



# **FES-UA Family Open House**

**October 19, 2023**



# Agenda

- Scholarship Updates & Reminders
- Finding a provider in EMA
- Using MyScholarShop in EMA
- Resources
- Frequently Asked Questions

***Please note: We do not have the Q&A option available; but you can submit questions in the post-webinar survey.***



# **Scholarship Updates & Reminders**



# Funding Information and Resources



FES-UA Handbook



**FAMILY EMPOWERMENT SCHOLARSHIP FOR  
STUDENTS WITH UNIQUE ABILITIES**  
PARENT/GUARDIAN HANDBOOK



Purchasing Guide

# Updates to the FES-UA Purchasing Guide

The FES-UA Purchasing guide underwent a few updates in September:

- Updates to Theme Parks
- Introduction of Educational Benefit Form (more information on the next slide)



# Educational Benefit Form: What is it?



## Educational Benefit Form

Student Name: \_\_\_\_\_

Student ID: \_\_\_\_\_

Reimbursement Type (example: PE equipment, field trip, etc.): \_\_\_\_\_

Item for which Reimbursement is Requested (the item you purchased or plan to purchase): \_\_\_\_\_


Learning subject area(s) (for example: math, reading, physical education, social development): \_\_\_\_\_

Supporting curriculum or course description (curriculum or course with which the item requested will be used; curriculum may either be purchased or parent-designed. **Note:** This section required for Cooking, Gardening, Mechanical, and Woodworking Equipment and Supplies): \_\_\_\_\_

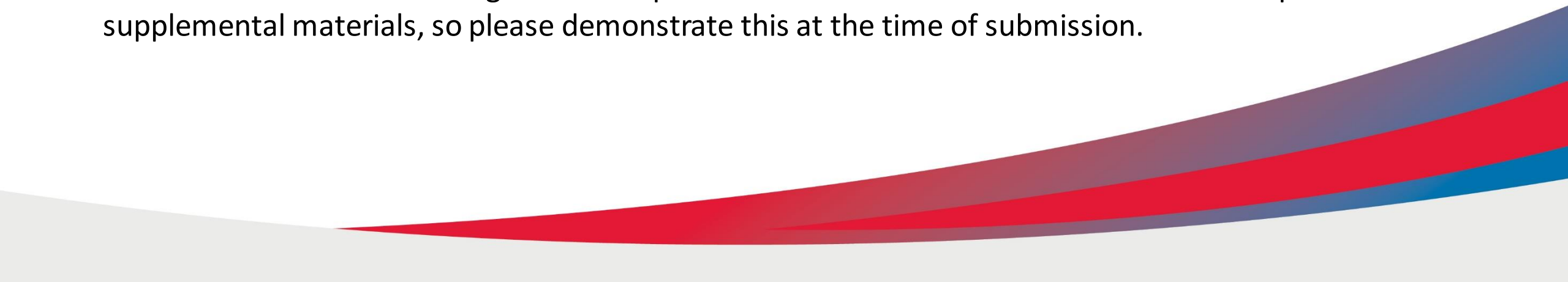
How will this item help my student learn? (Describe **in as much detail as you can** how this purchase will benefit your student's education): \_\_\_\_\_

The Educational Benefit Form (EBF) helps you better define the educational benefit of a purchase and **MUST** be submitted for reimbursement requests in the **Elective or Field Trips categories.**

# Educational Benefit Form: What's its purpose?

- The EBF was added for the Electives and Field Trip categories as these two categories have substantially grown based on parent/guardian feedback. This form allows us to collect more detailed information about the educational benefit of some of the more innovative uses of the ESAs.
  - Parents/guardians are welcome to use it for reimbursements in other categories as well, but it will help our teams make more informed decisions, ultimately allowing faster responses as well as fewer reimbursements being placed on hold.
- 

# Educational Benefit Form

- This form must be used by new families in EMA and renewal families in the legacy system.
  - Elective and Field Trip reimbursements that do not include the EBF will be put on hold until the form is submitted.
  - If a reimbursement is miscategorized and should have been in the electives or field trip category, then the reimbursement will be re-categorized and put on hold if the EBF was not submitted.
  - If a parent/guardian seeks a reimbursement for something like Legos or blocks or other items that already have their own defined category to go under curriculum, then the parent/guardian needs to give the curriculum demonstrating that it's required. The definition of curriculum includes required supplemental materials, so please demonstrate this at the time of submission.
- 





