

# **Frequently Asked Questions**

## **About the Advocates Network Online Order Form**

**1. Why did the Advocates Network move to an online order form?**

There were many reasons that led to the decision to move to an online order system. Previously, orders were accepted in a variety of formats: e-mail, phone, mail or fax — all with varying degrees of detail that often resulted in a volley of communication between the Advocate and the Regional Specialist. The four major reasons that led to this decision were: to allow Advocates to have more ownership of the order process; to streamline the order process; to reduce research time by Regional Specialists; and to be better stewards of the funds entrusted to us.

**2. How do I find an order form online?**

The order form is located in the Become an Advocate section of Share Compassion on Compassion's Web site. To quickly access the page, save this link to your favorites: <http://www.compassion.com/share/volunteer/advocates-resource-orders.htm>.

**3. Why do I need to pull up the order form online for each order?**

An updated form can be posted on the Web site at any time. To ensure that you're using the most current order form, we request that you visit the Web site to complete a new form each time you need to place an order.

**4. What is the Need by Date (NBD)?**

This is the date you would like your materials to arrive. Your materials may arrive before or on your Need by Date. If your Need by Date has passed and your materials have not arrived, please contact the Advocates Network toll free at [800] 336-7535 to check on the status of your order.

**5. Why is filling in the Need by Date (NBD) important?**

This ensures your resources will arrive on time. You will not be able to submit the request without filling in this date.

**6. What is an "activity"?**

An activity is any attempt you make to share Compassion with others. Please select an activity type each time you place an order, even if you're only ordering resources to have on hand. If your activity is not listed in the drop-down menu of options, please select "other" and write your activity in. An activity date is not a required field because we understand that your order may be a result of the prompting of the Holy Spirit and the opportunity to share is not determined. The Advocates Network also keeps track of your activity as an Advocate.

**7. What if I have a recurring order?**

Previously, Advocates were allowed to submit recurring orders to their Regional Specialist. The specialist would keep track of these orders in a file and see that resources were mailed to the Advocate as requested. Our Advocates can now take ownership and request items at the precise time needed. This way we are not overstocking supplies and Advocates are more aware of their ministry. We are now asking that our Advocates take ownership of recurring orders and place a new order each time resources are needed.

**8. Can I use this form for my Compassion Sunday order?**

No. Compassion Sunday orders should be submitted using the Materials Order Form contained in your CS Planning Folder or by using the online order form on our Web site (<http://www.compassion.com/share/compassionsunday/default.htm>) and click on Materials Order Form on the left. Different information is needed to process a Compassion Sunday order that is not contained in the online resource order form.

**9. Do I copy my Regional Specialist on my order?**

No. You no longer e-mail this form and don't have the option to copy anyone on your order. The inbox where all orders are mailed ([advocateresourceorders@us.ci.org](mailto:advocateresourceorders@us.ci.org)) is checked multiple times during the day. Most orders are placed the day they are received.

**10. How do I send in my order form?**

Simply fill in all required fields and click the Submit button at the bottom of the form.

**11. How do I know that my order has been received?**

You will receive an automatic bounce-back e-mail or personal e-mail from a Compassion staff member notifying you that your order has been received.

**12. I just submitted my order and realized I forgot something or made a mistake.**

**What do I do?**

Please forward the bounce-back e-mail to [advocateresourceorders@us.ci.org](mailto:advocateresourceorders@us.ci.org) along with the necessary changes to the order. Include the word "REVISED" in the subject line and make a note in the body of the e-mail that you have made changes to your order. This will alert us to only process the revised order.

**13. I have special instructions for my order. How do I tell you about them?**

At times, you may have a special instruction to include with your order (e.g. Child Packets from a specific country). Please include these instructions in the "Special Instructions/Comments" field at the bottom of the form.

**14. If my spouse and I are both Advocates, how do we submit orders if we are participating in the same activity?**

Please use one order form and list both Advocate numbers. Include instructions in the “Special Instructions/Comments” field to explain you both would like to receive credit for the packets ordered.

**15. If my spouse and I need to order materials for separate activities, how do we submit orders?**

Please submit separate orders.

**16. I don't know my Advocate number. Where do I find it?**

Your Advocate number is listed on the Source Code Guide you received in your training materials. Your Area Coordinator can also tell you your Advocate number.

**17. What happens if I don't fill in a required field on the form?**

You will not be able to submit an order without filling in all required fields.