

# Quality of Life Card

## Frequently Asked Questions

***How do I register my Quality of Life Card? I don't have a computer so what do I do?***

Perhaps a family member or friend could assist you. Also, the public libraries have computers for use, which are free, and of course, Kinko's but there is a charge to use the computer.

***I logged on to your website and I still don't know where to go to register my Quality of Life Card. Where do I go after I've logged on to your website?***

Please select the Quality of Life Card under Neighborhood from the column on the left. Please choose Option 2 - "Click here to activate your card".

***I think I registered my Quality of Life Card but I don't know for sure. I tried to register it again and now I'm getting a message that phone number is already used. What do I do?***

Please select the Quality of Life Card under Neighborhood from the column on the left. Please choose Option 3D Scrip and log in as a returning guest by entering your card number and password.

Here is a suggestion to assist you in accessing your account. The card number is the first 11 digits on the back of the card, starting with the 4, do not include spaces or dashes. The password field is limited to 8 characters. If you find your password is longer, please only enter the first 8 characters. Your password will be case sensitive.

***I can't seem to find where I need to go on your website to select an organization. Where do I go?***

If you've obtained a card from the organization you've chosen to support, your card will have the organization already attached to it.

If you've obtained a card from one of our stores you will need to select the organization. Please log in as a returning guest by entering your card number and password. "Your Account Information" will be displayed and instructions to select or change the organization and contribution percentages are located between the banner headlines "Scrip Program" and "Your Account Information."

If you do not see the organization you would like to designate as the beneficiary, please use the search feature located in the upper left of the screen. Enter one word of the organization and all of the organizations having that name will be displayed. For example, if you're looking for ABC Middle School Booster Club, enter ABC. All of the organizations having the name ABC will be displayed. Once you've selected your organization and indicated the % to be donated, don't forget to update your organization.

Scroll down to the bottom of the page and in the lower right hand corner in a green block your selected organization(s) and % will appear. You may designate as many organizations as you choose as long as the overall total equals 100%.

***I lost my Quality of Life Card and I got another one but the system won't allow me to register this new card. How can I register this new card?***

All replacement cards must be issued through Consumer Affairs (916) 373-6590 or (800) 925-9989.

***I've forgotten my password and I've changed e-mail address so I can't get my password. What is my password?***

If you've forgotten your password, please click on the area just underneath the password field. When you enter your card number and e-mail address you will be able to reset your password and access your account.

***I've been trying to register my Quality of Life Card but I keep getting a message that my card is invalid. What do I do?***

Please call Consumer Affairs (916) 373-6590 or (800) 925-9989 for assistance.

***I'm the Scrip Coordinator for my organization and I need more Quality of Life Cards. I've looked on your website but I don't see any place to order more cards. How do I order more cards?***

Please call Consumer Affairs (916) 373-6590 or (800) 925-9989 for assistance.

***I want to take a look at my account but I don't know how to do that. What do I do?***

To access your account, please select Option 3 Scrip and log in as a returning guest by entering your card number and password.

Here is a suggestion to assist you in accessing your account. The card number is the first 11 digits on the back of the card, starting with the 4, do not include spaces or dashes. The password field is limited to 8 characters. If you find your password is longer, please only enter the first 8 characters. Your password will be case sensitive.

***I made several trips to the store last week but when I look at my account online, my account doesn't reflect my purchases. Why not?***

Our system typically updates over the weekend. Any purchases you make will not be reflected in your account until the following week.

***What percentage of my purchases goes to the organization?***

The contributions are calculated on a graduated tiered schedule from 1 to 4% based on each participant's total accumulated monthly purchases. Your purchases are calculated on a monthly basis. Please refer to our Terms and Conditions to review the calculations and qualifying purchases.

***How do I enroll my organization in your program?***

In order to participate in our program, your organization must have a 501 (c) 3 non-profit status and provide youth education through sports, as well as through the schools.

Please call Consumer Affairs at (916) 373-6590 or (800) 925-9989; they will send you an information packet containing a registration card, which needs to be completed and returned. If your organization qualifies for our program, you will be sent Quality of Life cards.