

# COORDINATOR GUIDE

YOUR KEY TO SUCCESS



2018-2019



[www.originalworks.com](http://www.originalworks.com) • 800.421.0020

# WHAT'S INSIDE ...

Welcome! You have a key role as “Program Coordinator.” Therefore, it is important that you read through this guide early in the process. It will provide you with all the details for a successful program. Please keep it handy!

▶ Program Overview	2
▶ Supply Box	3
▶ Program Promotion	4
▶ Student Labels	5
▶ New Student Label Form	6
▶ Coordinator Panel Access	7
▶ Coordinator Panel	8, 9
▶ Scan Phase	10
▶ Ordering	10
▶ Your Online Gallery	11, 12
▶ Additional Orders	13
▶ Product Distribution	13
▶ Customer Service	14
▶ Did You Know?	14
▶ Question & Answer	15, 16

# PROGRAM OVERVIEW

## Supply Box Arrives



- Read your Coordinator Guide
- Deliver the art paper & art guidelines to the teachers who will oversee artwork creation
- Share the program schedule/deadlines with your teacher(s)

## Program Promotion



- Build excitement and advertise your program
- Announce using your newsletter, social media and website
- Hang posters
- Create an eye catching display of products
- Send "Look What's Coming" letter home to families

## Send Student List



- Email your student list to **gallerylabels@originalworks.com**
- Printed labels will be mailed to you for identification of artwork

## Create Artwork



- For best results, use the 8.5" x 11" art paper provided
- Refer to the Art Instructions for recommended media and tips

## Label Artwork



- Place each student's label on the **back** of the artwork.
- Indicate orientation by putting a "T" on the back at the "TOP"
- Use **pencil** only when writing on the **back** of the artwork

## Ship



- Ship on schedule
- Complete Shipping Form E
- Send to Original Works using the UPS label

## Distribute Order Info



- Students bring home their custom "Dear Family Letter" with ordering information

## Parents Order



- Parents place their orders online
- Mail any manual/paper orders if applicable

## Your Profit



- Your profit check is mailed to you at the end of your program!

# SUPPLY BOX

Your supply box has arrived! This box contains everything you are going to need to run a successful program.

## Your supply box contains ...

- Art paper
- Art Guidelines
- One (1) pre-paid UPS shipping label (stapled to hot pink paper)  
***Please keep this in a safe spot! You'll need it later.***
- Posters

## 24-7 Access to Online Customer Care!

Log in to the Customer Care Center to access additional resources designed to make your program a success!

[www.originalworks.com/customer-care](http://www.originalworks.com/customer-care)

## ONLINE SUPPORT



# PROGRAM PROMOTION

While students are busy creating their masterpieces, you'll want to promote the program to your families and build excitement. Remember, the more you promote, the more your profits will grow!  
Lorem ipsum

## PROMOTE YOUR PROGRAM!

### **POSTERS UP!**

Hang the provided posters in a prominent area.

### **SAMPLES OUT!**

Display product samples in a high-traffic area.

### **LOOK WHAT'S COMING LETTER!**

Send copies of the "Look What's Coming" letter home. It can be found in the Customer Care Center or on the next page of this guide.

### **TELL EVERYONE!**

Announce the program in your school newsletter, on your school website and/or social media sites.



For more ideas on promoting your program, creating excitement, and increasing participation, we have created an eMarketing Kit for you.

Be sure to login to the Customer Care Center and visit the eMarketing section.

[www.originalworks.com/customer-care](http://www.originalworks.com/customer-care)  
Password: CCC1819 (Capital C's)

# STUDENT LABELS

To ensure that we have the proper student data setup for your school's gallery, we create a student label from the information that you provide. Each student artwork requires a label before it can be uploaded to your Online gallery.

## File types accepted

- Microsoft Excel
- .txt
- .csv

## Information required

- Student First Name
- Student Last Name
- Teacher
- Grade

## Preparing the information to send

- Please include all students/grade in one (1) list.
- Each grade/class should follow the next one in order.
- **Do not** break grades/classes out into individual tabs or sheets.

