WHAT TO DO WHEN YOU RECEIVE REJECTION NOTICE

PURPOSE: THIS QUICK REFERENCE GUIDE IS INTENDED TO PROVIDE INFORMATION ON WHAT TO DO WHEN YOU RECEIVE A REJECTION NOTICE FROM MYScholarSHOP.

1. When an item is out of stock, the entire order will be rejected
   You will then receive an email notification from our team. It will provide information on how to:
   ▪ Remove the out of stock item.
   ▪ Place your order again.

2. To order a similar item, please go to MyScholarShop to select and purchase it.

3. If you would like to know when the items will be available, you may contact the vendor directly.

MyScholarShop Resource Center has vendor information: www.stepupforstudents.org/resource-center

Step Up For Students Service Center
Phone: (877) 735-7837

MyScholarShop Web Address:
https://www.stepupforstudents.org