

FBA/MedalCraft

FREQUENTLY ASKED **QUESTIONS**

Updated 07/12/18

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 with 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. Some schools have even kept "Excellent" medals in stock for the "lower echelon" schools, to give those students a reward and help them on their way to becoming successful.

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

No. Sorry, I have no way to process these at this time.

Can I send a personal check?

No. Please use a school or booster check.

FBA/MedalCraft

Why does it take so long to get my order?

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 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 23rd does NOT mean that I receive it on March 24th. As a matter of fact, (and this is an actual example), I may not receive it until much later. Where does the problem lie? Here are the myriad of possibilities.
 - 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.

FBA/MedalCraft

- 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 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!! I live in an apartment and I may move again, probably this spring. Use the online form. It is type/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

FBA/MedalCraft

the form. If you must staple, staple upside down. LOL!

- k.) I, too, am a band director. I do NOT check my mailbox every, single day. There are some nights when I don't get home until 9:30-10:00pm and I fall into my bed exhausted. You all understand.
- l.) There are other scenarios, but you get the picture.

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.

Joann S. Kinder
Director of Bands
Southern Oaks Middle School
BM, UDel
MM, ABC

(772) 475-5896