**NEW MyScholarShop VENDOR ALERT**

# MyScholarShop New Vendors



**FIRST // FRETS**  
Guitar & Ukulele Lessons

**First Frets Guitar & Ukulele:** First Frets has helped thousands of students of all ages learn the guitar and ukulele! Learn from the comfort of home, at a fraction of the cost of in-person lessons. Short, bite-sized video lessons (most lessons are around 5 minutes long), take students from beginner to advanced, one simple step at a time.

**Website:** <https://beta.firstfrets.com/>



**eat2explore** is an award winning food & culture experience-in-a-box cooking kit designed to bring CULTURAL EDUCATION alive through the exploration of WORLD CUISINES for families.

**Website:** <https://eat2explore.com/>



**Homeschool In A Box** offers hands-on learning unit studies designed with a multi-sensory approach to engage and captivate every child in learning. Boxes come with a week-by-week printed unit study and supplies needed to complete weekly activities. Subjects include Science, History, Language Arts, Literature, Physical Education, Foreign Language, Home Economics, Cooking, Woodworking, Art, and Geography. Each unit study is shipped one time, so no waiting for your materials to arrive each month!

**Website:** <https://www.homeschoolinabox.com/>

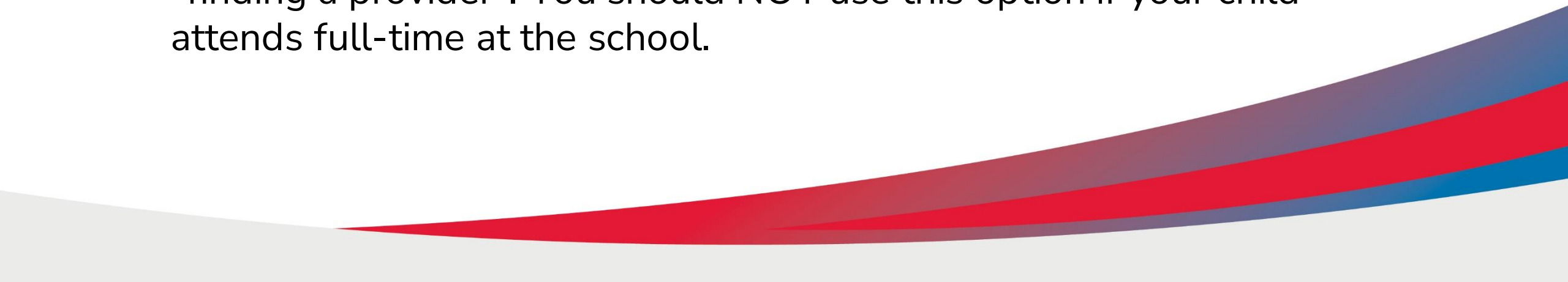




# **FINDING PROVIDERS & SERVICES IN THE MARKETPLACE**

**\*New FES-UA students only\***

## Helpful Tips

- Providers are individuals and businesses credentialed or licensed who have been vetted and approved by Step Up to provide services in the Provider Marketplace. This could include tutors at your child's school as well.
  - A school that provides part-time education may be found in EMA when “finding a provider”. You should NOT use this option if your child attends full-time at the school.
- 

