

AARP Driver Safety Program



AARP Online Reward System Training Slides

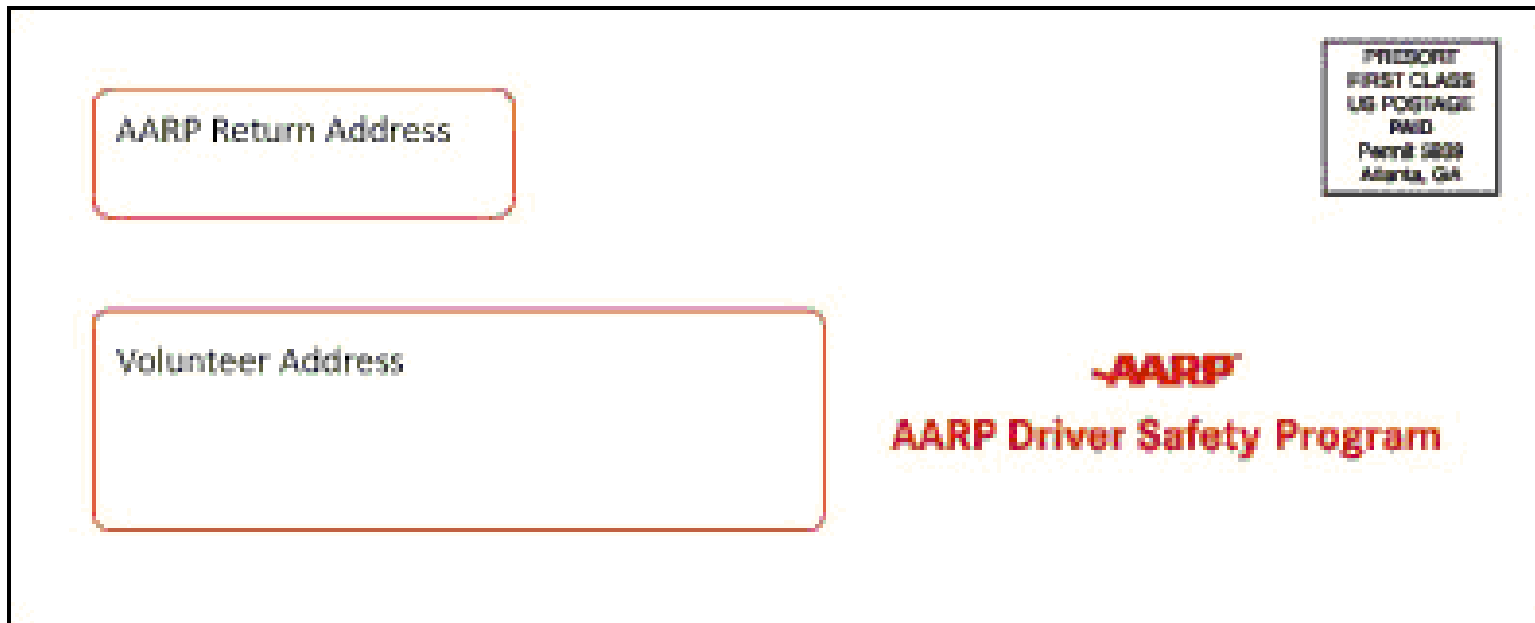
For Regional and State Coordinators
August 1, 2011

