


# Frequently Asked Questions About Reloading Scrip Cards

## Q. What cards can I reload?

A. A reload icon  appears on each page of the ShopWithScrip.com website. Click on the icon or choose "Reload Brands" under "Browse by Category".



## Q. How do I register a card so I can reload it?

A. When placing your order on ShopWithScrip.com, choose the reloadable option for your card (i.e. Barnes and Noble reload). A menu will pop up asking for the card number and name. You can then add to your reloadable card.

## Q. I can't seem to register it. Why?

A. The gift card must have been purchased through St. Michael's Scrip program in order for it to be reloaded and for St. Michael's School to get credit for the purchase.

## Q. When will the funds be available?

A. If you submit an order with only reloads on it, **and pay with prestopay**, ShopWithScrip.com considers it an Automatic Reload Order. It will be processed automatically, and the funds will be added to the card(s) overnight. If your online order contains other cards that have to be shipped, or if you are going to pay by check, you will have to wait until our next Monday or Thursday order. The funds will be added to the card(s) within 24-48 hours after the coordinator releases the order. The family placing the reload order will receive an email stating when the funds are available.

## Q. What information will I need to reload my card?

A. You will need the serial number from the card. Our system will ask you to name the card so that you can load multiple cards from the same household (i.e. Dad's Starbucks card, Mom's Starbucks card, etc.). After the first reload, you can simply choose the card by the name you gave it.

## Q. What dollar amount can I reload on the card?

A. You can choose any amount to put on the card, up to the maximum specified for that card.

## Q. How many times can I reload my gift cards in a week?

A. As many times as you would like, as long as the balance does not go over the maximum allowed.

## Q. Can I reload a gift card that I bought at the retailer's store on shopwithscrip.com?

A. No. The first gift card needs to be purchased through St. Michael's School. Once you have that one, you can reload it as much as you like.

## Q. If I reload it at the retailer's store, will my organization still get the credit?

A. No. Your organization will only receive credit for those gift cards that are reloaded through ShopWithScrip.com.

## Q. Will Lisa Sarnowski meet with me at Starbucks to help me set this up?

A. Yes! Call her at 858-945-3712 to make an appointment!

### Current Reloadable Cards

- Barnes & Noble
- Burger King
- Chevron
- CVS Pharmacy
- Domino's Pizza
- Exxon/Mobil
- Gap/Old Navy/Banana Republic
- Lowe's
- Papa John's
- Starbucks

This list continues to grow, so check back often.