

# *FBA/MedalCraft*

## **FREQUENTLY ASKED QUESTIONS**

*Updated 11/09/23*

**Do I have to wait until MPA is over to order medals?** No, no, no. Order them anytime, even now!! Order anytime you have funds available. Remember to always enclose the order form and your check.

**Do I have to order the exact number of medals from my MPA's?** Again, no. You may order ANY number you like. If you wish, you can stockpile them for a few years in advance, just make sure you don't run out at the end of those couple of years.

**Can I use a credit card or a P-card?**

No. Sorry.

**Can I send a personal check?**

No. Please use a school or booster check.

**Why does it take so long to get them?**

This is a much more difficult question to answer.

- 1.) MedalCraft is a mint. This means that they actually "mint"/make the medals. This is a

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process. After the bronze portion is minted, then the red or blue (etc.) ribbon must be hand placed onto the medal.

- 2.) The ordering process itself has its own set of problems. Just because you fill out the form on March 23<sup>rd</sup> does NOT mean that I receive it on March 24<sup>th</sup>. Here are several possibilities that could delay an order.
  - a.) Please do not send the PO (purchase order) or any part of it. I do not need, nor want it, and it clutters up my already cluttered up trash can. You probably need it for your records.
  - b.) The Bookkeeper or band parent organization did not mail it out or forgot about it.
  - c.) I received the order form, but not the check. It goes to the bottom of the pile until I have a chance to call or email you.
  - d.) I received the check, but no order form. Again, it goes to the bottom of the pile, until I have an opportunity to figure out in some cases, what school it is from (school board check), then call or email you.
  - e.) I received a hand written form. In this case it goes to the bottom of the pile

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until I have time to check your math. Sorry, but that's reality.

- f.) I receive your form and your check, but your math was wrong, therefore the check amount is wrong and I have to send it all back to you.
- g.) I receive your form and your check, but the check was not signed.
- h.) I get an email with the form attached. I cannot process these. Maybe someday. So, I hold onto the email until I receive your check and printed form.
- i.) Mail it to the CORRECT ADDRESS!! Use the online form. It is type and fill-in and then print. It will calculate for you.
- j.) Also, please do not staple the portion of the check that goes to the bank to the form. If you must staple, staple upside down. LOL!
- k.) Don't send an order at the beginning of May and expect to have it in time for your end of the year banquet. Allow at least FIVE-SIX weeks to get your order, once I get it processed.
- l.) There are other scenarios, but you get the picture.

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MedalCraft actually does a really wonderful job with their turnaround time. It is usually the county, or a bookkeeper or secretary or the U.S. mail or other things that create the hold up.

If you have any questions, please text me. Include your name, your school and your questions.

Thank you so much. I hope this helps with any confusion.

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