Online Reward System: Overview

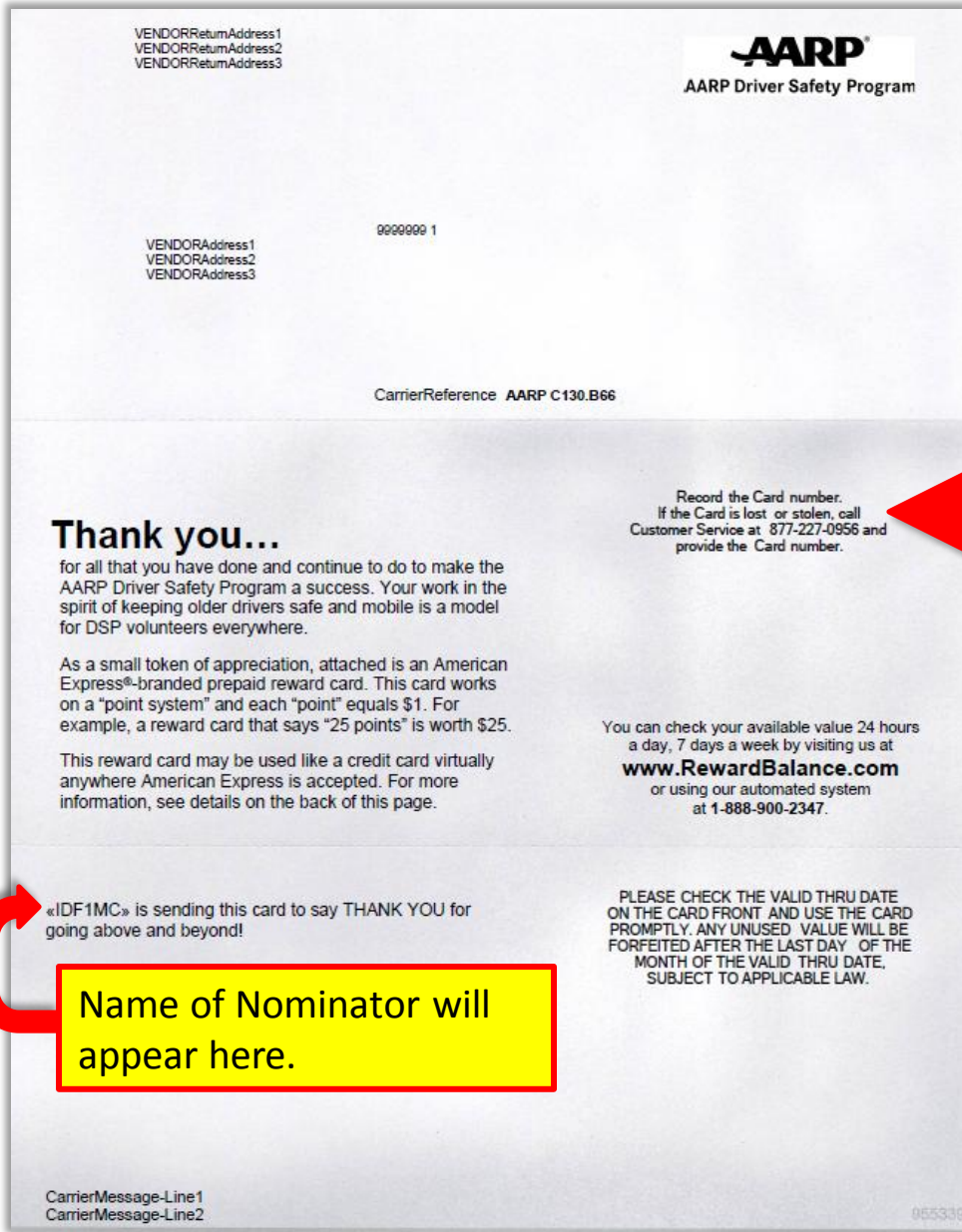
- RC's and SC's will be the only volunteers to distribute gift cards
- RC and SC budgets funded by National Office (see end of this section for budget amounts)
- Two recognition options:
 - Monetary: award with American Express Gift Cards (\$25, \$50 or \$75 denominations)
 - Non-Monetary: award with electronic greeting card (e-Card)
- System will recognize active volunteers across regions and states
- Recognition rewards distributed via online tool only
- No paperwork or approvals necessary
- Access the Online Rewards System 7 days a week, 24 hours a day from any computer with internet access
- Any volunteer can login to see the history of awards they have received

Online Reward System: Benefits

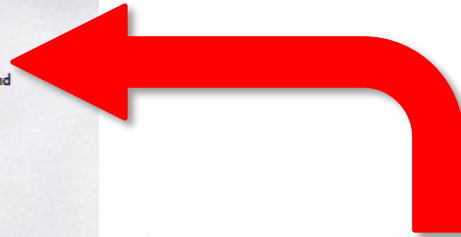
- Eliminates the need to purchase gift cards or cards from local stores
- American Express Gift Cards are mailed by the vendor directly to the volunteer within 14 business days in a DSP branded envelope.



Online Reward System: Benefits



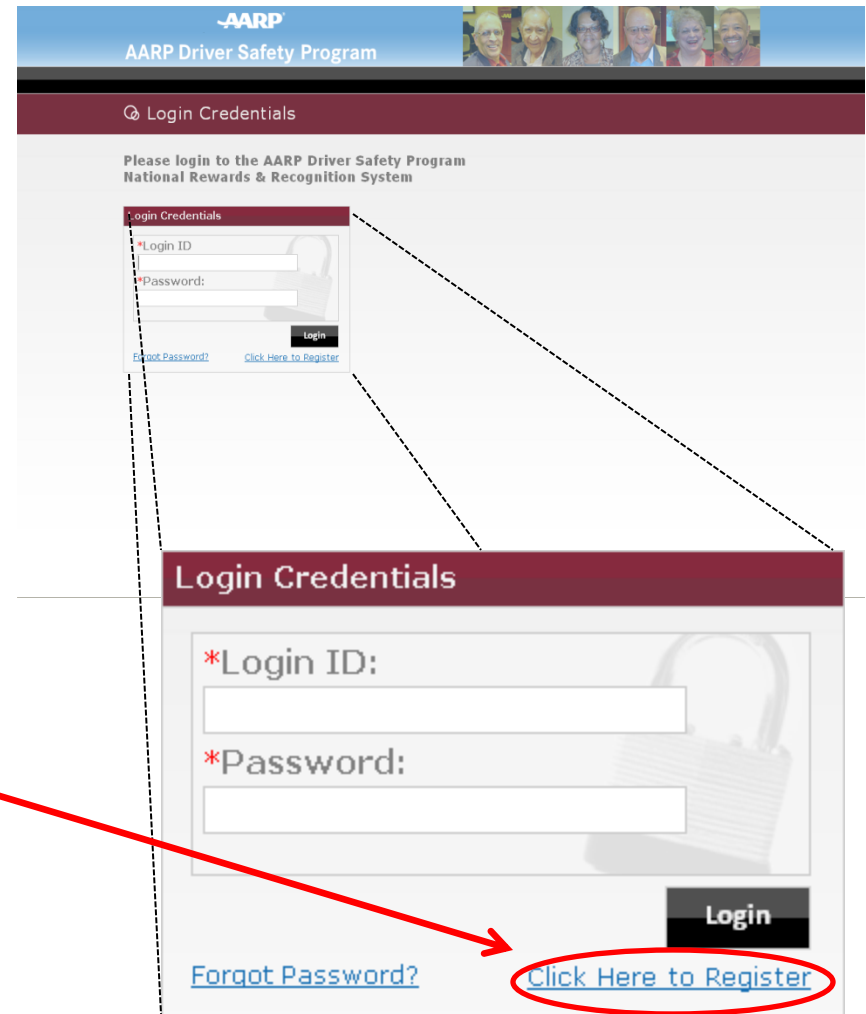
The gift card will arrive in the DSP branded envelope attached to this custom insert with the DSP "Thank You" message and the name of the person who sent the award (nominator).



