

# FAQ

## Charitable Greeting Cards

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### **What is the best way to order Greeting Cards?**

The best way is to visit the TPH Charitable web site, login there and order cards online.

<http://www.tph.ca/charitable/GreetingCards/login.aspx>

### **What if I don't have an online account with TPH?**

You can easily register a new TPH Direct account, simply browse to <http://www.tph.ca/> and click on the "New user" link. It's fast and it's free. After you register, you will automatically login and can now order Greeting Cards.

### **How can I pay for my order?**

You can pay for your order by credit card. This option is available for everybody. If you are an existing TPH customer and have an account with TPH, you can pay from your account.

### **I'm not technically savvy, can anybody help me?**

You are welcome to visit any one of our locations and the Branch Manager will place an order on your behalf.

You can find a List of our locations and their addresses on our web site [www.tph.ca](http://www.tph.ca).

You can also call our [charitable office](#) @ 416.504.5296 and they will be happy to assist you. If you have any technical difficulties placing orders online, you can obtain a paper order form, simply fill it out and submit it by mail or fax to the TPH Charitable office @ 416.504.0300.

### **Can I order only personalized envelopes and generic cards?**

You are very flexible in what you can order, both with cards and envelopes. You can customize and personalize, or you can order generic cards or envelopes. The level of customization for cards and envelopes all depends on what your needs are. Blank envelopes will be supplied if there is no customization or personalization regardless.

### **Will additional charges apply to me if I want personalized cards?**

Some additional charges will apply for personalized cards and envelopes. During the on-line ordering, the system will update your order price depending on the options you have chosen.

### **What is a CSV file?**

Definition: A common text file format that contains comma-delimited values. This file format allows us to produce documents with variable information, i.e.: a CSV file can be opened and edited in Microsoft Excel, or Notepad.

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*Dear John,  
Seasons Greetings*

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*Dear Jane,  
Seasons Greetings*

**What is the minimum order size?**

The minimum order is 10 cards per style. The Greeting Cards are sold in packaged sets of 10 cards and 10 envelopes. If you want to order more than one style, you have to order at least 10 cards (1 set) of that particular style. The exception would be personalized cards where order quantity will be equal to the number of people you want cards personalized to (number of records in the uploaded spreadsheet).

**Will I receive envelopes along with Greeting cards?**

Envelopes will always be shipped along with greeting cards.

If you didn't order custom envelopes for your Greeting cards, blank envelopes will be included in the package.

**Will my order be delivered to me?**

Your order will be delivered to you by Canada Post.

**Where do all of the funds from this program go?**

All funds from Greeting Cards campaign will be donated 100% of the proceeds to [The Canadian Women's Foundation](#) and [Camp Quality](#). The entire production process is donated, including artwork, stock and printing.

**Can the Christmas cards contain my company logo?**

Yes, Greeting cards can be customized with your company logo and a personal greeting message. The cards can also be personalized, (each card will have the person's name printed on it). All these options are available online, and it's very easy to customize your greeting cards. You can also customize your envelopes as well.

**How can I review the status of my order?**

After you have placed your order online, the order status will change to **In Progress**. Once your order is produced and fulfilled, the order status will be set to **Completed** and you can expect your order soon.

**Can I order greeting cards on behalf of my company?**

If you are existing TPH customer and have an account with TPH, you can order cards on behalf of your company and can pay from your account. Please note that the individual who submits this order on behalf of their company represents that he or she has the authority to bill the company.