

Scholarship Program FAQ



Coffee Pond Photography & Yearbooks is pleased to offer some student portrait packages free of charge for members of your community who may need financial assistance. Please review the frequently asked questions below for more information on the program.

Is my school required to participate? This is an optional benefit and participation is not required.

How many portrait packages are offered? Coffee Pond will provide a free **Package E** for up to 14 students on your scholarship list. If you require additional packages, then up to 20 students may receive a **Package F** at no charge. The contents of these two packages are listed on our order form and are as follows:

Package E	Package F
2 5x7	1 5x7
2 3x5	1 3x5
4 wallets	2 wallets

Reminder: If we take class pictures at your school, every student receives a class photo free of charge, regardless of whether they place an order for an individual package.

What happens if we have more than 20 students who need financial assistance? We understand that there may be more families in need, and are happy to provide additional **Package F's**, pending approval, at a significant discount. We can deduct the cost for each additional **Package F** from your commission or invoice the school if the school does not participate in our commission program. Please contact your Account Manager to discuss the number of additional packages you may need beyond 20.

How does our school participate? If you would like to participate in this program, please inform your Account Manager at the beginning of the school year.



What are the school's responsibilities? If your school wishes to participate in the Scholarship Program, please inform your Account Manager and follow these steps:

- Provide the total number of students who will be receiving scholarship packages. This information should be shared with your Account Manager **prior** to Picture Day
- Email your Account Manager a complete list of the students' first names, last names, grades and homerooms **prior** to Picture Day
- Inform each parent that their child will be receiving a scholarship package.

Communicating the information to your Account Manager prior to Picture Day, and in its entirety, is critical to the smooth processing of the scholarship packages.

What happens if we don't know who should qualify for a scholarship package before Picture Day? In order to ensure that packages are printed and delivered to students with all the others, notification of those participating **must** be provided to Coffee Pond before Picture Day. Contact your Account Manager if you are unable to have this list prepared by Picture Day.

Why does the list need to be provided before Picture Day?

- The list determines which package will be offered, based on the total number of packages requested
- It provides the school time to communicate with participating families that they will receive this benefit and allows them to adjust their order accordingly
- It ensures all students receive their pictures at the same time
- These students will not receive our "It's Not Too Late To Order" form
- It enables these students to participate in Retake Day should they choose to do so
- It reduces inquiries regarding refunds
- It eliminates the need for our Customer Care department to contact families for non-payment when an envelope arrives without payment

What do parents need to know? Inform the parents whether they will receive a Package E or Package F and have them complete the order form as usual, providing all the pertinent information and selecting the appropriate package. No payment is necessary.



Do parents need to fill out an order form? No. We will print scholarship packages for those students on the scholarship list we receive from the school prior to Picture Day.

Are families contacted if there is no payment in the order envelope? Yes! If a scholarship list is not provided, and there is no indication on the order envelope, we do contact families for non-payment. This can lead to a delay in the package being received with the others and these students will not be bringing home their photos at the same time as their classmates. It will also require that the school distribute the packages at a later date.

What if a parent wants more photos than are included in the free package? Coffee Pond will provide a credit to the family for the value of the scholarship package to be put toward the purchase of a larger package. The family should include payment in a paper order form for the difference between the cost of the scholarship package and the amount of their selected larger package. Refunds are not available and these additional prints cannot be ordered online. They must be ordered via paper order form with payment enclosed for the additional prints.