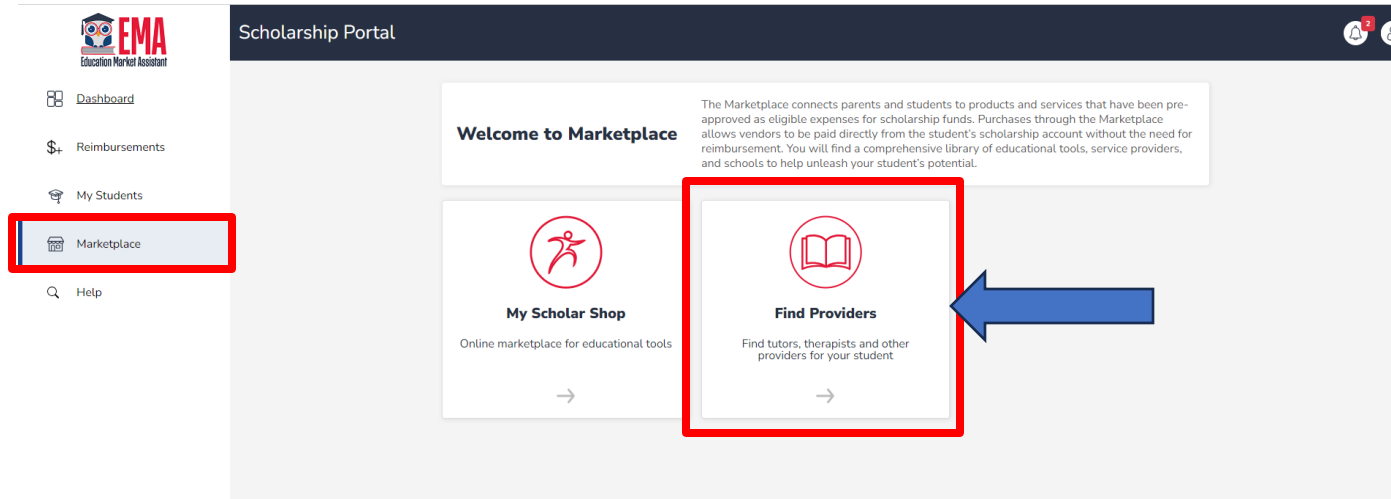
# FINDING PROVIDERS & CHOOSING SERVICES IN THE MARKETPLACE

The screenshot shows the EMA Scholarship Portal dashboard. The top navigation bar includes the EMA logo, the title "Scholarship Portal", and user profile icons. A left sidebar contains menu items: Dashboard, Reimbursements, My Students, Marketplace, and Help. The main content area is divided into three sections: "Your Student's Learning Plan" with a "GET STARTED" button, "My Students" with a form for Student ID and Program, and "My Applications" with a table of application records.

School Year	Application ID	Application Status
2023-2024		<a href="#">Complete</a>

Log-in to your EMA account.

# FINDING PROVIDERS & CHOOSING SERVICES IN THE MARKETPLACE



On the left menu on the dashboard, click on “Marketplace”. Once on the page, click on the “Find Providers” link to search for a particular provider in the marketplace.

# FINDING PROVIDERS & CHOOSING SERVICES IN THE MARKETPLACE

The screenshot shows the Scholarship Portal interface. On the left is a navigation menu with items: Dashboard, Reimbursements, My Students, Marketplace, and Help. The main content area is titled 'Scholarship Portal' and 'MARKETPLACE > FIND PROVIDERS'. It features a 'Find a Provider' search bar and a 'SELECT STUDENT' dropdown menu. A blue callout box points to the dropdown menu with the text 'Choose the student in the dropdown'. Below the search bar is a yellow warning message: 'The student must be selected before a search can be performed.' At the bottom, there are navigation arrows, a pagination indicator 'From 0 to 0 of 0', and a page size selector '8'.

When using the "Find a Provider" search bar, select the student from the dropdown menu for whom the service should be rendered.

# FINDING PROVIDERS & CHOOSING SERVICES IN THE MARKETPLACE

Scholarship Portal

MARKETPLACE > FIND PROVIDERS

**Find a Provider** SELECT STUDENT Mickey Mouse -ET v

To filter down your results, select a service category, service type, or class type, then click search. You are also able to search by business name, email, website, description, and location (address, city, zip).

