

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 CO, FL, GA, IA, MI, NC, NE, ND, SC, 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 started?

If your school is located in CO, FL, GA, IA, MI, NC, NE, ND, SC, 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 and your request will be forwarded on to 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 two weeks to receive your shipment order.

What forms of payment do you accept?

You can place your order and pay directly online 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.

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

***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.*

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

For each order submitted, a flat rate charge of \$15.00 will be included in your total amount to cover shipping and handling expenses.

QUESTIONS RELATED TO AAA SCHOOL SAFETY PATROL ONLINE ORDERING

**When placing your online order, be sure to click the SUBMIT tab only ONCE to avoid duplicate orders/charges*

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.

Please check 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 check the box above the submit button?
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 attempt to place another online order.

Is your online order still not going through?

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

TROUBLE SHOOTING TIPS AND RECOMMENDATIONS:

- Properly close all open applications, and restart your computer. Log back onto your computer and go directly to AAA.com/SafetyPatrol. Click ORDER MATERIALS and attempt to place your order again.
- If unsuccessful, try submitting your order using a different Internet browser i.e. Google Chrome, Microsoft Edge.
- If unsuccessful, try submitting your order on a different computer either at work/school or home.

After clicking the submit button once, 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 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 and 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.

QUESTIONS RELATED TO AAA SCHOOL SAFETY PATROL MATERIALS RETURNS

How can I return safety patrol materials?

Refunds are provided to schools for AAA School Safety Patrol materials if purchased online from The Auto Club Group (AAA) and are accompanied by the Traffic Safety Slip receipt. Materials and receipts must be returned within 30 days of purchase and do not include shipping and handling fees paid. **Please save a copy for your records.**

Mail returns to:

AAA Warehouse
Attn: School Safety Patrol
5107 W. Nassau St.
Tampa, FL 33607

I received a duplicate order, how do I return one of them?

AAA will email a postage paid return label for you to return the duplicate items. Once received, credit will be issued for the charges. Please let us know when items have been shipped to the above address.

Additional questions? Email us at AAASchoolSafetyPatrol@acg.aaa.com

**Please note, due to the large volume of orders we receive, AAA is unable to offer grants or free materials.*