

atHome Program



Your key to
a successful
program



Coordinator *guide*

www.originalworks.com

518.584.9278

Customer Service: cs@originalworks.com

General: info@originalworks.com

Finance: finance@originalworks.com

2024-2025
**Original
Works**

Coordinator *care*

The Coordinator Care Center is available 24-7 and has everything you need to run your program.

From important documents, forms and lesson plans to FAQ's, videos and program promotion ideas, it's all available online for you to access anytime!

Visit: www.originalworks.com/customer-care **Password: CCC2425**

Program *promotion*

While students are busy creating their masterpieces, it's time to start promoting your program. The more excitement you can build with the students, staff, and families, the more your profits will grow!

PROMOTE!

○ **Look What's Coming Letter**

Send home copies of the letter and share it on your website & social media. Copies are at the back of this guide and in the Coordinator Care Center

○ **Tell Everyone**

Announce the program in your school newsletter, on your website and/or social media sites.

○ **Get Excited!**

Talk about the program. When students are excited about the program, they are more likely to share and talk about it with their families.



eMarketing Tools

We've made promoting your program easy!

Visit the Coordinator Care Center online for ideas, templates, graphics and much more!

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Checkout these tabs:

- ★ eMarketing Kit/Promotion
- ★ Image & Video Library
- ★ Social Media Promotion

Order *phase*

Ordering Instructions

- You will receive via email your Ordering Instructions (see sample below)
- Distribute the Instructions to families.

Orders

- Families follow the instructions sent home including uploading of their images.
- Orders are placed online.

Shipping

- We process the orders as they are received and ship them directly to the address provided by each customer
- Each customer pays a nominal fee for shipping

Profits

- Your profit check is sent at the conclusion of your program

Product *shipping*

- All orders are shipped directly to the address provided by each customer.
- If families would like to ship products to multiple address, individual orders need to be placed for each shipping address

Customer *service*

Although we thoroughly inspect all orders before shipping, occasionally a less than perfect order gets through. If it happens with one of your orders, our friendly Customer Service team is standing by to assist.

What should we do?

If an order/product meets one or more of the following criteria, families should contact Original Works customer service team:

- Material defect: hole in towel, chipped tile or mug, etc.
- Incorrect product: ordered a sketchbook and received note cards.
- Improper reproduction: artwork is reproduced upside down on product.
- Missing product: you were invoiced for a product but it was not received.

Issue resolution

- Families contact Customer Service directly.
- Our team will work to resolve any problems and if required ship new products directly to families.

Artwork Produced “As Is”

All artwork is reproduced “As Is.” We do not modify, crop, or alter the artist’s creation in any way.


Please don’t ask us to erase pencil marks or artist guide lines. It is best that you do this before you upload/send the artworks as they will reproduce on the final products.

Use bold and vibrant colors. Your subject matter should fill the entire sheet of paper.




Please review and follow Art Instructions. We can not be held responsible for redoing products that do not comply with our stated art instructions.

Customer Service Team

 518.584.9278

 cs@originalworks.com

 8:00 am- 4:00 pm EST