Service Category v Service Type v Class Type v  **SEARCH**

**Academy for Positive Learning**  
Tutoring  
Academy for Positive Learning offers one on one tutoring to students to enhance and enrich student's learning to achieve student's grade level proficiency.  
Online/Virtual & In Person  
Individual & Group

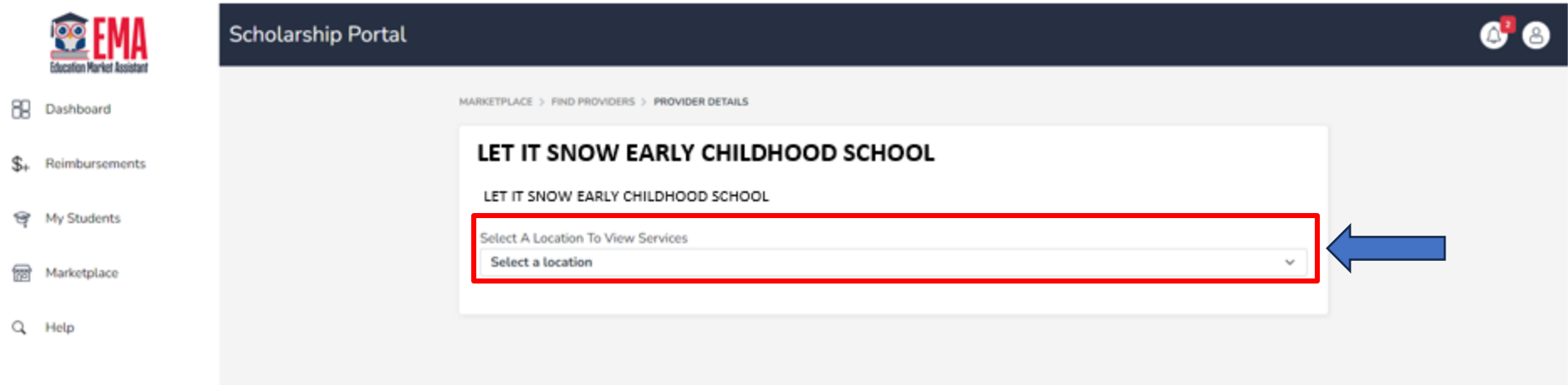
**Coach Kelly LIVE**  
Part-Time Tutoring Services  
We provide one on one reading, math and virtually any subject sessions between a certified reading teacher and your student to close reading gaps identified by ready, teacher feedback and FAST testing or to align with the homeschool plan you have for your student. We offer convenient sessions on weekdays and weekends over zoom.  
Online/Virtual & In Person  
Individual & Group

**Dayspring Academy**  
Tutoring  
Dayspring's Spotlight after-school reading tutoring program provides targeted reading instruction two times per week to small groups of learners. The reading instruction is provided by certified teachers and provides individualized, differentiated lessons according to the needs of the learners. Learners who participate in the program will have the opportunity to gain skills and strategies to improve their literacy skills. This program is...  
In Person  
Group

Once you have identified the student in the dropdown, you may use the drop-down menus or search the provider in the search bar.



# FINDING PROVIDERS & CHOOSING SERVICES IN THE MARKETPLACE



The screenshot displays the Scholarship Portal interface. On the left is a navigation menu with the EMA logo and links for Dashboard, Reimbursements, My Students, Marketplace, and Help. The main content area shows the breadcrumb path: MARKETPLACE > FIND PROVIDERS > PROVIDER DETAILS. The provider name 'LET IT SNOW EARLY CHILDHOOD SCHOOL' is displayed twice. Below the second instance is a dropdown menu with the text 'Select A Location To View Services' and 'Select a location' as the selected option. A red box highlights the dropdown menu, and a blue arrow points to it from the right.

When you have found your provider, select a location in the dropdown to begin adding a service to the chosen student's account.

# FINDING PROVIDERS & CHOOSING SERVICES IN THE MARKETPLACE

The screenshot displays the 'Scholarship Portal' interface. On the left is a navigation menu with options: Dashboard, Reimbursements, My Students, Marketplace, and Help. The main content area shows the 'Provider Details' for 'LET IT SNOW EARLY CHILDHOOD SCHOOL'. It includes a location selection dropdown, a table for 'LOCATION DETAILS' and 'HOURS OF OPERATION', and a 'Services Offered' table. The 'Services Offered' table lists 'Programs Offered by VPK and School Readiness Providers' with a 'Tuition' service type, a price of '\$8,148.00 / Year', and a quantity dropdown. At the bottom of the service list are buttons for 'Continue Shopping', 'GO TO CART', and 'ADD TO CART'. The footer of the page reads '2023 - SUFS - Privacy'.