Name of Nominator will appear here.

Your First Visit

- Go to <https://dsprecognizesyou.altourawards.com>
- It is recommended that you bookmark this page to your Favorites for easy access in the future.
- This is where you will login to the recognition program using your volunteer ID (NO Dashes) and password chosen upon registration.
- Your first time to the site you have to register before you can proceed. To register, click on [Click Here to Register](#) located underneath the Login button.
- If you have already registered, enter your volunteer ID and password and you will be taken to the Welcome screen.



Registration – Step 1


First time users only

- Once you click on the registration link, you will be taken to the registration screen.
- Here you will enter your Volunteer ID, without dashes, and your Last Name, for verification purposes.
- Your Volunteer ID will be your Login ID once the registration process is complete.
- After entering your Volunteer ID and Last Name, click the Register button.
- If you decide that you would like to register at a later date, click the Cancel button. **Just remember that you cannot access the recognition program until you have registered.**

The screenshot displays the AARP Driver Safety Program website. At the top, there is a blue header with the AARP logo and the text 'AARP Driver Safety Program'. Below this is a dark red navigation bar with a magnifying glass icon and the text 'Participant Registration'. The main content area is light gray and features a white form titled 'Enter Registration Information'. The form has two input fields: '*Volunteer ID:' and '*Last Name:'. Below the fields are two buttons: 'Cancel' and 'Register'. Dashed lines connect the top form to a larger, more detailed view of the same form at the bottom of the page. This larger view shows the form with a dark red header and the same input fields and buttons, but with a slightly different layout and background.



Registration – Step 2

First time users only

- The next screen is the password creation screen, where you will create your password and choose a security question.
- The security question will be used to retrieve your password in case you forget it.
- By holding your mouse over the  icon, you will see this message:

Password must be between 8-12 characters in length and contain at least one number and one letter.

This message displays the requirements for a permitted password. **Passwords are CASE SENSITIVE!**

- If your password does not meet the criteria, a  icon will appear. If you hold your mouse over this icon, the same message from above will appear.
- If, when confirming your passwords, you make a mistake, the  will come up again. Holding your mouse over this one will give you this message:

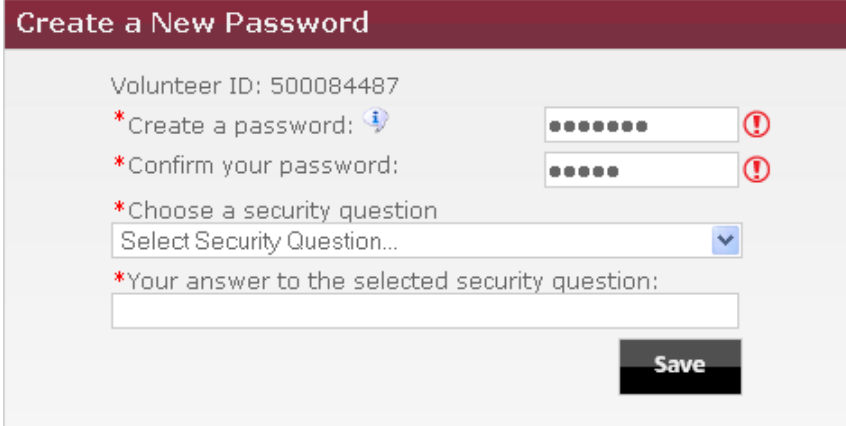
Passwords do not match.

- Once you are done creating your password and selecting and answering your security question, click the Save button.

Your volunteer ID will be visible during the password creation process.



The screenshot shows the 'Create a New Password' form. At the top, the title 'Create a New Password' is displayed in a dark red header. Below the header, the 'Volunteer ID: 500084487' is shown and circled in red. The form contains four required fields: '* Create a password:' with an information icon, '* Confirm your password:', '* Choose a security question' with a dropdown menu showing 'Select Security Question...', and '* Your answer to the selected security question:'. A 'Save' button is located at the bottom right of the form.



The screenshot shows the 'Create a New Password' form with error messages. The 'Volunteer ID: 500084487' is visible at the top. The '* Create a password:' and '* Confirm your password:' fields are filled with dots and have a red warning icon to their right. The '* Choose a security question' dropdown is set to 'Select Security Question...'. The '* Your answer to the selected security question:' field is empty. A 'Save' button is at the bottom right.

