

## SCHOLASTIC DOLLARS FAQ

Below you will find a comprehensive list of common questions and answers to help make the most of your Scholastic Dollars! For further information, please refer to our handy Scholastic Dollars tutorial video in the Learning Lab.

### **Q: How can I check my school's Scholastic Dollars balance?**

A: If you have a scheduled future Fair or hosted a Book Fair in the past 12 months, you can check your available Scholastic Dollars balance by logging into the Host Hub. Balances can also be obtained by contacting our Customer Service Team at 1-800-268-3860.

### **Q: How can I obtain a password to log into the Host Hub?**

A: Navigate to the [Host Hub Login](#) page and click 'Request Password' to have a new one emailed to you.

### **Q: Is there an expiry date on Scholastic Dollars?**

A: As of June 1st, 2022, Scholastic Dollars will expire 24 months after the date of issue.

### **Q: Can I use an older Scholastic Dollars certificate to take books off of my current Book Fair?**

A: Please note that you must first use the Scholastic Dollars earned from your current Book Fair before using any older Scholastic Dollars certificates. Any product rewards you take from the current Book Fair are deducted from the Scholastic Dollars you've earned on that same Fair. Once you have used all of your current Scholastic Dollars, you can use the value from your older certificates to cover any additional product. Please make a note on your printed worksheet to show the value of any products taken beyond what you earned at your current Fair using your Scholastic Dollars.

### **Q: Can I convert my school's existing Scholastic Dollars balance into cash?**

A: The cash option is available only while selecting your rewards option when completing your worksheet. Once your Scholastic Dollars have been allocated to your account, they cannot be converted to cash.

## **Q: How can I get a breakdown of the expiry dates for my school's Scholastic Dollars certificates?**

A: Our Customer Service Team can provide you with a detailed list of Scholastic Dollars certificates and expiry dates for your school's account. They are available by phone at 1-800-268-3860 or via email at [custserve@scholastic.ca](mailto:custserve@scholastic.ca). In addition, a detailed breakdown of Scholastic Dollars certificates will be included in a statement issued upon completion of a Book Fair. Please note that no statement will be issued if all product rewards have been selected directly from the fair, or if the cash option has been chosen.

## **Q: Where can I redeem my school's Scholastic Dollars?**

A: You can redeem Scholastic Dollars throughout all Divisions within Scholastic including [Book Fairs](#), [Book Clubs](#), [Education](#), [Magazines](#), and [Trade](#).

## **Q: Will my Host Hub login work in my Book Clubs account, or in other Scholastic divisions?**

A: The login credentials for the Book Fairs Host Hub are specific to that platform and cannot be used for any other division within Scholastic. This includes Book Clubs and Education.

## **Q: Can I combine my Bonus Bank Rewards with a Scholastic Dollars balance?**

A: Bonus Bank Rewards cannot be combined with Scholastic Dollars.

## **Q: How can I use Scholastic Dollars as a payment method for orders from Book Clubs?**

A: Please note that your school's Scholastic Dollars balance will not display on your personal Book Clubs account. You will be prompted with the option to use an existing Scholastic Dollars balance as a payment method during checkout.

## **Q: Can I apply my school's Scholastic Dollars balance toward shipping and handling charges?**

A: Scholastic Dollars can be applied towards the total order cost, including the charges for shipping and handling.

## **Q: How long does it take to receive my school's rewards order?**

A: Timelines for delivery may vary, but often fall within 5–10 business days. For further information on your order status, please contact our Customer Service at 1-800-268-3860.

## **Q: How can I change or cancel my Scholastic Dollars order once I have placed it?**

A: For product rewards orders placed via Online Tools, please contact your servicing [Book Fairs branch location](#). For all other ordering platforms, please contact our Customer Service at 1-800-268-3860 and they will be able to assist you.

**Q: Who do I contact if I need assistance with completing my Rewards Worksheet?**

A: You can contact our Customer Service at 1-800-268-3860.

**Q: How can I get the most out of my Scholastic Dollars?**

A: The simplest and fastest way to use your Scholastic Dollars is by choosing books from your Book Fair while it is in the school. For recommendations and best practices, please consult your Book Fair Planning Guide in the Learning Lab, or connect with your Book Fair Consultant.

**Q: How long does it take for newly earned Scholastic Dollars to appear on my school's account?**

A: It can typically take up to 2 weeks from receipt of payment for newly earned Scholastic Dollars to show on your school account. You can contact our Customer Service at 1-800-268-3860 for more information.

**Q: What should I do if there is a discrepancy with my school's Scholastic Dollars balance?**

A: Please contact our Customer Service at 1-800-268-3860 and they will be happy to assist you.

**Q: Can I donate a portion of our school's Scholastic Dollars to another school?**

A: Yes, many schools opt to share their earned Scholastic Dollars to support other local schools. Please contact your Book Fair Consultant for instructions.

**Q: I want to redeem Scholastic Dollars, but am not sure of exactly what would best support my school. Is there someone I can ask for assistance?**

A: Our Rewards & Redemption Specialist is available to answer your Scholastic Dollars spending questions, connect you with all the great Scholastic resources available to you while maximizing your Scholastic Dollars and create a curated spending plan for your school. To book an appointment to review your redemption opportunities, please contact our Rewards and Redemption Specialist at [rewards@scholastic.ca](mailto:rewards@scholastic.ca)

Please note, this service is currently available in English only.