LOCATION DETAILS	HOURS OF OPERATION
	Sun: Closed Mon: 7:30 AM - 6:00 PM Tue: Closed Wed: Closed
	Thur: Closed Fri: Closed Sat: Closed

SERVICE CATEGORY	SERVICE TYPE	DESCRIPTION	PRICE	QUANTITY
Programs Offered by VPK and School Readiness Providers	Tuition		\$8,148.00 / Year	

**Review the services offered by the provider. Select the quantity desired and click “ADD TO CART.”**  
**Note: you can only reserve services up to your available account balance.**


# FINDING PROVIDERS & CHOOSING SERVICES IN THE MARKETPLACE

MARKETPLACE > FIND PROVIDERS > PROVIDER DETAILS > SHOPPING CART

## My Shopping Cart

By placing your order you agree to reserve scholarship funds for your requested service provider. If you cancel your service request, these funds will be available again within 3 business days. If you are unable to complete the transaction, it may be the student does not have enough available funds.

STUDENT TOTAL : **\$50.00**

PROVIDER	SERVICE TYPE	LOCATION	PRICE	QUANTITY	SUBTOTAL	REMOVE
	Speech-Language Pathologist (SLP) Services		\$50.00 / hr.	<input type="text" value="1"/>	\$50.00	

[RESERVE FUNDS](#)

**Click the shopping cart in the top right corner.  
Review your selections and click "Reserve Funds."**

# FINDING PROVIDERS & CHOOSING SERVICES IN THE MARKETPLACE

**You are about to reserve funds.**

Do you give us permission to send your contact information to the provider? By checking "Yes" and clicking CONFIRM, you will be able to reserve funds for specified services