## Example of correct data formatting:

First Name	Last Name	Teacher	Grade
Mary Grace	Crumley	Garcia	1
Bryson	Diaz	Garcia	1
Ethan	Dorsey	Matthews	2
Clay	Forster	Matthews	2
Dylan	James	Donnelly	3
Julie	Kneeshaw	Donnelly	3

## Student privacy

We understand that student privacy is of utmost importance. Student names do NOT appear in the Online gallery. This is done to protect the privacy of each student.

## Submitting your data

- Email your data to [gallerylabels@originalworks.com](mailto:gallerylabels@originalworks.com)
- Include your school name in the subject line along with "label file"  
ie: *Caldwell Elementary label file*

## Receiving your printed labels

- Original Works will create and print your student labels.
- Labels will be sent to the school in your supply box or via USPS Priority mail.

**New or additional students?** If you have new students or students starting class **after** the Student Labels have been created and sent to you, but before your artwork is sent for the scan phase, please complete and send a copy of the "**New Student Label Form**" on the next page.

**Questions?** Please contact our Customer Service Department for any questions you may have about creating your student list. 800.421.0020 or [CS@originalworks.com](mailto:CS@originalworks.com)

# New Student Label Form

## Online Gallery Program

If you have a new student or students starting class **after** the Student Labels have been created and sent to you but **before your artwork is sent for the scan phase**, please use this form to send the new student information to us.

Please write the new student information on the **back** of the artwork so that we can correctly match up the artwork when it is received. Do not affix any label to the front of the artwork.

This information must be submitted to us **before you send any artwork for scanning**. We will generate label(s) and then affix them to the artwork when it arrives.

**Please include the following information for each student:**

School Name: \_\_\_\_\_ School Code: \_\_\_\_\_

First Name	
Last Name	
Teacher	
Grade	
Student Code *	

First Name	
Last Name	
Teacher	
Grade	
Student Code *	

First Name	
Last Name	
Teacher	
Grade	
Student Code *	

First Name	
Last Name	
Teacher	
Grade	
Student Code *	

\*Please leave this field blank and we will assign a unique Student Code to each label

Email completed form to [gallerylabels@originalworks.com](mailto:gallerylabels@originalworks.com) or fax to 518.584.9293

# COORDINATOR PANEL ACCESS

As the coordinator of an Online Gallery Program, you can take advantage of the Gallery Coordinator Panel. The panel provides you access to order information, allowing you to track orders and compute revenue and profit.

## Returning Coordinator? Already registered?

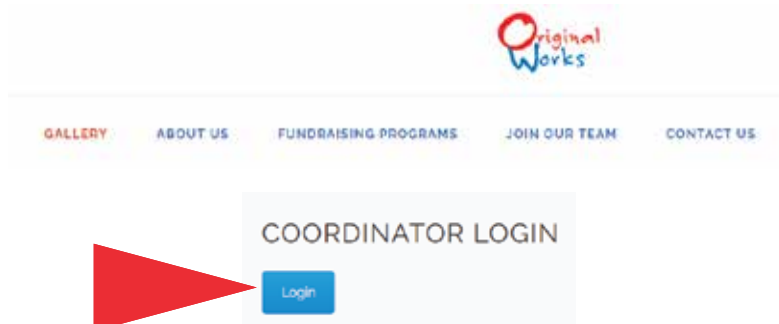
If you have coordinated an Online Gallery program and registered in the past, it is not necessary to register again or notify us unless information (i.e., e-mail address, school code, etc.) has changed. Likewise, if you have placed an order in our eStore previously and already created an account, you do not need to register again. **However**, you do still need to notify us (Step #2) that you are a coordinator, and provide your school name and code so that we can assign you to that account.

## New to the program this year?

If this is the first year your school is participating in the Online Gallery, or if you are the new program coordinator, you will need to create an account so you can access your panel. Below are the steps:

### 1. Register

- Go to [www.originalworks.com](http://www.originalworks.com)
- Click on "GALLERY" from the top navigation
- Scroll down the screen to the Coordinator Login. Click "LOGIN"
- Click CREATE AN ACCOUNT
- Complete the registration form.

