



## FAQS For The Newly Registered Company Representative

### Is there any cost to my company for offering this program to our employees?

There is no monetary cost to your company for this program, and there is no paperwork for you to complete or data to track. When you register your company, you agree to make the program available to all employees. A nominal investment of time is required to register, launch and administer the program.

### I have multiple locations. Do we register each one?

This is optional. We can assign each location a unique Employee Access Code (EAC), or all locations may use the same central EAC and location for the program. If you wish to obtain separate EAC's, just provide us a location list, including address, phone and number of employees at each location. We will do the rest and notify you with a unique EAC for each location.

### Once I have registered my company, what should I do next?

Most importantly, you want to make your employees aware of the exciting new benefit you are providing to them. Once your registration is approved, you will receive a unique Employee Access Code (EAC) that identifies your staff as being eligible to participate. Just distribute the EAC to all employees with basic information regarding the program.

### Is there a sample letter to help introduce the program to my employees?

We have a sample "Kick Off Letter" available to help launch your new program. If you would like an editable sample in MS Word format, click [HERE](#).

### How will Human Resources administer the program?

An Email will be sent to you several times each year with a newly updated order form. We suggest copying this form to distribute to all of your employees or downloading the form from [HERE](#) and forwarding it to all of your employees via email. That's it... your job is done! Your employees will work directly with Fun Express.

### Do Employees need login information the first time they visit your web site?

No. Employees may browse the site without logging in. Once they begin the order process, they will be asked to register as an employee of their company, using the EAC you provided them.

### Do employees need the Employee Access Code every time they shop online?

No. They only need the EAC the very first time they register. Once properly registered, they can simply login and begin shopping.

### Can an employees share their Employee Access Code?

No. We do not serve the general public. An assigned EAC is for use only by employees of the registered, approved company.

### How quickly can employees receive tickets?

Most all of our tickets are available as InstaPrint eTickets. These can be ordered 24 hours a day and are available immediately upon order completion. Non InstaPrint orders completed Monday-Friday by 3pm are shipped or emailed the same business day. Non InstaPrint orders received after 3pm or on weekends/holidays are shipped the following business day.

### If I have questions whom do I contact?

Please feel free to [EMAIL](#) us, or call us Mon-Fri 8:30-5pm at 949.367.1900. We trust you will find our program simple to administer and easy for your employees to enjoy! We look forward to serving you and your employees for years to come.