



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 the company for this program, and there is no paperwork for you to complete. A nominal investment of time is required to launch and administer the program.

I have multiple locations. Do we register each one?

Yes. Just provide us a list and we will register each location. If you wish to be the representative for each facility, please indicate so. If not, and you would like to give us a contact at each location, we will assign each of them company rep status for that location and add them to our mail list for future catalogs.

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 Activity 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 cover letter to help introduce the program to my employees?.

We have a sample cover letter available to help launch your new program. Just click [HERE](#) for a pdf format. If you would like a sample in MS Word format, [EMAIL](#) us a request.

How will Human Resources administer the program?

Our catalogs will be sent to you 2 times per year, with a newly updated order form. We suggest copying this form to distribute to all of your employees or downloading the order 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 registered as an individual employee of your company. The EAC will greatly expedite this process.

How do you verify that my employees work here?

Orders are not accepted without the company information. If they identify this, we accept their order. At random times we will verify employment with a phone call.

Do they have to enter company info exactly as I did when I registered?

If they have their EAC, the company will already be entered into our system for them. If they do not have the number, we will verify the company before processing any orders.

Can an employee's spouse order?

Yes, the employee's spouse qualifies and may place orders. The spouse will need to verify the company name and address at the time of order.

Can an employee place an order for someone else?

The employee must order using the employee's credit card. Tickets must be shipped to the employee at your company, their credit card billing address or valid email address.

How quickly can employees receive tickets?

Orders completed at FunEx.com Monday-Friday by 3pm or over the phone by 4pm will be shipped or emailed (if available) the same day. Orders placed on Saturday, Sunday or a holiday, will be shipped or emailed (if available) the next business day.

If I have questions whom do I call?

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