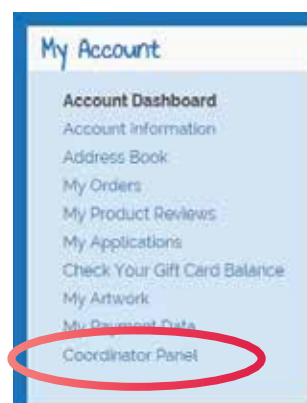


### 2. Notify Original Works

- Once you have registered, email [OWYHQ@originalworks.com](mailto:OWYHQ@originalworks.com) and let us know you have registered.
  - Include your school account code/name when notifying us.
  - Original Works will activate your panel and notify you when complete.
- Please note that access to your Coordinator Panel may not be available immediately, as it is only available AFTER the artwork has been scanned and uploaded.*

### 3. Access your panel

- Go to [www.originalworks.com](http://www.originalworks.com)
- Click on "GALLERY" from the top navigation
- Scroll down the screen to the Coordinator Login. Click "LOGIN"
- Enter the email and password in the "Registered Customers" section
- This will open your Account Dashboard
- "Coordinator" Panel is the last option





# NAVIGATING YOUR COORDINATOR PANEL

Control Panel  
School Galleries  
Artwork

## PROGRAM COORDINATOR CONTROL PANEL

### ORDERS SUMMARY

School	Total Retail Sales	Tax	Shipping & Handling	Net Retail Sales	Wholesale Sales	Profit	Actions
Caldwell Elementary	\$5,712.20	\$313.70	\$183.75	\$5,214.75	\$3,478.50	\$1,736.25	<a href="#">View</a>

### Control Panel

This screen will PROVIDE you an overview of your sales and profit.

Click VIEW to see order details.

### SCHOOL ORDERS

School	Order ID	Customer Name	Order Date	Total Items	Grand Total	Status	Actions
Caldwell Elementary	100407394	Amy R Sapkota	Apr 3, 2017 10:20:23 PM	2	\$27.99	Complete	<a href="#">View</a>
Caldwell Elementary	100404160	Christie Bogle	Mar 15, 2017 5:54:13 PM	4	\$52.11	Complete	<a href="#">View</a>
Total Retail Sales						\$5,712.20	
Tax						\$313.70	
Shipping & Handling						\$183.75	
Net Retail Sales						\$5,214.75	
Wholesale Sales						\$3,478.50	
Profit						\$1,736.25	

### School Orders

This screen shows you a full list of family orders.

The bottom of the screen gives you a breakdown of the total sales.

Click VIEW to see individual order details.

### ORDER #100404160 - COMPLETE

My Order





About This Order  
Order Date: March 15, 2017

**BILLING ADDRESS**  
Jennifer Graf  
54 Caldwell Road  
Silverton, New York, 12170  
United States  
T: 518-584-9278

**PAYMENT METHOD**  
Credit Card

Credit Card Type	American Express
Credit Card Number	****
Processed Amount	\$52.11

**ITEMS ORDERED**

Product Name	SKU	Price	Wholesale Price	Qty	Subtotal
JOURNAL 	A	\$27.99	\$19.99	1	\$27.99
NIGHT LIGHT 	H	\$12.99	\$9.99	1	\$12.99
LENS CLEANING CLOTH SET 	QW1	\$10.00	\$7.99	1	\$10.00
PLURSE MIRROR 	MR	\$4.13	\$2.99	1	\$4.13
<b>Subtotal</b>					\$55.11
<b>Shrink Fee</b>					\$1.75
<b>Tax</b>					\$5.25
<b>Grand Total</b>					\$62.11

[Back to My Orders](#)

### Order

Provides details on individual orders.

Control Panel  
School Galleries  
Artwork









SCHOOL GALLERIES					
ID	Name	URL Key	Artwork Count	Status	Actions

### School Galleries

If you are the Coordinator for multiple schools, they will be listed here, and in your Control Panel.

Control Panel  
School Galleries  
Artwork



ARTWORK							
Student Code	School	Title	Grade	Teacher	Student	Artwork	Status
	Any		Any				Any
425001	Caldwell Elementary	Owy001	1	MS/MR Morrissey	Ethan Groff		Enabled
425002	Caldwell Elementary	Owy002	1	MS/MR Morrissey	Kelly Smith		Enabled
425003	Caldwell Elementary	Owy003	1	MS/MR Morrissey	Ellen Brown		Enabled
425004	Caldwell Elementary	Owy004	1	MS/MR Morrissey	Jeremy Carpenter		Enabled
425005	Caldwell Elementary	Owy005	1	MS/MR Morrissey	James Evans		Enabled

### Artwork

Click "Artwork" to view all artwork that has been uploaded to your Online gallery.