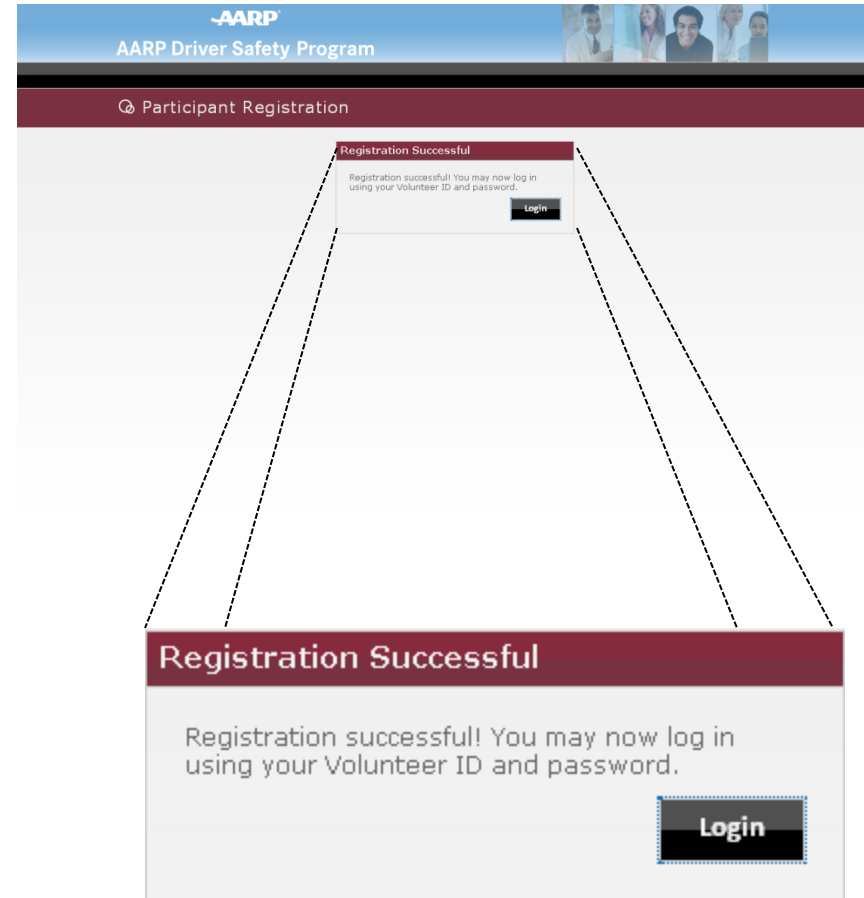


To avoid forgetting your password, we suggest writing it down, as well as your security question/answer, and keeping it somewhere safe.

Registration – Completed

First time users only

- Once you have created your password and security question and saved that information you will be taken to this screen.
- This screen confirms your registration and you will now be able to login using your Volunteer ID and the password you just created.
- If you click on the Login button, you will be taken back to the home page where you can login.



Logging In

- Go to <https://dsprecognizesyou.altourawards.com> or click the bookmark you saved to your internet favorites
- This is where you will log in to the recognition program using your volunteer ID (no dashes) and password you created during the registration process.

AARP Driver Safety Program

Please login to the AARP Driver Safety Program National Rewards & Recognition System

Login Credentials

*Login ID:

*Password:

Login

[Forgot Password?](#) [Click Here to Register](#)

Welcome Page

Program Information | FAQ | Terms & Conditions | Contact Us | Sign Out

AARP Driver Safety Program

HOME | GIVE RECOGNITION | ACTIVITY SUMMARY | REPORTS

Welcome LISA SIMPSON

AARP Driver Safety Program National Rewards and Recognition Program

Volunteers are the heart of the AARP Driver Safety Program. Because of your support, DSP is thriving and growing nationwide, helping to keep hundreds of thousands of drivers mobile, educated, and safe. It is therefore crucial that we create an atmosphere where you feel appreciated for your involvement.

Here at the DSP Online Rewards and Recognition site, Regional and State Coordinators have the opportunity to say "thank you" to a DSP volunteer who went the extra mile or inspired others with their achievement.

As a Regional or State Coordinator, you can send a note of thanks or appreciation using the Recognition e-Cards or recognize someone with a more tangible thanks by awarding them a pre-denominated American Express Gift Card that can be spent wherever the American Express card is accepted, including the DSP Online Store.

It's quick and easy!

Message Center

This site is open to all DSP Volunteers. Anyone can use the Activity Summary to see a history of the awards you've received.

Only Regional and State Coordinators can award recognition using this system at this time.

If you have questions or need help, many answers can be found in the Frequently Asked Questions section by clicking "FAQ" above. If you still have questions after viewing the FAQ, click on "Contact Us" to see where you can get further help.

1 Award(s) received.

HOME | GIVE RECOGNITION | ACTIVITY SUMMARY | REPORTS

- When you login to the recognition site, the welcome page is displayed for you with your name at the top and a welcome message.
- On the page there are links to Program Information, FAQs, Terms & Conditions, Contact Us, and Sign Out. There are also buttons which will give you access to the various parts of the program.
- The **Home** button will refresh the Welcome page, and also bring you back to the Welcome page if you navigate away from it.
- The **Give Recognition** button allows you to give recognition to volunteers from one of the available programs.
- The **Activity Summary** will let you see the awards and recognition that you have given as well as any recognition that you have received.
- The **Reports** button will give you access to the Award Issuance report where you can search for any awards given to specific people, within certain dates, by award type, and so on. It will also give you access to the Budget Summary report.

Giving Recognition – Step 1

Select Award (Step 1 of 3)

– Instructional Information

Step 1 - Complete all of the fields to create a nomination, then click **Next Step** to continue. You will search for and select the recognition recipient(s) in Step 2. To delete your nomination, click **Cancel**.

NOTE: Please double check all your selections before moving on to the next step. If the system does not allow you to move to the **Next Step**, please check that information has been entered for all fields. Fields not properly completed will be highlighted with a **red exclamation mark**.