1  Yes, my contact information may be sent to the provider

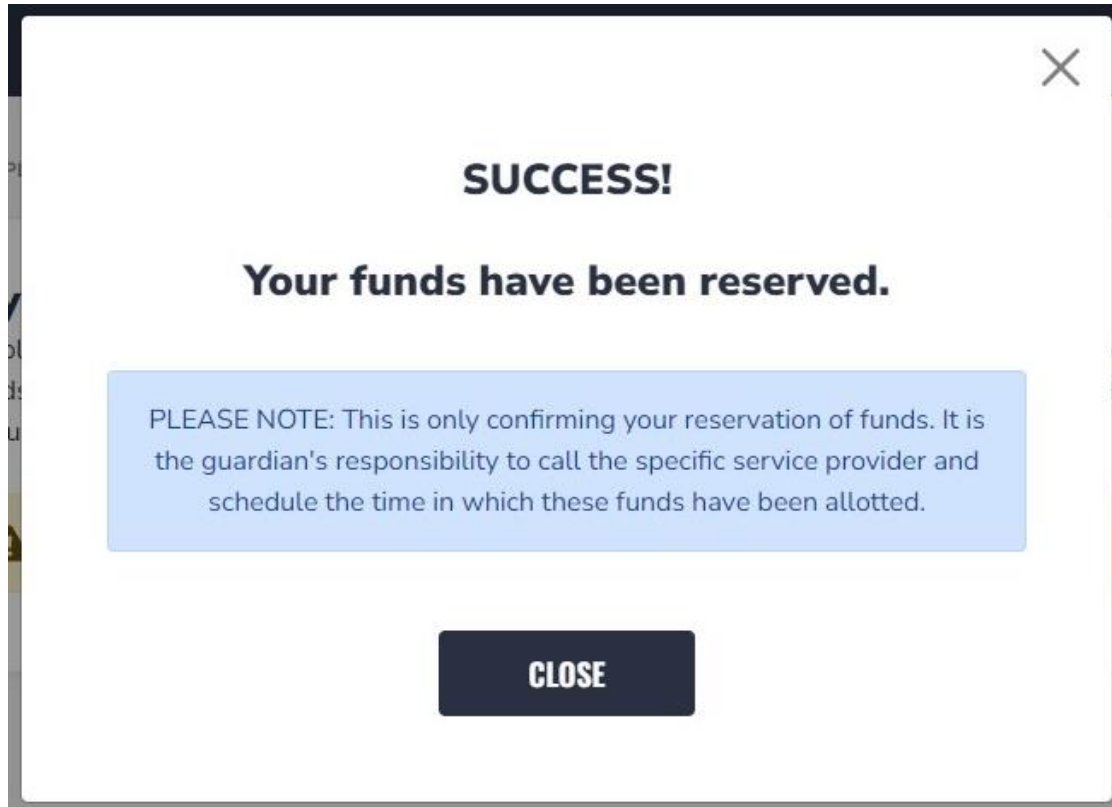
2 CONFIRM

PROVIDER SERVICE TYPE LOCATION PRICE

The image shows a white dialog box with a black border and a close button (X) in the top right corner. The title is "You are about to reserve funds." Below the title is a question: "Do you give us permission to send your contact information to the provider? By checking 'Yes' and clicking CONFIRM, you will be able to reserve funds for specified services". There are two main elements: a checkbox labeled "1" with a blue arrow pointing to it, and a grey button labeled "CONFIRM" with a blue arrow pointing to it. Below the dialog box, the top of a table is visible with columns: PROVIDER, SERVICE TYPE, LOCATION, and PRICE.

After clicking on the "Reserve Funds" button, you will be redirected to a screen where you will be required to grant permission to the service provider to access your contact information. You will have to check the "Yes" box and click "Confirm" to reserve funds for the service you are requesting from the provider.

# FINDING PROVIDERS & CHOOSING SERVICES IN THE MARKETPLACE



**When funds are reserved, the provider can submit payment for services without further parent approval.**

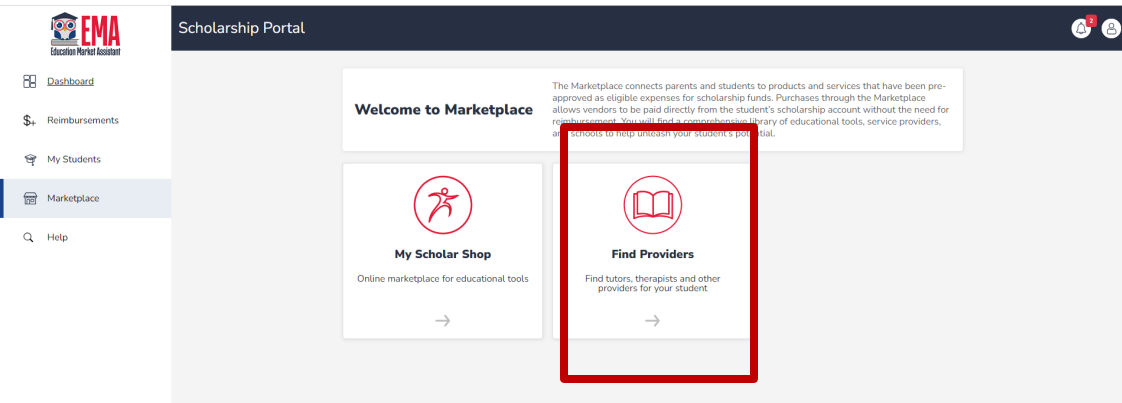
# Find a Provider

Important information about Find a Provider:

- **Payments to Providers are now parent/guardian initiated**. This means parents/guardians must first reserve available funds for payment to an approved provider. The provider can only submit an invoice for services after the funds have been reserved for the provider by the parent/guardian. The provider also can delete reserved funds and send them back to the ESA.
- Only newly funded FES-UA students should access the “Find a Provider” in EMA at this time. Renewal students are still utilizing the legacy site for all things FES-UA.

