



Frequently Asked Questions

1. How can I get special interest flyers?

Request flyers for additional grade levels, 'Club Leo' for Spanish language books, and 'We Need Diverse Books' from Scholastic's website at clubs.scholastic.com/all-flyers. The Book Trust team also creates Primary Pages and Intermediate Pages featuring books sorted by price, and Dollar Fifty Pages for books that cost only \$1.50, which can be found on our website at booktrust.org/teachers.

2. What if my student didn't use their full \$7.00 stipend this month?

If a student does not use his/her full \$7 stipend, the remaining dollars **cannot** be spent later or on another student. Each student receives up to \$7 each month and cannot save or share their stipend amounts.

3. What if my student chooses more than \$7.00 worth of books this month?

Each student receives up to \$7 each month. Any amount over \$7 in an individual student's order is not paid by Book Trust. It is your responsibility to pay the amount over the \$7 stipend directly to Scholastic, whether you collect the money from your student's family or pay for it out of pocket.

4. Can I still order if I missed the monthly deadline?

Book Trust strongly recommends that orders are placed by the 15th of each month. This makes it easier for you to track that you receive an order each month, and it allows for plenty of time at the end of the month to resolve any problems that might arise with your order. Orders must be placed each month before the last day of the month at 10pm Central Time. Late orders are not eligible for Book Trust funds.

5. What if I ordered this month's books at the end of last month?

Book Trust pays for only one classroom order per month. Orders placed outside of the month for which they were intended are not covered by Book Trust.

6. Can I order multiple copies of a book if several students chose the same title?

Yes. Orders must be entered by selecting each student's individual book choice. If several students choose the same title, enter that item number for each student who choose that book.

7. I ordered some of my students' books on the "Teacher Order" tab, is that OK?

Book Trust only receives order information for orders placed on the "Student Flyer Orders" tab of Scholastic's website. Orders placed on any other tab, by mail, or by phone are not accessible to Book Trust and are therefore not covered by Book Trust stipend amounts.

8. I accidentally ordered two copies of a book, what should I do?

Book Trust only pays up to a \$7 stipend for each student each month. If you made an error in placing an order, please contact Scholastic at 1-800-SCHOLASTIC as soon as you notice it. They may be able to facilitate a return so that you are not financially responsible for the amount over Book Trust's stipend amount.

9. My student was not here on Choice day – Can I still order for him/her this month?

Yes. If a student is absent on the day you choose books, it is okay to place an additional order for that student, if it is still within the same calendar month. Please keep in mind that orders of \$10 or less will incur a shipping fee that is not reimbursable by Book Trust funds.

10. What should I do if my Scholastic account is locked?

Scholastic may have locked your account if you have a large balance. If you have placed personal orders in addition to Book Trust orders, please contact Scholastic at **1-800-SCHOLASTIC** to resolve your account. If you believe Book Trust has missed a payment for a previous order, please contact us at support@booktrust.org.

11. What if some of my books didn't arrive?

Books sometimes go out of stock, and Scholastic will generally put a note in your Book Box letting you know that's what happened. Please contact Book Trust at support@booktrust.org to let us know which students did not receive books and the dollar amounts for their orders. Next, order replacement books for the students whose books did not arrive. Spend the same dollar amounts used in the original order to ensure that you do not go over the stipend.

12. Why is there a balance on my Scholastic account?

Book Trust pays for monthly orders by the 15th of the following month, so it is normal for teachers to receive invoices from Scholastic for their most recent order. To view your most current balance and payment information, log in to your Scholastic account and navigate to the "My Account" tab. If you are still unsure, please reach out to support@booktrust.org.

13. Why didn't Book Trust pay for my order?

If you placed an order last month and Book Trust did not make a payment to your account by the 15th of the current month, there may have been a problem with the way the order was placed. Please contact us at support@booktrust.org for assistance. Note that we will likely request you to send us the email order confirmation you received from Scholastic for the order in question.

14. Do I need to do anything if Scholastic changed my customer number?

Your 10-digit Scholastic Customer Number is how Book Trust receives and pays for your students' monthly orders. Scholastic sometimes issues you a new customer number if you need to update any of your account information. If that happens, please send your new customer number to Book Trust at support@booktrust.org so that we can update our records and prevent any missed payments to your account.

15. What can I do with my Scholastic Bonus Points?

Book Trust teachers get to keep and use all the Scholastic Bonus Points earned with their Book Trust orders throughout the year. Bonus Points never expire and can be redeemed on Scholastic's website for either personal or classroom use at any time. Book Trust has no affiliation with your Bonus Points, however. For help in redeeming them, please contact Scholastic or watch the video titled "Scholastic Bonus Points Video" on the Scholastic section of our Teacher page of the website.

**Thank you for being a Book Trust Teacher and helping students to
discover the joy and power of reading!**