Select Award

Click [here](#) to view Award Guidelines on AARP Volunteer Net.

Choose the DSP Awards Program (MONETARY) or an Electronic Greeting Card (NON-MONETARY).

<< Select One >>

Cancel

Next Step >>

- When you click on the **Give Recognition** button you are taken to this menu. This menu explains the first step of the giving recognition process.
- From the Select Award drop-down menu you will select the type of award you would like to recognize the volunteer with. The choices are either a MONETARY award (American Express Gift Card) or a NON-MONETARY electronic greeting card (e-card). The menu options you see may change as the recognition program evolves.
- Once you have selected the type of award, a second drop-down menu will appear asking you to select either **a)** the monetary amount of the award for gift cards or **b)** the category of e-card for electronic greeting cards, you would like to send. You must then enter a personalized message to the recipient and select the e-card design that will go along with your award (**screenshots to follow on the next slides**).
- If you change your mind, use the Cancel button to take you back to the home page.

Giving Recognition – Step 1 Monetary Award Screenshots

Select Award (Step 1 of 3)

Instructional Information

Step 1 - Complete all of the fields to create a nomination, then click **Next Step** to continue. You will search for and select the recognition recipient(s) in Step 2. To delete your nomination, click **Cancel**.

NOTE: Please double check all your selections before moving on to the next step. If the system does not allow you to move to the **Next Step**, please check that information has been entered for all fields. Fields not properly completed will be highlighted with a **red exclamation mark**.

Select Award


Click [here](#) to view Award Guidelines on AARP Volunteer Net.

Choose the DSP Awards Program (MONETARY) or an Electronic Greeting Card (NON-MONETARY):

Award Amount:







Enter Recognition Text

This is the message that will appear on the recognition certificate or electronic greeting card.

500 characters remaining 

ECard

Choose a design for recognition certificate/electronic greeting card:



Select Award (Step 1 of 3)

Instructional Information

Step 1 - Complete all of the fields to create a nomination, then click **Next Step** to continue. You will search for and select the recognition recipient(s) in Step 2. To delete your nomination, click **Cancel**.

NOTE: Please double check all your selections before moving on to the next step. If the system does not allow you to move to the **Next Step**, please check that information has been entered for all fields. Fields not properly completed will be highlighted with a **red exclamation mark**.

Select Award


Click [here](#) to view Award Guidelines on AARP Volunteer Net.

Choose the DSP Awards Program (MONETARY) or an Electronic Greeting Card (NON-MONETARY):

Award Amount:

Enter Recognition Text







This is the message that will appear on the recognition certificate or electronic greeting card.

489 characters remaining 

Sample Text

ECard

Choose a design for recognition certificate/electronic greeting card:

Giving Recognition – Step 1

Non-Monetary e-Card screenshots

Select Award (Step 1 of 3)

Instructional Information

Step 1 - Complete all of the fields to create a nomination, then click **Next Step** to continue. You will search for and select the recognition recipient(s) in Step 2. To delete your nomination, click **Cancel**.

NOTE: Please double check all your selections before moving on to the next step. If the system does not allow you to move to the **Next Step**, please check that information has been entered for all fields. Fields not properly completed will be highlighted with a **red exclamation mark**.

Select Award

Click [here](#) to view Award Guidelines on AARP Volunteer Net.

Choose the DSP Awards Program (MONETARY) or an Electronic Greeting Card (NON-MONETARY).

DSP Electronic Greeting Cards (e-Cards)

Non Monetary Item(s):

<< Select One >>

Enter Recognition Text

This is the message that will appear on the recognition certificate or electronic greeting card.

500 characters remaining

ECard

Choose a design for recognition certificate/electronic greeting card:

Cancel Next Step >>



Select Award (Step 1 of 3)

Instructional Information

Step 1 - Complete all of the fields to create a nomination, then click **Next Step** to continue. You will search for and select the recognition recipient(s) in Step 2. To delete your nomination, click **Cancel**.

NOTE: Please double check all your selections before moving on to the next step. If the system does not allow you to move to the **Next Step**, please check that information has been entered for all fields. Fields not properly completed will be highlighted with a **red exclamation mark**.

Select Award

Click [here](#) to view Award Guidelines on AARP Volunteer Net.

Choose the DSP Awards Program (MONETARY) or an Electronic Greeting Card (NON-MONETARY).

DSP Electronic Greeting Cards (e-Cards)

Non Monetary Item(s):

Above & Beyond

Enter Recognition Text

This is the message that will appear on the recognition certificate or electronic greeting card.

489 characters remaining

Sample Text

ECard

Choose a design for recognition certificate/electronic greeting card:

Cancel Next Step >>

Giving Recognition – Step 2

Select Recipients (Step 2 of 3)

– Instructional Information

Step 2 - Use the **Recipient Search** section to identify recipients. From the **Search Results**, click "Add" next to the name of the person(s) you want to recognize. You will then see their name(s) below in the **Selected Recipients** list. You can add additional volunteers to the **Selected Recipients** list, if you wish, by performing additional searches.

Click **Next Step** to confirm your nomination in Step 3.
If you need to make changes, click **Back to Step 1**.
To delete your nomination, click **Cancel**.

NOTE: The DSP National Rewards & Recognition will let you recognize only active DSP volunteers. Only active volunteers will be returned in your **Recipient Search**. Your own name will not be returned in your search.

Recipient Search
Enter your search criteria in the fields below and click the Search button.