You will see data such as Student Name, Student Code and thumbnails of the artwork.

# SCAN PHASE

Once student artwork has been completed, it is packaged and sent to Original Works for processing. Each artwork is scanned, and uploaded into your school's Online Gallery. **Remember ... please stay on schedule!**

## 1. Prepare artwork for shipment

- Verify each artwork has the correct student label affixed to the BACK.
- Organize artwork in folders by class and grade.

## 2. Shipping Form E

- Complete & return with your artwork.

## 3. Shipment

- Using the prepaid UPS label found in your supply box, send the artwork and Shipping Form E to Original Works.
- Give the package to any UPS driver OR take it to a UPS store or authorized UPS facility.

### Stay on Schedule!

It's important to follow the schedule you set up at the beginning of your program.

If artwork arrives AFTER the scheduled date, setup of your gallery and processing of orders could be delayed.

If you find that you need to adjust your schedule, please reach out to your Sales Representative as soon as possible.

# ORDERING

Once the artwork has been received, scanned and uploaded into your gallery, we print and ship the Custom Dear Family Letters directly to the school. Each letter is unique to the individual student and is used to facilitate the ordering process.

**Remember ... please stay on schedule!**

## 1. Custom Dear Family letters

- A customized "Dear Family Letter" is created for each artwork submitted.
- Distribute letters to your students to take home to their families. *The letters are custom for each child. Be sure that they receive the correct letter to take home.*

## 2. Orders

- Families follow the instructions sent home and place their orders online.

## 3. Track your sales

- Remember to log in to your Coordinator Panel and track your sales.

## Returned Artwork

Any artwork that does not follow our art instructions will be returned and will not appear in the gallery.

### Manual Orders

A Manual Order Form is available for families who are unable to order Online and/or for students who did not submit artwork during the scan phase but still wish to order.


- A copy of the Manual Order Form was e-mailed to you. You may e-mail or copy and distribute it to families requiring one.
- Collect the Manual Order Forms (and artwork if the artwork was not submitted during scan phase).
- Complete **Shipping Form G** and submit everything to Original Works.
- Please note that Manual Orders must be shipped to arrive on or before the Deadline for Online Orders Date.


# YOUR ONLINE GALLERY

Now we will show you everything you need to know about your Online art gallery!

## Access and Ordering

- Families login using the credentials provided on the Dear Family Letter.
- Families can take a *virtual tour* of all the artwork submitted by your school.
- Families search for their child's artwork by entering the Image Title.
- Clicking on the artwork allows families to view it on products available for purchase .
- Select the products to order by:
  - Clicking on the product
  - Enter student code from Dear Family Letter
  - Input quantity to order
- Orders are paid for by Credit Card.
- All orders are processed together, sorted and packed by teacher/grade, and sent to the school for distribution.
- A \$1.75 handling fee is assessed on each order.





**Ethan Groff  
Morrissey  
4th**

School Code: **Owy**  
Image Title: **Owy001**  
Student Code: **172300**

---

Welcome to the Original Works ONLINE GALLERY, featuring the original artwork of students at:  
**Caldwell Elementary School**

Through the gallery you may view the student artwork. You may also order a variety of high quality products showcasing the artwork of **Ethan Groff**

**ORDERING:**  
If your artwork image appears in the box in the upper right corner of this letter, then we have your image on file and you may place an order via the options listed below.

If the box in the upper right corner of this letter contains an OOP's message, then we do not have your artwork on file. Please contact the Program Coordinator listed under Program Questions below for further instructions.

