

ONLINE YEARBOOK ORDERS FAQ

(FREQUENTLY ASKED QUESTIONS)

PIONEER MIDDLE SCHOOL

PIONEERYEARBOOKS.COM

Q. The website is showing an error, what do I do?

A. The company recommends using a tablet or a desktop to order. Mobile phones are not preferred as their browser setting may be restricted. Other sites browsing history may affect the ordering site's ability to load properly. It is recommended that users who are receiving an error when trying to access site remove all previous browsing history. Users will need to register/create a user before adding yearbook to cart.

Q. I have done the above changes, but am still having a hard time ordering my yearbook.

A. If none of the suggested fixes work, you can contact the company directly and they can place the order for you. You just need to have your student's name and ID info available along with the credit card. The hours that the company is available for these requests are M-F 9am-5pm (AZ time). Please send an email to **orders@oneilprint.com** and they will be in contact with you to place the order.

Q. I'm not sure I ordered a yearbook yet. Can you please check for me?

A. Ms. Spiak does not have access to an updated list on a daily basis. If you bought a yearbook, it was online through the website using a credit card and you would have received a confirmation email. You would also have a record of the purchase through your credit card statement (Oneil Printing, Phoenix, AZ will appear on your statement).

Q. Did I order a yearbook with a check during registration?

A. There were no yearbooks sold at registration. Yearbooks are now sold only online and paid with a credit card. This is to give the most accurate count of sales on distribution day.

Q. I went to order a yearbook, but the browser shows that the site is not "secure."

A. The site to order the yearbooks sites behind a vanity URL named "http://pioneeryearbooks.com." This was created for simplicity since the actual URL is https://marcomcentral.app.pti.com/O'Neil_Printing/FreshInk_Pioneer/home.aspx?uigroup_id=533109. The site is secure as you can see if you navigate to the actual URL above. It just sits within an iFrame to allow you to get to the site by entering the pioneeryearbooks.com URL. If you prefer, you can use the https://marcomcentral.app.pti.com/O'Neil_Printing/FreshInk_Pioneer/home.aspx?uigroup_id=533109 URL instead. They are the same site.

Q. Are there any discounts or refunds?

A. No. The cost of each yearbook covers the cost of production. Sorry, there are no discounts or refunds.

Q. Can we purchase a yearbook on distribution day?

A. No. We will only produce as many yearbooks as have been pre-ordered.

The last day to order yearbooks is April 10, 2020.

Hopefully this information answers your questions. If not, contact Ms. Spiak at lspiak@tustin.k12.ca.us