

## **Important News – Toll Free Ordering Available Now!**

The AARP Driver Safety Program and our partners at the Newington Fulfillment Center are pleased to announce that the toll free ordering pilot program run from July–October was successful. With the roll-out of Edition 6, we are pleased to announce that toll free telephone orders will become a permanent addition to order supplies and materials effective immediately.

**The toll free phone number is:**

**1-800-569-1658**

*Below are frequently asked questions (FAQs) which you may use as you explain this new material ordering option to other AARP DSP Volunteers.*

### **Q1. What is toll free phone material ordering?**

A - This is a new process which will enable you, as a DSP Volunteer Instructor, to order Course/Certificate Kits and DSP supplies using a toll free phone number. This process will add another option to complement the mail and fax ordering processes already in place. We have established this process with the assistance of our partners at AARP's Fulfillment Operations Center in Newington, Virginia. The staff in Newington is critical to the success of our program, and we are grateful for their support and dedication and proud to have them as our partner.

### **Q2. What number do I use?**

A - The ordering number is **1-800-569-1658**

### **Q3. What are the Newington Fulfillment Operations business hours?**

A - Newington will have staff available to take phone orders M-F 8:00a.m. – 5:00p.m. Eastern Time. Their office is closed on the holidays that AARP observes.

### **Q4. What materials can I order in this pilot program?**

A - You may order the classroom kit, certificates and all of the inventory items listed on the AARP DSP Supply Requisition Form. At the present time you may **NOT** order Edition 6 Instructor Manuals.

### **Q5. Is there any information I will need to supply the order entry operator?**

A - Yes, you will need to provide the order entry operator with the same information you currently place on the Course Entry Form. This includes:

- Volunteer Name
- Volunteer Shipping Address
- Volunteer ID #
- Volunteer Title
- Volunteer Phone Number
- Sponsor Type
- Sponsor Name
- Course Contact Phone Number
- Course Dates
- Course Start Times

The order entry operator will provide you with a Course I.D. # as confirmation for your class. Please keep this number for future reference.

For orders from the Supply Requisition Form, you will need to provide:

- Date Materials Needed
- Volunteer Name
- Volunteer Shipping Address
- Volunteer ID #
- Volunteer Title
- Volunteer Phone Number
- AARP Stock Number
- Supply Quantity Number
- Stock Name or Description

The Chief Trainer order form will still need to be submitted by fax or mail.

**Q6. If I place my order using the toll free number, how long will it take before I receive my order?**

A - Please allow up to 15 days for delivery. Turn around times will be the same for whatever method you use to order your materials.

**Q7. Can I still fax or mail in my order(s)?**

A - Yes, the toll free number is in addition to the processes currently in place. Now, you'll have three options for ordering: mail, fax or by phone.

**Q8. What if I experience service problems using this number?**

A - Please inform your supervising Coordinator or your State Coordinator who will work with the National Office to address or resolve any issues with this new phone ordering system. You may also provide us with feedback at [drive@aarp.org](mailto:drive@aarp.org).

Thanks for your continued support of AARP's Driver Safety Program!