– Search

Volunteer ID: <input type="text"/>	Location: Any <input type="button" value="v"/>	Manager ID (NOT AVAILABLE): <input type="text"/>
Last Name: <input type="text"/>	State: Any <input type="button" value="v"/>	Manager Legal Last Name: <input type="text"/>
First Name: <input type="text"/>	Department: Any <input type="button" value="v"/>	Manager First Name: <input type="text"/>

Search Results
Click "Add" next to the volunteer you wish to recognize. Please make sure all information matches and you have selected the volunteer you intend to recognize. If you are recognizing more than one person, you can go back to Recipient Search and add additional volunteers to your list. **When you are done adding the volunteer(s) SCROLL DOWN to see the Selected Recipients. Click the "Next Step" button when you are ready to preview your award.**

- After choosing the type of award and the e-card you are taken to the next step of giving recognition, choosing the recipient(s). You can search for your recipient by Volunteer ID, or First or Last Name. You can also search by state (both Location and State menus are state searches).
- Once you have entered your search criteria, click the Search button. When the system is done searching, a list of volunteers who match the criteria you specified will appear and the dash next to Search in the screenshot above will turn into a plus. If you need to search again, click on this plus or the Reset button and the above menu will reappear.
- When you add a volunteer, their name will appear in the Selected Recipients box.
- After choosing the recipient(s), click on the Next Step button to advance.

Giving Recognition – Step 2 Screenshots

Select Recipients (Step 2 of 3)

Instructional Information

Step 2 - Use the **Recipient Search** section to identify recipients. From the **Search Results**, click "Add" next to the name of the person(s) you want to recognize. You will then see their name(s) below in the **Selected Recipients** list. You can add additional volunteers to the **Selected Recipients** list, if you wish, by performing additional searches.

Click **Next Step** to confirm your nomination in Step 3.
If you need to make changes, click **Back to Step 1**.
To delete your nomination, click **Cancel**.

NOTE: The DSP National Rewards & Recognition will let you recognize only active DSP volunteers. Only active volunteers will be returned in your **Recipient Search**. Your own name will not be returned in your search.

Recipient Search

Enter your search criteria in the fields below and click the Search button.

Search

Reset Search

Search Results (24)

Click "Add" next to the volunteer you wish to recognize. Please make sure all information matches and you have selected the volunteer you intend to recognize. If you are recognizing more than one person, you can go back to Recipient Search and add additional volunteers to your list. **When you are done adding the volunteer(s) SCROLL DOWN to see the Selected Recipients. Click the "Next Step" button when you are ready to preview your award.**

Add to List	Employee ID	Last Name	First Name	Location	State	Department	Manager ID	Manager Last Name	Manager First
Add	500064442	Adlhock	Terrance	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	040702755	Aiken	Audrey	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	040721085	Anderson	Esther	DC	District of Colum	DSP - DSP	040318115	Brown	Arlester
Add	040674376	Battle	Callie	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	500105186	Briscoe	Monica	DC	District of Colum	DSP - DSP	040318115	Brown	Arlester
Add	040318115	Brown	Arlester	DC	District of Colum	DSP - DSP	500015998	Turner	William
Add	040674384	Draughn	Sylvia	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	500121083	HAMMOND	PHILLIP	DC	District of Colum	DSP - DSP	040318115	Brown	Arlester
Add	040797912	Jackson	Sarah	DC	District of Colum	DSP - DSP	040318115	Brown	Arlester
Add	001800069	Johns	Thorald	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	000100644	Montague	Juanita	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	040693210	Nappier	Loretta	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	000844928	Paschall	Alvie	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	040069601	Portee	Wiley	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald

Remove All Add All

Search Results (24)

Click "Add" next to the volunteer you wish to recognize. Please make sure all information matches and you have selected the volunteer you intend to recognize. If you are recognizing more than one person, you can go back to Recipient Search and add additional volunteers to your list. **When you are done adding the volunteer(s) SCROLL DOWN to see the Selected Recipients. Click the "Next Step" button when you are ready to preview your award.**

Add to List	Employee ID	Last Name	First Name	Location	State	Department	Manager ID	Manager Last Name	Manager First
Add	500064442	Adlhock	Terrance	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	040702755	Aiken	Audrey	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	040721085	Anderson	Esther	DC	District of Colum	DSP - DSP	040318115	Brown	Arlester
Add	040674376	Battle	Callie	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	500105186	Briscoe	Monica	DC	District of Colum	DSP - DSP	040318115	Brown	Arlester
Add	040318115	Brown	Arlester	DC	District of Colum	DSP - DSP	500015998	Turner	William
Add	040674384	Draughn	Sylvia	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	500121083	HAMMOND	PHILLIP	DC	District of Colum	DSP - DSP	040318115	Brown	Arlester
Add	040797912	Jackson	Sarah	DC	District of Colum	DSP - DSP	040318115	Brown	Arlester
Add	001800069	Johns	Thorald	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	000100644	Montague	Juanita	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	040693210	Nappier	Loretta	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	000844928	Paschall	Alvie	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald
Add	040069601	Portee	Wiley	DC	District of Colum	DSP - DSP	001800069	Johns	Thorald

Remove All Add All

Selected Recipients (1)

The name(s) you see in this box are the volunteer(s) you have selected to recognize. Please verify all information is correct before continuing to the next step. You can remove a name from this list by clicking "remove" in that line.