- 1) ONLINE ORDERS.** Please go to [www.originalworks.com](http://www.originalworks.com) and from the Home Page click on GALLERY.
  - a. ENTER the School Code from the box above. Enter the code exactly as shown, then click CONTINUE.
  - b. In the TITLE BOX enter the Image Title (exactly as shown) from the box above. Click SEARCH
  - c. CLICK on your child's artwork image and view it on over 30 products.
  - d. ORDER by clicking on the image of the product(s) you would like to order. INPUT 6-digit STUDENT CODE from the box above and complete the order process.
- 2) TELEPHONE ORDERS.** To assist you in preparing your order, please reference the Product & Price List printed on the reverse side of this letter. Call 800-421-0020 x330 to place your order by the deadline date below. Phone orders are available 8:00AM-3:30PM (Eastern Time) Monday - Friday.

**Online Order Deadline: Friday, October 26, 2018**

**SHOPPING:** All orders are shipped directly to the school. A nominal \$1.75 processing fee applies to all orders. Payment can be made by credit card

**PROGRAM QUESTIONS:** Cora Dinator 518-584-9278

**ORDERING QUESTIONS:** Customer Service 800-421-0020 [cs@originalworks.com](mailto:cs@originalworks.com)

**NOTE:** Artwork orientation (portrait or landscape) is shown as it will appear in the gallery and on completed products. Although names and dates may appear fully intact on the artwork image as displayed, if the names or dates are placed too close to the edge of the artwork, they may be trimmed and lost during the reproduction. This is especially true of full bleed products such as magnets, mouse pads, t-shirts, keychains, etc.

### Sample Dear Family Letter









Welcome to the Original Works awesome online art gallery! We are excited to bring you the opportunity to participate in our online art-based fundraiser. The proceeds will be used to purchase new supplies for the art program.

Please click on your student's artwork to see it displayed on professionally made products that you can wear and share. Feel free to order as many products as you like... these make great gifts and keepsakes!

This site is not designed to collect personal information from children. It is designed as a school-specific fundraising site to allow families to view children's artwork, and then to allow parents to place orders for their school's fundraiser.

This Gallery is for test purposes ONLY.

12 Items | 12 per page | Teacher: All | Title: [SEARCH] [VIEW ALL]

 Owy001 Teacher: MR/MS Morrissey	 Owy002 Teacher: MR/MS Morrissey	 Owy003 Teacher: MR/MS Morrissey	 Owy004 Teacher: MR/MS Morrissey
 Owy005 Teacher: MR/MS Morrissey	 Owy006 Teacher: MR/MS Morrissey	 Owy007 Teacher: MR/MS Morrissey	 Owy008 Teacher: MR/MS Morrissey


Families login and view the school gallery.


Using information found on their Dear Family Letter, they can search for their child's artwork.



Once artwork has been selected, the product preview screen will open.

This allows families to preview the selected artwork on each product.





**Ethan Groff  
Morrissey  
4th**

School Code: Owy  
Image Title: Owy001  
Student Code: 172300

---

Welcome to the Original Works ONLINE GALLERY, featuring the original artwork of students at:  
**Caldwell Elementary School**

Through the gallery you may view the student artwork. You may also order a variety of high quality products showcasing the artwork of **Ethan Groff**

**ORDERING:**  
If your artwork image appears in the box in the upper right corner of this letter, then we have your image on file and you may place an order via the options listed below.

If the box in the upper right corner of this letter contains an OGP's message, then we do not have your artwork on file. Please contact the Program Coordinator listed under Program Questions below for further instructions.

- 1) **ONLINE ORDERS.** Please go to [www.originalworks.com](http://www.originalworks.com) and from the Home Page click on GALLERY.
  - a. ENTER the School Code from the box above. Enter the code exactly as shown, then click CONTINUE.
  - b. In the TITLE BOX enter the Image Title (exactly as shown) from the box above. Click SEARCH.
  - c. CLICK on your child's artwork image and view it on over 30 products.
  - d. ORDER by clicking on the image of the product(s) you would like to order. INPUT 6-digit STUDENT CODE from the box above and complete the order process.
- 2) **TELEPHONE ORDERS.** To assist you in preparing your order, please reference the Product & Price List printed on the reverse side of this letter. Call 800-421-0020 x130 to place your order by the deadline date below. Phone orders are available 8:00AM-3:30PM (Eastern Time) Monday - Friday.

