

AAA School Safety Patrol® Frequently Asked Questions

GENERAL QUESTIONS RELATED TO THE AAA SCHOOL SAFETY PATROL PROGRAM

Where can I find more information about the AAA School Safety Patrol program?

If you would like to learn more about the AAA School Safety Patrol program and your school is located in FL, GA, IA, MI, NE ND, TN, WI, most of Illinois and Minnesota; and a portion of IN, please visit our website, AAA.com/SafetyPatrol. This comprehensive website provides resources and educational information in an effort to help schools manage their program effectively and allow for advancement year over year.

We are a new school interested in joining the AAA School Safety Patrol program. How do we get involved and/or sign up?

If your school is located in FL, GA, IA, MI, NE ND, TN, WI, most of Illinois and Minnesota; and a portion of IN, please contact us at AAASchoolSafetyPatrol@acg.aaa.com. If your school is not located in these states, please send your inquiry via email to schoolsafetypatrol@national.aaa.com so they can forward it onto the appropriate individual who manages the AAA School Safety Patrol® program in your local area and/or state.

QUESTIONS RELATED TO AAA SCHOOL SAFETY PATROL MATERIALS AND/OR PLACING AN ORDER

Approximately how long will it take to receive my AAA School Safety Patrol materials order?

Please allow up to 2 weeks to receive your shipment order.

What forms of payment do you accept?

We **do not** accept purchase orders (PO's) as a form of payment.

You can place your order and pay directly online (which is the quickest and most convenient way) with either a Personal Charge Card or your School's Purchase Card (P-Card). **Credit/Debit Card** carriers accepted include MasterCard, Visa, American Express, and/or Discover.

*****AAA must be listed as an approved vendor on your school's purchase card (P-card) if you choose to use this as your form of payment. Be sure to confirm this with your school's bookkeeper and/or district office before attempting your online order submission.***

If you are unable to pay directly online with a Credit/Debit card, you may send in your materials order through direct mail and pay with a **School Check** by following the instructions listed below.

*****Please note that mailed in school check orders take longer to process and ship out. Online ordering is strongly recommended to avoid a delay in processing/receiving your materials order.***

1. Visit AAA.com/SafetyPatrol
2. Click on the Order Materials tab.
3. Complete the AAA School Safety Patrol Materials Order Form up until you reach the payment section at the bottom.
4. Print the AAA School Safety Patrol Materials Order Form.
5. Make Check Payable to: AAA - The Auto Club Group (**Be sure it's for the exact amount, including the non-refundable shipping/handling charge of \$8.50**).
6. Mail the Completed Form and the Check to: AAA – The Auto Club Group, Traffic Safety, 1 Auto Club Drive, Dearborn, MI 48126.

Is there a shipping and handling charge added on to my order?

For each order submitted, a flat rate charge of \$8.50 will be included in your total amount to cover shipping and handling expenses.

QUESTIONS RELATED TO AAA SCHOOL SAFETY PATROL ONLINE ORDERING

How do I know if my online order and payment went through successfully?

If you received a confirmation number and an email, your order submission and payment was successful.

My order will not go through and I don't know why.

FIRST, ASK YOURSELF THE FOLLOWING:

→ IS ALL THE INFORMATION YOU ENTERED ON THE ORDER REQUEST FORM CORRECT?

Please verify all advisor, school and payment information being submitted is correct. After you've made the necessary changes, please attempt to place your order again.

→ DID YOU FORGET TO CHECK THE BOX ABOVE THE SUBMIT BUTTON?

Go back, make sure to check the box, and try placing your order again by clicking SUBMIT one more time.

→ ARE YOU USING A SCHOOL P-CARD?

AAA must be listed as an approved vendor on your school's purchase card (P-card) if you choose to use this as your form of payment. Ask your school's bookkeeper and/or call your district office to confirm before you move forward with your second online order attempt.

IS YOUR ONLINE ORDER STILL NOT GOING THROUGH?

If you are still getting an ORDER DID NOT PROCESS message, we highly recommend you take further action by following our trouble shooting tips and recommendations as outlined below.

TROUBLE SHOOTING TIPS AND RECOMMENDATIONS:

→ LOG OFF & RESTART YOUR COMPUTER

Close out any/all open browsers and log off your computer. Shut down and/or restart your computer. Log back onto your computer and go directly to AAA.com/SafetyPatrol. Click ORDER MATERIALS and try to place your order again.

→ TRY SUBMITTING YOUR ORDER ON A DIFFERENT INTERNET BROWSER

Are you currently using Google Chrome (majority of our schools have Chrome set as their default browser) as your internet browser? Users who continue to have difficulty with successfully getting their order to go through and are using Google Chrome as their internet browser are recommended to try placing their order again on a different browser.

Internet Explorer has proven to work the best out of all web browsers.

→ TRY SUBMITTING YOUR ORDER ON A DIFFERENT COMPUTER (PERSONAL/AT HOME)

If you have tried each and every step listed above and your online order will still not go through, (you will know this if you were not directed to an order confirmation page/given an order confirmation number and/or did not receive a confirmation email), the final suggestion would be to switch computers and/or try placing your order on a personal or home computer.

After hitting the submit button, the order form blanked out and I was taken directly back to the home page. How do I know if my order and payment went through?

If you received a confirmation number (this is provided on the order confirmation page you should have been directed to right after hitting SUBMIT on the order form) and an email right after placing your order, then your order submission and payment was successful. If you did not receive any confirmation and the screen 'blanked out', the form more than likely 'timed out' and you will need to try submitting your order again. First, review the 'Trouble Shooting Tips/Recommendations' (mentioned above) before you attempt to place your order again.

I was not provided with an order confirmation number and/or I did not receive an email confirmation after placing my order. Did my order go through?

If you received a confirmation number (this is provided on the order confirmation page you should have been directed to right after hitting submit on the order form) and an email right after placing your order, then your order submission and payment was successful.

I was provided with an order confirmation number but I haven't received an email confirmation/receipt of purchase for my order. How do I request a copy of the invoice/receipt of purchase?

If you did in fact receive an order confirmation number after placing your order, this confirms that your online order did in fact go through. Depending on the type of email server/software you or your school has, there are sometimes certain restrictions set up that could cause our email to be blocked and ultimately not get delivered. To ask that a copy of your email confirmation/receipt of purchase be sent to you again, please send an email to AAASchoolSafetyPatrol@acg.aaa.com with your request along with your order confirmation number.