Remove	Employee ID	Last Name	First Name
Remove	500121085	Anderson	Esther

Team Award

If you elect to enter a team name for your award nomination, the team name will appear on the recipient eCard in place of the recipient's name

Click here if this is a team award

<< Back to Step 1 Cancel Next Step >>

Giving Recognition – Step 3

Preview Awards (Step 3 of 3)

Instructional Information

Review the Award Recipient(s) and Award Details and make sure all the information is correct. If you need to go back to make changes click on either the "Back to Step 1" or "Back to Step 2" buttons. If you want to cancel the award completely, click the "Cancel" button. If you wish to preview the electronic card click on "Preview eCard" in the Award Details box.

Award Recipient(s) (1) Esther Anderson	Award Details Recipient Name: Esther Anderson Award: DSP Awards Program (MONETARY GIFTCARDS) Award Amount: 25 Recognition Text: Sample Text Selected eCard: Preview eCard
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Budget Exceeded.

<< Back to Step 1 << Back to Step 2 Cancel Submit Awards

- Once you've selected the type of award and the recipient you're all set to actually give the award. The third step of giving recognition is to confirm the recipient and award being given to that recipient.
- The details of the award are on the right side and the recipient is listed on both the right and the left sides. If you need to change anything from any previous steps you can go back using the Back to Step 1 or Back to Step 2 buttons. The Cancel button is also still available if you change your mind at any time.
- You can also preview your e-card here before you submit the award.
- Once you have submitted an award you are taken back to Step 1 of giving recognition to give more awards if you need to.
- If, in the case of a monetary award, you exceed your budget, a message will appear in the bottom left corner (see red oval in the above screenshot) telling you that you have exceeded your budget. You will be able to check your budget on the budget summary screen. Once you have exceeded your budget, you will only be able to give out non-monetary electronic greeting cards (e-Cards).

Checking your Budget



- From the Welcome page, clicking on the Reports button brings up a menu with two options. The first of these options is the **Award Issuance** report which will let you see all awards given out.
- The second option is the **Budget Summary** report. This report will let you see all of your budget related transactions.
- You will be able to see your beginning budget, your remaining budget, how much of your budget you have spent, and the total number of awards you have given.
- At the onset you will only be able to choose the current year, but as the program continues you will be able to check your budget for the current year and any previous years.

Checking your Budget Screenshots

Budget Summary Report

- The Budget Report will show you...

The Budget Summary Report helps you keep track of how much of your online recognition budget you have spent and how much you have left. Select the year you want to see, and click "Search."

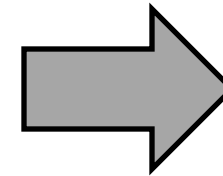
The report will show you:

- The budget amount you began the year with ("Budget")
- How much budget you have left to give out ("Remaining Budget")
- How much of your budget you awarded ("Amount Issued")
- The total number of recognition awards you have sent (including non-monetary electronic greeting cards)

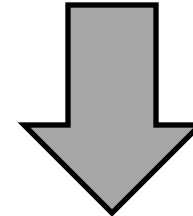
Note: use the horizontal scroll bar to view all of the columns. Depending upon your screen resolution, you may need to scroll down the page to see the horizontal scroll bar.

- Search

Budget Year:



After clicking the Search button



Employee ID	Budget Holder Name	Direct Reports	Budget	Remaining Budget	Amount Issued
500084487	LISA SIMPSON	14	0.00	0.00	0.00
Grand Totals:		14	0.00	0.00	0.00
Page Totals:		14	0.00	0.00	0.00

	Budget	Remaining Budget	Amount Issued	Amount Pending	Amount Denied	Awards Count
14	0.00	0.00	0.00	0.00	0.00	1
14	0.00	0.00	0.00	0.00	0.00	1
14	0.00	0.00	0.00	0.00	0.00	1

You can scroll from side to side, this is all the webpage will show at one time

Online Reward System: Budget

Budgets for 2011 – State Coordinators

States with 401+ Volunteers	States with 201 – 400 Volunteers	States with 51 – 200 Volunteers		States with 51 and fewer Volunteers
SC Budget: \$1,500	SC Budget: \$1,250	SC Budget: \$1,000		SC Budget: \$750
California	Arizona	Alabama	Nevada	Alaska
Minnesota	Florida North	Arkansas	New Jersey	District of Columbia
New York	Florida South	Colorado	New Mexico	Guam
Pennsylvania	Georgia	Connecticut	North Carolina	Hawaii
	Texas	Delaware	Ohio	Indiana
	Washington	Idaho	Oklahoma	Iowa
		Illinois	Oregon	Maine
		Kansas	South Carolina	Massachusetts
		Kentucky	Tennessee	Nebraska
		Louisiana	Utah	New Hampshire
		Maryland	Virginia	North Dakota
		Michigan	West Virginia	Puerto Rico
		Mississippi	Wisconsin	Rhode Island
		Missouri	Wyoming	South Dakota
		Montana		Vermont
				Virgin Islands
4 States	6 States	29 States		16 States

Online Reward System: Budget

Budgets for 2011 – Regional Coordinators

Regions with 1,000+ Volunteers	Regions with 700 – 999 Volunteers	Regions with 400 – 699 Volunteers	Regions with 399 and fewer Volunteers
RC Budget: \$1,500	RC Budget: \$1,250	RC Budget: \$1,000	RC Budget: \$750
Northeast 2	Southeast 2 West 2 Southwest 1	Midwest 1 West 1 Midwest 2 Southwest 2 Southeast 1	Northeast 1

