

## ***Common Questions About Your Directory Project***

### ***Eagle Point High School***

#### ***D-9 Foundation***

We thought it might be helpful to provide you with the answers to some of the questions alumni may direct to your office during the course of the directory project. Please feel free to refer you alumni to the Harris Connect Customer Service Department. Our Customer Service Representatives can be reached Mondays through Thursdays from 9:00 a.m. to 6:00 p.m., Friday from 9:00 a.m. to 5:00 p.m. (EST) at 1-800-877-6554 or via email at [customerservice@harrisconnect.com](mailto:customerservice@harrisconnect.com)

#### **Why are you doing an alumni directory?**

A directory will enable you to find and keep in touch with old friends and classmates. Also, because your name and biographical information will be listed along with those of other alumni, it will be easy for them to contact you. Finally, this directory project will assist the alumni office in keeping the most accurate and up-to-date records possible on all alumni so we can let you know what's happening at the school.

#### **How often will you publish a directory?**

We plan to publish a directory approximately every five years in order to update and maintain current information.

#### **Why was the return address on the postcard a Virginia address?**

We have selected Harris Connect, with offices in Virginia, to produce our new directory. Harris Connect has an excellent reputation and has produced over 4,000 directories for a variety of colleges, universities, high schools, and membership associations all over North America.

#### **When can I expect to hear from Harris Connect?**

Mondays through Fridays, Harris Connect makes calls beginning at 8:00 a.m. and continuing until about 9:00 p.m., in all time zones. They may try to contact you at work during the day, or in the evening or during the weekend at home. Saturdays, they may call from 8:30 a.m. to 5:30 p.m.; while on Sundays they don't make their first phone calls until 1:00 p.m.

#### **Why would Harris Connect call me at work?**

A lot of people prefer to be contacted at work. However, if this isn't convenient for you, simply notify the Harris Connect representative. He/she will give you a toll-free telephone number to phone at your convenience or will arrange to call you at home later.

#### **Is it necessary for Harris Connect to call during dinner time?**

Over the years, Harris Connect has found that the best hours to reach people at home during the week are between 5:00 p.m. and 8:00 p.m. If you are contacted at a time that is inconvenient for you, simply let the representative know. He/she will give you the Harris toll-free number or will arrange to call you later.

#### **How do people feel about being called on Sunday?**

Occasionally, Harris Connect will speak with someone on a Sunday who would prefer to be contacted at another time. If this happens, whether it is a Sunday or the time is just not convenient for you, simply let the representative know. He/she will give you the Harris Connect toll-free number or will arrange to call you later.

#### **Who should I contact if I have questions regarding the accuracy of my listing in the directory?**

You should contact Harris Connect directly, since they are currently working to update our list. They have dedicated a toll-free number specifically for our alumni. You can use this number to verify or change your listing or to place an order.

That number is 1- 800-546-3332

#### **If my name is listed in the directory, am I obligated to purchase a copy?**

Although everyone will be given the opportunity to purchase their own copy of the directory, your name will be listed regardless of whether or not you decide to purchase a copy. You should also know that only alumni will be offered a chance to purchase a directory.

**What if I don't want to be listed in the directory? What if I don't want certain pieces of information listed?**

Harris Connect can still update your information for us, but will honor your specific request to exclude all or parts of your biographical data from the publication.

**How much will the directory cost and when can I expect to receive a copy?**

The directory will be available in both a Deluxe edition for \$89.99 and a Regular edition for \$69.99. Shipping, handling, and appropriate sales tax (in applicable states) will be added.

Your directory will be shipped and is scheduled to reach you by late Nov-07

**Is there any difference between the content of the two directory editions?**

No. The contents are identical. Only the cover stock is different.

**Why does the directory cost so much?**

Harris Connect is producing our directory free of charge to the organization. They put a lot of work into the research and production of the directory, so the cost of the directory will cover expenses incurred by Harris Connect.

**How will the organization benefit from the project?**

We will receive an up-to-date database of all our alumni. This will be invaluable in helping us keep in touch.

**What happens if I don't order a directory now, but change my mind later?**

We have arranged to print as many directories as are ordered before we go to press. So, if you do change your mind prior to publication, you can call the Harris Connect Customer Service Department at 1-800-877-6554.

**What forms of payment will be accepted for the purchase of a directory?**

The directory may be paid for by major credit card or check. Payment(s) may be made by credit card at the time of order or by check upon receipt of the invoice(s). We also offer installment payment plans, allowing alumni to pay a portion now and the rest later.

**What if I decide I want to cancel the order I have placed?**

Orders for the directory may be canceled by simply writing the word "Cancel" on the invoice and returning it to Harris Connect or by calling the Harris Connect Customer Service Department at 1-800-877-6554. Be sure to provide the account number when canceling.

**What if I have already received the directory and want to return it?**

Call the Harris Connect Customer Service Department at 1-800-877-6554.

**Your Primary Contact for Issues and Concerns:**

*Directory Teleservices Account Manager: Scott Fonder*

*Phone Number: 1-888-674-3276*

*Fax Number: 1-800-238-8332*

*Email Address: sfonder@harrisconnect.com*

**Your Secondary Contact for Harris Customer Service:**

*Customer Service Supervisor: Robin Pepiot*

*Phone Number: 1-800-877-6554*

*Fax Number: 1-800-829-4142*

*Email Address: rpepiot@harrisconnect.com*

*NOTE: The general Customer Service email address is: customerservice@harrisconnect.com*