



Frequently Asked Questions - Operational

- 1. How will we receive the shipments?** Every organization that chooses to participate in our fundraising program can choose which shipping options to support. Generally, this will include both bulk shipping to an organization of all combined orders and/or drop shipment to any customer who specifically selects traditional drop shipping arrangements and costs. If an organization elects to allow for bulk shipment, then the customer will only be charged a pass through handling fee of \$2.50 charged to APSB by our shipping agent. This fee covers the cost required to prepare, pack and label an individual package for each customer. When these packages arrive at their bulk ship destination, they will be pre-labeled to go to each individual customer. All the organization must then do is hand them to the right person.
- 2. How long after the order close date should we expect to receive our shipment?** All orders will arrive at their shipping destination within 10 business days of the close of the fundraising campaign. *For example: if a school runs a fundraiser from September 1st through September 30th, you can expect to receive your items no later than October 15th.* In many cases, the delivery time may be much faster but some of our hand crafted items require this longer lead time. Direct shipments will be shipped within 24 hours of ordering.
- 3. What type of packaging will the shipments come to us in?** We are committed to improving our world and conserving our resources. In keeping with this goal, we will ship all of our items in post consumer recycled packaging or re-used packaging with the least possible footprint we can afford. This means that items which are not fragile may arrive in a padded envelope while delicate items will be packed in boxes. Bulk shipments will be packed with the same philosophy and then shrink-wrapped onto a pallet for bulk delivery.
- 4. How will we know which products go to which customer?** Every package will be labeled with the name of the customer who ordered it and the name of the person connected with the organization that referred them.
- 5. What types of payments are accepted?** PayPal, Visa, MasterCard, Discover, Am Express, Check and Cash (delivered with manual orders)
- 6. What type of materials does APSB have to help us advertise our fundraiser?** We believe it is in all of our interest to minimize the amount of waste we create in our fundraising efforts. We encourage you and your organization to help consider how we can use email, phone calls, public gatherings and other means of promoting your fundraiser to your constituency. We have template emails, letters, PDFs and posters all of which can be used electronically or customized and printed for your use.



7. **Can we get sample products to display the types/quality of products APSB has to offer?**
Yes. We are happy to supply a selection of sample products to help inspire your organization's members to participate in the fundraiser and to help demonstrate the high quality of the items we sell. Contact us at info@partofsomethingbig.com or 888-807-5559 for more information.
8. **What is APSB's refund/damage policy?** We back our products with a 100% satisfaction guarantee. If you are displeased with your product for any reason, we will be happy to exchange it or provide you a refund. We ask only that you notify us within 14 days of receipt so we can balance our accounts with your school or organization as quickly as possible.
9. **What is APSB's back order policy?** One of the most challenging aspects of making this initiative work is the supply chain issues resulting from our unique hand crafted and fair trade products. We have worked diligently to ensure that the products we are offering are consistently available to us but that is no guarantee there won't be exceptions. No item can be ordered if it is currently out of stock unless we provide you with an estimate on the expected delivery date and you choose to proceed with the order.
10. **What type of rewards does APSB offer top sellers?** As a matter of principle, we do not support individual sales rewards for children. Our extensive research supports the notion that this type of system often enforces class and economic discrepancies between families of the children and does not necessarily reward the child's efforts. We do however believe wholeheartedly in rewarding teams of kids, adults, or classes for meeting their goals. We will work with each individual organization to develop the best possible reward campaign for your group.
11. **Does APSB provide us with a sales report? If so, by grade, classroom, or school?**
Absolutely. Our sophisticated technology will allow us to provide a broad array of reports based on your needs. Please help us define the kind of reporting you would like prior to your campaign so we are able to ensure we capture all the right data to deliver on your needs.
12. **How do we get our profit % and when?** We will balance all sales orders within five working days of the end of a fundraising campaign. This report will then be provided to the sponsor contact and reviewed for any discrepancies or questions. Finally, we will deliver by check or wire to the organization's account their share of all proceeds minus 10%. We withhold 10% of the proceeds for 30 days beyond the delivery of the products to the organization in order to be able to credit any returns without harassing the organization for their share. After 30 days, we will provide a second reconciliation report to the organization and deliver a second check for any balance due.



13. **Can we link APSB's website to our website for ongoing fundraising efforts?** Absolutely! We would be thrilled to have you and your organization make APSB a part of year round fundraising efforts. It is entirely possible that we could generate enough sales of our unique products that an event based fundraiser becomes unnecessary. Talk to us about how we can work to leverage this ability for your organization! *(For example – encourage your members to purchase gifts for mother's day or Valentine's Day or birthdays through your link and you get a cut of every sale...we have email templates pre-designed to help you get your members involved).*