**Online Order Deadline: Friday, October 27, 2017**

**Student Code** is printed at the top of each student's Dear Family Letter.


## 15 OZ. CERAMIC GRANDE MUG

**Supersize your day!**

There are few places better than on the side of one of our ceramic mugs to display your favorite art, school projects, memorable photos or homemade drawings. Customize one of our coffee mugs with your favorite photo or artwork masterpiece and you'll be able to look at it each and every day.

This large white mug holds an impressive 15 oz. of liquid, and showcases in your full-color 2 3/4" x 3 1/2" image on both sides! Mugs are microwave and dishwasher safe for easy maintenance.

These coffee mugs make great gifts and are sure to be used again and again.



**\$17.25** Qty: 1 ADD TO CART

\* Student Code:

Availability: In stock

Families enter the Student Code from the Dear Family Letter to place their order.

# ADDITIONAL ORDERS

Late and additional orders are common, and we encourage you to send them to us for processing. All of the late orders increase your program profits so you should welcome them, too!

## Online Orders

### **(for artwork already in your Gallery)**

- If you setup a *Late Order Deadline Date* on your confirmation, we will re-open the gallery immediately after the initial order deadline.
- Families can continue to place new/additional orders directly online if their student's artwork was previously uploaded.

## Manual Orders

### **(for artwork that is not in your Gallery)**

- Collect the order forms, and artwork if required. Complete **Shipping Form C** and send to Original Works.
- *Late Manual Orders must be shipped to arrive at Original Works on/before the Late Orders Date shown on your schedule.*

Your first set of late/additional orders is shipped back to the school for free. Subsequent sets of orders are subject to a nominal \$10 shipping fee.

*Delivery dates for late/additional orders are not guaranteed for specific arrival dates.*

## Encourage late orders!

All of your late/additional orders earn the same profit as your primary order!

Your first set of late/additional orders are shipped back to the school for free!

Promoting a "Second Chance" is a great way to increase the profits and success of your program!

# PRODUCT DISTRIBUTION

This is the most exciting time - the keepsakes have arrived and it's time to distribute products.

## Orders arrive

- Orders are shipped and will arrive at your school based on the scheduled delivery date on your program confirmation.
- Orders will be organized in the same manner that the artwork/orders were shipped to Original Works.

## Coordinator's envelope

- A white coordinator's envelope is included in Box # 1 of your shipment. This envelope contains your "Order Recap Report" and any artwork that could not be processed.

## Student packages

- Each package contains the child's products ordered, packing slip, and care instructions.  
*Ceramic mugs, travel mugs & place mats will be labeled & packaged separately in the shipping box.*

## Recruit some help ...

We recommend you recruit some volunteers to help with the distribution process.

Unpacking the keepsakes is FUN for everyone! Parents will love to see the amazing artwork created by the students.

# CUSTOMER SERVICE

Although we thoroughly inspect all orders before shipping, occasionally a less than perfect order gets through. We call this a "Fix It". If it happens with one of your orders, our friendly Customer Service team is standing by to assist.

## Oops ... we have a "Fix It"

If your order/product meets one or more of the following criteria, then a Form F (Fix It Form) should be submitted to Original Works:

- Material defect: hole in towel, chipped tile or mug, etc.
- Incorrect product: ordered a sketchbook and received a journal.
- Improper reproduction: artwork is reproduced upside down on product.
- Missing product: you were invoiced for a product but it was not received.

## Shipping Form F

Please complete all information and return to Original Works. We'll process your Fix It ASAP. If you are not sending in artwork, you can email the form to [lawfi@originalworks.com](mailto:lawfi@originalworks.com)

When in doubt, please contact your Sales Representative or our Customer Service Team at

**800.421.0020 • [cs@originalworks.com](mailto:cs@originalworks.com)**

Monday - Friday, 8:00 am - 4:30 pm EST

## Artwork Produced "As Is"

All artwork is reproduced "As Is." The entire 8.5" x 11" piece of artwork is captured for your keepsakes. **We do not modify, crop, or alter the artist's creation in any way.**

Please don't ask us to erase pencil marks or artist guide lines. It is best that you do this before you send the artworks to us. They will reproduce on the final products.

We hope that you will use the paper provided in your supply box. Use bold and vibrant colors. Your subject matter should fill the entire sheet of paper.