1 Region

3 Regions

5 Regions

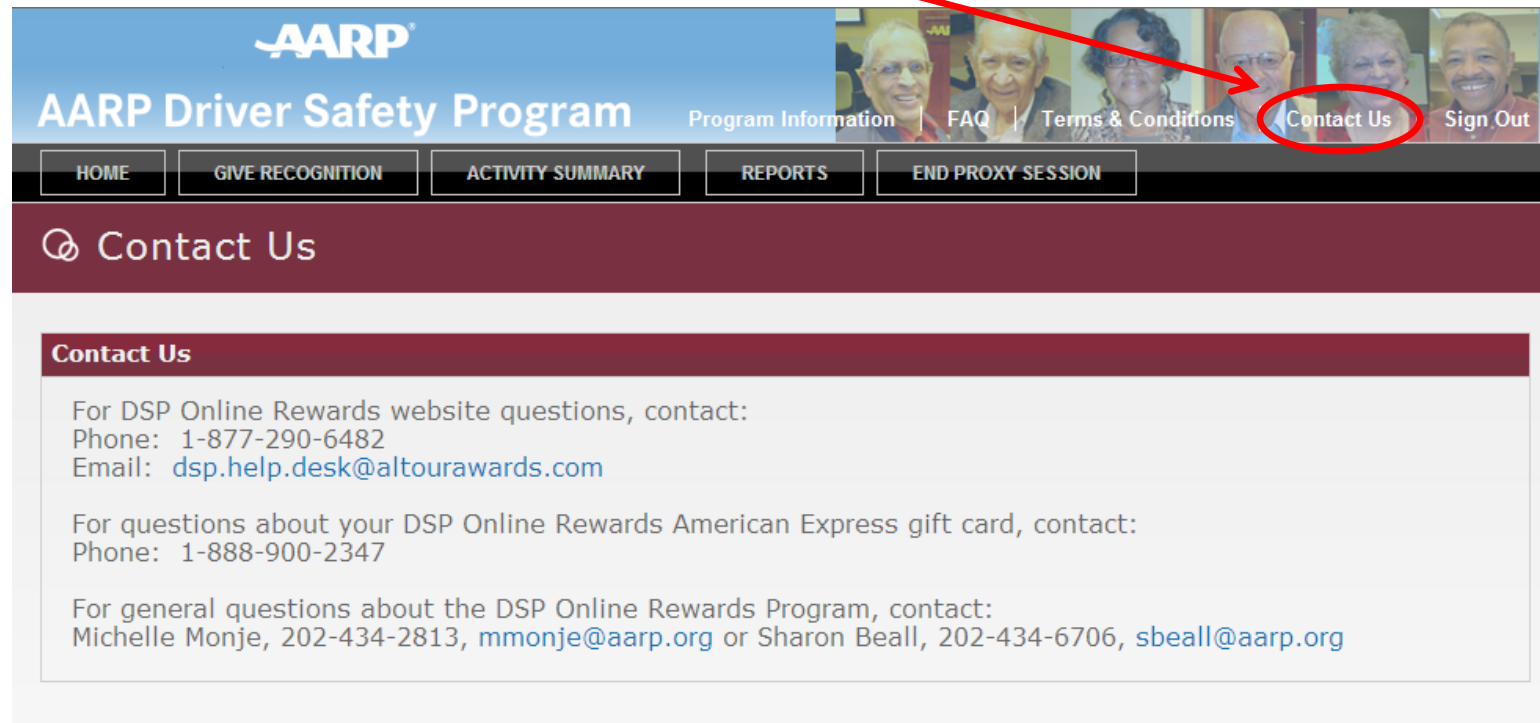
1 Region

Online Reward System: Additional Information

- Budgets will be uploaded to RC/SC account May 31
- **RC/SC will be able to access system June 1**
- Email notifications will be sent to those volunteers receiving both monetary and non-monetary awards that have email addresses
- Those volunteers who do not have an email address will only be able to receive the monetary award
- RC/SC will receive email notifications when the award has been sent
- Gift cards will be delivered in a DSP branded envelope within 14 days to the volunteer address currently in VMIS

Online Reward System: Contact Information

- Questions about the online rewards system? Contact Michelle Monje at mmonje@aarp.org, Sharon Beall at sbeall@aarp.org, or Thomas Majercik at tmajercik@aarp.org.
- You can also refer to the Contact Us link found on any of the rewards program web pages after you log in.



The screenshot shows the AARP Driver Safety Program website interface. At the top, the AARP logo is on the left, and a navigation bar contains links for 'Program Information', 'FAQ', 'Terms & Conditions', 'Contact Us', and 'Sign Out'. Below this is a secondary navigation bar with buttons for 'HOME', 'GIVE RECOGNITION', 'ACTIVITY SUMMARY', 'REPORTS', and 'END PROXY SESSION'. A large red arrow points from the text in the second bullet point to the 'Contact Us' link in the navigation bar, which is circled in red. Below the navigation bars, a 'Contact Us' section is displayed with the following text:

Contact Us

For DSP Online Rewards website questions, contact:
Phone: 1-877-290-6482
Email: dsp.help.desk@altourawards.com

For questions about your DSP Online Rewards American Express gift card, contact:
Phone: 1-888-900-2347

For general questions about the DSP Online Rewards Program, contact:
Michelle Monje, 202-434-2813, mmonje@aarp.org or Sharon Beall, 202-434-6706, sbeall@aarp.org