

PACE—Frequently Asked Questions

GET MONEY IN THE MAIL.... IT'S EASY WITH PACE

Many of our parents have asked questions regarding the PACE program. To make sure this great program is clear for all of you please review this summary of the most frequently asked questions.

HOW DOES THE 20% AND THE 5% WORK:

- **First** - become a member by registering at the PACE website - www.4PACE.com. The membership fee is \$25.00 and Alcott receives \$10.00 of that registration fee.
- **Once registered** - shop and dine at any of the participating local restaurants and retailers listed in the PACE directory.
- **Save 20%** - on your first visit. You save 20% on your first purchase at each and every one of the businesses listed in the directory. Your savings will be mailed to you in a check once the value has reached \$10.00. You can check your balance directly by logging into your account using the username and password you registered with. Your maximum savings on any transaction is \$100.
- **Our school receives 5%** - on your first visit and all following visits. These businesses are committed to supporting our school throughout the year. They donate 5% of every purchase you make right back to our school. We receive these funds monthly which creates a very nice annuity for us. The maximum 5% contribution from the merchant on every transaction is \$100.

An Example:

PACE Merchant	First Transaction	Transaction Amount	Member Savings Amt 20%	School Donation Amt 5%
Molbak's	Yes	\$100	\$20.00	\$5.00
Great Clips	Yes	\$20	\$2.00	\$1.00
Museum Quality Framing	Yes	\$600	\$100.00	\$30.00
Papa Johns	Yes	\$25	\$5.00	\$1.25
Papa Johns	No	\$25	\$0.00	\$1.25
Papa Johns	No	\$25	\$0.00	\$1.25
Totals		\$795	\$127.00	\$39.75

CAN I REGISTER A DEBIT CARD:

- **Yes.** When using your debit card be sure to make your purchases as a regular VISA/MasterCard. Do not use your PIN – instead ask the merchant to run it as a regular VISA/MasterCard. This way your purchase will be tracked and benefit both you and our school.

MY SPOUSE AND I SHARE AN ACCOUNT – CAN WE BOTH HAVE A MEMBERSHIP:

- If you share an account and your credit card numbers are different, then you can have a separate PACE membership. The presiding rule is that the credit card numbers need to be different.
- If you share an account with the same credit card numbers, then there can be only one PACE membership for that card.

ALREADY A MEMBER? – YOUR MEMBERSHIP WILL AUTOMATICALLY RENEW:

- Your annual PACE membership will automatically renew. You are notified 30 days prior to the renewal date that your membership will extend for another year. In that email notification you have the option to “cancel your membership” – but of course we hope you won’t.
- On the renewal date your credit card is billed. However, it might not be successful. PACE bills the credit card on file which may have expired or changed and this will cause your renewal to fail. You will receive a notification regarding this and be prompted to login to your account and update your billing information.
- If you are uncertain of your membership status, simply go to the PACE website and login to your account. If the member billing page comes up, you need to update your account information. If your personal Account Summary page presents, you are an active member.

CAN’T REMEMBER YOUR USERNAME OR PASSWORD:

- Click on the “forgot password” link at the top of the www.4PACE.com website. Your username and password will automatically be emailed to you.

HOW DOES THE PRIZE PROGRAM WORK:

- All students in your household are credited with your membership. If this is your first PACE membership, simply enroll each student that attends our school during your registration process.
- If you are a renewing member, you need to “enroll your student” in the prize program. Simply login with your username and password and then find the Prize Enrollment page under “My Account”. Again, you can enter all students in your household that attend our school.
- When friends and family members register, they also should indicate that your student(s) referred them and once again they will be credited with the membership.
- After the prize program end date we will run a report to see which students have earned the appropriate number of membership credits and will hand out the prizes.
- To win a prize, friends, family members must register by the published end date.

IS REGISTRATION SAFE:

- Your credit card information is never provided to a third party.
- PACE is VISA and MasterCard certified.
- Our website communications are secured by the same technology used by banks to protect their online banking activity.
- Over one million customers are supported through our processing technology.