

Process For Picking Up Scrip Orders

Authorization:

Only those persons listed on the Registration Form of the school or non-profit are allowed to pick up the order from that school/group. A person may be added or deleted from the authorization list at any time by a telephone call from the Scrip Coordinator, but not the person wanting to be added. If someone comes in to pick up an order who is not on the list, they must call the scrip coordinator to have her clear it for us, and then we add that person to the list. The official authorization must come directly from the coordinator.

Door Open on Pick-Up Day:

The building entrance to the scrip office is on a timer that unlocks the door on Thursday morning at 9AM and then relocks it at 5:05 PM. On other days the door is locked 24 hours. This allows the scrip pick-up people to access the building on pick up day. There is another lock system on the inner door into the main part of the building and scrip people cannot enter unless we enter the key pad code that unlocks the door.

Video Recording :

As pick-up people come through the scrip office door they are on video camera. For everyone's protection, there are 6 cameras positioned strategically around the scrip office that records all sound and movement of everyone who enters and while they are present. We want all of our customers to have a feeling of security when they are on site and in the parking lot of our facility.

Identification Station:

Once pick-up people are in the door, they first go to the Check In Attendant's Station. Here the attendant has a big binder notebook with all the orders in tabbed alphabetical order and as they come in she flips to their page and:

1. checks their picture identification
2. circles their name on their order sheet
3. records the time of pick up
4. hands out the Weekly Announcements
5. updates names and address on computer program

Order Receiving Station:

After the Scrip Pick Up Person has cleared the check in station, they proceed to the next station where they receive their order. They tell the attendant the name of their school and they are given the manilla envelope printed with that school/group name. Attendants at the Receiving Station:

1. hands out orders
2. assists new customers with protocols
3. fills out Materials Order Sheet or Scrip Received Sheets as needed--- counting out scrip wallets or box/envelopes as requested
4. handles discrepancies in orders (checking to see if it was an order error or filling error, shortage or overage, and solving the situation)
5. makes an accounting of day's discrepancy activity on the Variance Sheet*
6. answers customer questions regarding orders or program in general
7. verifies newly ordered scrip as it comes in
8. files weekly receipts

Customer Order Verification Stations

The pick-up person then proceeds to a working station where they count and verify their orders to confirm that what they ordered was what they received. They can work at a standing height counter or sit at a large table and they can choose any available place in that area of the room. All areas are under surveillance of the cameras for everyone's protection.

Sign Out Table / Sign Out Book Station

After customers have verified their orders, they go on to the Sign Out table near the door. This location helps with the flow of people through the room as it creates another station to which they must move. At this site is the 3 sign out books (A-G, H-P, Q-Z) and they open the books to locate their original faxed in order sheet in alphabetical order, and then sign their name wherever there is space on that sheet to indicate that the order has been counted, verified and complete (or back order noted). We request full names be written. At various times through the year we also have print ready holiday flyers available for customers to pick up and we have them laid out on this table also.

Customer Responsibility

At the time of sign-out the customer is in possession of their order and once they leave the building the responsibility for their order then shifts to that customer. The parking lot of the Tigard-Tualatin School District Hibbard Administration Center is under multi-camera surveillance 24 hours a day, 7 days a week, so that offers some security and protection for our customers while they are on our property, but essentially they are responsible for their order after they have signed off on it in the Scrip Office.

Many schools or districts have a policy that requires two people to be in custody and in charge of their school orders at all times. Whereas, we regard that as a favorable practice, we are not responsible for enforcing it. We realize it may not always be time-practical or convenient for volunteers so they must monitor and enforce their own rules regarding this issue.