**Original Works will not be responsible for redoing products produced from artwork that did not comply with our stated art instructions.**

## Does the artwork need to be sent back to Original Works with Shipping Form F?

*YES ... send the artwork back if your product has:*

- Color quality issue
- Image blurriness
- Incorrect image

*NO ... do not send the artwork back if:*

- Item is missing
- Item is damaged
- Incorrect item was made

## DID YOU KNOW?

### Image retention

Original Works keeps images on file for a fixed period of time:

- Fall programs - images are retained until March 1st
- Spring programs - images are retained until September 1st

If a Fix-It is submitted after one of these retention deadlines, please submit the original artwork.

### HELPFUL TIP:

Set a deadline date for parents to report any issues to you. This way you can submit all Fix-its at the same time.

# QUESTION & ANSWER

Still have a question about this program after reading through the guide? Well you are in luck! We've put together the most commonly asked questions and answered them here. If you still have a question, contact our awesome Customer Service Team!

## How do I set up the Coordinator Control Panel?

Please refer to the instructions in this guide. It is important to note that once you have set up your account in the store you must notify us via e-mail at OWYHQ@originalworks.com that you have registered. We will then set-up your administrative rights and e-mail you to confirm that you now have full access to the Control Panel. If you have run the Gallery program in the past and registered previously, it is not necessary to register again.

## What information is on the Coordinator Control Panel?

The Control Panel provides the coordinator with the opportunity to track in real time, the orders that are submitted through the Online gallery. Overall data includes Total Retail Sales, Wholesale Value of the products purchased and Overall Profit earned to date.

A **View** function then provides the ability to drill down to the order detail data. This includes the customer name, order number and total value for each order.

## What happens if a parent misplaces their Dear Family Letter?

Original Works retains all of the Dear Family Letter data in a spreadsheet. If a letter is lost, with a quick call to our Customer Service Team you can obtain this information so the parent can complete their order. Upon request, we can also e-mail this spreadsheet to you so that you have it as a reference during the course of the program.

## What if a student has more than one artwork they would like to submit?

Due to space constraints, we only allow one artwork in the gallery per student. If a student has more than one artwork that they would like to order from, they should select the artwork they would like posted in the gallery and place their Online order using that artwork. The second artwork could then be submitted to us separately as a manual order. Use a copy of the Manual Order Form that was e-mailed to you at the beginning of the program.

***Please note that when submitting a second artwork as part of a Manual Order, do not use the Student Access Code that was assigned to the first artwork. We will assign a new code to the artwork when it is received.***

## What if a student misses the deadline for uploading artwork to the gallery?

If a student misses the deadline for uploading their artwork to the gallery, their image will not appear in the gallery. However, they may still participate in the program by submitting their artwork with a manual order during the order phase of the program. Their order will be processed and delivered to the school at the same time as the regular Online orders.



## **What if I need to submit additional labels for students who arrive after the program has started?**

If you are ready to submit your artwork and find you require additional labels, please complete the Additional Label Form found in this guide. Then place the new artwork in a separate file folder marked “Needs Labels” and send it with the rest of the labeled artwork. We will generate the labels and affix them to the artwork prior to processing.

## **What happens if artwork is changed after it is uploaded to the gallery?**

All orders placed Online will use the artwork images found in the gallery. If a student has changed their artwork (i.e., added a name, date or some other change to the artwork) after the gallery setup was completed, we can not go back and re-upload the changed artwork to the gallery. In this circumstance, the student should submit their changed artwork with a manual order form. Provided it is submitted by the order deadline, the order will be processed and shipped at the same time as all of the Online orders.

**Please note that when resubmitting artwork as part of a Manual Order, do not use the Student Access Code that was assigned to the first artwork. We will assign a new code to the artwork when it is received.**

## **One of our children received two Dear Family Letters – one had no image and the other had their complete data. Why did this occur?**

When a child receives two Dear Family Letters, it means their student data was in our system twice. The most likely cause is that data for that student label was submitted twice (i.e., perhaps the student changed classes or had incorrect data on the first submission, etc.) so we had more than one student record in the file. Since a Dear Family Letter is generated for each student listed in the file, when a student is listed twice in that file, one Dear Family Letter will print blank, while the other will print with the child’s artwork. The blank Dear Family Letter can simply be discarded.