it is submitted?

If your order contains ScripNow and/or Reload products, those items are delivered electronically directly to the family in just a few minutes. These products cannot be cancelled, and they are not returnable. If you made a mistake in ordering plastic cards, please contact our Customer Support Team right away at 1-800-727-4715 option 3, or by email at glscmail@glscrip.com. They will check the status of the order and cancel the plastic gift cards if they are able to.

What is the return policy?

Reloaded gift cards and ScripNow® products cannot be returned. If you or one of your families order plastic gift cards by mistake, it's best to try and find a buyer in your organization. If you aren't able to, please [click here](#) to see details of the return policy.

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