

# the BrickNotes



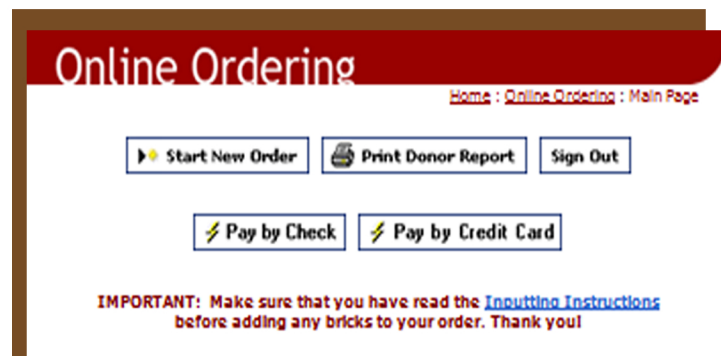
## Brick Reward Points

Starting January 1<sup>st</sup>, 2009, Bricks 'R Us now offer "Brick Reward Points" which provides a way for all of our customers to receive discounts. For each brick ordered you will receive one brick reward point. After reaching a certain number of points, your account will automatically qualify for a permanent discount. The more bricks you order, the higher the discount!

Along with the ability to enter your brick orders 24/7, you can view, export and print detailed donor reports. These donor reports include your donor's full information such as address, phone number, email address and how much they donated for each brick. Furthermore, you can send Thank You and Verification letters to your much valued donors.

## Online Ordering System

We are the only brick engraving company to offer you this free system with easy menu driven order entry. Through password protected and secured log-in technology, our unique Online Ordering System gives you the ability to be in complete control of your brick fundraiser in the comfort and convenience of your own home!



You can also print proofs and invoices of your brick orders and when you're ready to have your bricks engraved, all it takes is one click on the submit button and you're ready. Best of all, we give you the ability to pick your own ship date, so you will always be aware of the time frame you are working with. Finally, you can pay online with a credit card or an e-check and check the status of your order.

## Donor Site

Along with the Online Ordering System, we offer you the option to have us design a customized donor web-site for your organization absolutely free of charge! Through your donor site, your donors can enter their brick orders along with their full contact information and payment, all in one shot. Best of all, these brick orders will go directly into your Online Ordering System account with us which saves you the time of entering their order. *No bricks are engraved without your authorization*, so we will leave it up to you when you're ready to place their orders. Also, if your organization already has a website, we can just place a link for ordering. To request a Donor Site, simply log on to the Online Ordering System.

## Ticket System

We are now introducing our new Bricks 'R Us Ticket System. This system now enables you to easily submit any questions or concerns you may have directly to our devoted staff. You are able to choose the urgency of your ticket as well as upload any files, attachments or orders that may be needed along with your request. Once you submit your ticket, you will receive an email notification that your ticket has been submitted along with a unique tracking ID. This tracking ID will give you the ability to view the status of your ticket at all times. Best of all, for your convenience, you will be alerted when your ticket has been answered. All tickets will be answered within 24 hours.

## Ways to contact us

Bricks 'R Us makes it fast and easy for you to be in contact with any of our representatives!

# Webinar

New!

We are excited to offer our valued clientele a unique way to learn how to completely use the Online Ordering System and learn about its many features by conducting our first Webinar.

### What is a webinar and how does it work?

A webinar is a web-based seminar that allows you to view presentations, lectures, workshops or seminars over the web. The webinar will be moderated by one of our qualified representatives. By logging on to the website you can watch as they carefully explain each feature of our system.

Our webinars will take place on Saturdays 12pm (est) to accommodate all time zones. We estimate each Webinar to last 60 to 90 minutes depending upon the questions asked.

*Create a ticket to reserve a time!*

Did you know that you can chat online with a live representative who can help you with any general inquiry? You will find this feature directly on our homepage. You can also add your sales representative to your MSN messenger account for more personalized chat experience.

If you prefer to be in contact via email, then you can contact us on our Bricks 'R Us email address. For a complete list of employee email addresses, please visit [www.bricksrus.com/personnel.htm](http://www.bricksrus.com/personnel.htm).