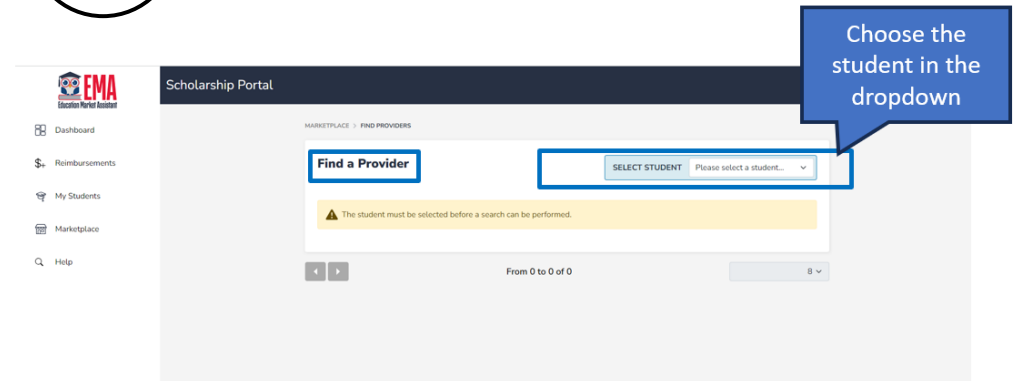
# Finding a VPK/Early Learning Provider

1



Log into the EMA platform.  
Click on the “Find Provider”  
box.

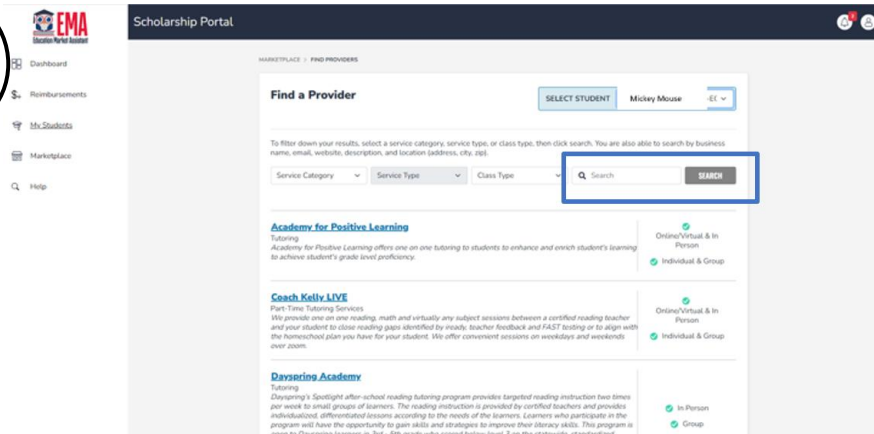
2



Choose your FES-UA Pre-K  
student in the dropdown.

# Finding a VPK/Early Learning Provider

3

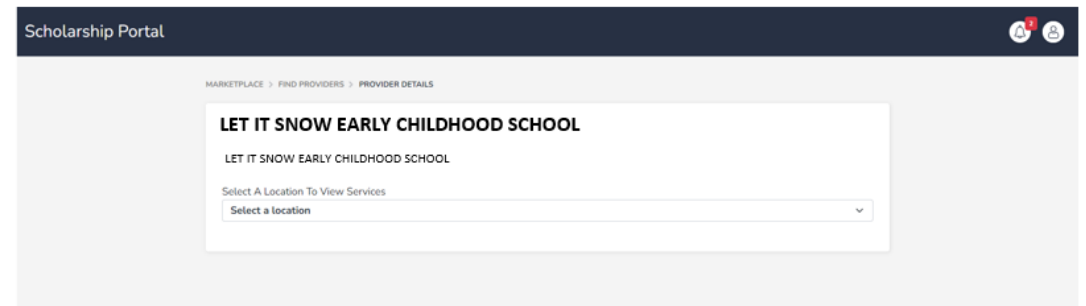


Use the search bar to enter the name of your VPK or ELC provider.

4



- Dashboard
- Reimbursements
- My Students
- Marketplace
- Help



Once you locate the provider, select the location where your child received services.



# Finding a VPK/Early Learning Provider

5

The screenshot shows the 'Scholarship Portal' interface. The main content area displays details for 'LET IT SNOW EARLY CHILDHOOD SCHOOL'. A red box highlights the 'Services Offered' table, which contains the following data:

SERVICE CATEGORY	SERVICE TYPE	DESCRIPTION	PRICE	QUANTITY
Programs Offered by VPK and School Readiness Providers	Tuition	...	\$8,148.00 / Year	<input type="text"/>

Below the table, there are buttons for 'Continue Shopping', 'GO TO CART', and 'ADD TO CART'. The footer of the page reads '2023 - SUFS - Etrack'.

In the drop-down, select the option which says, “Programs Offered by VPK and School Readiness Providers.”

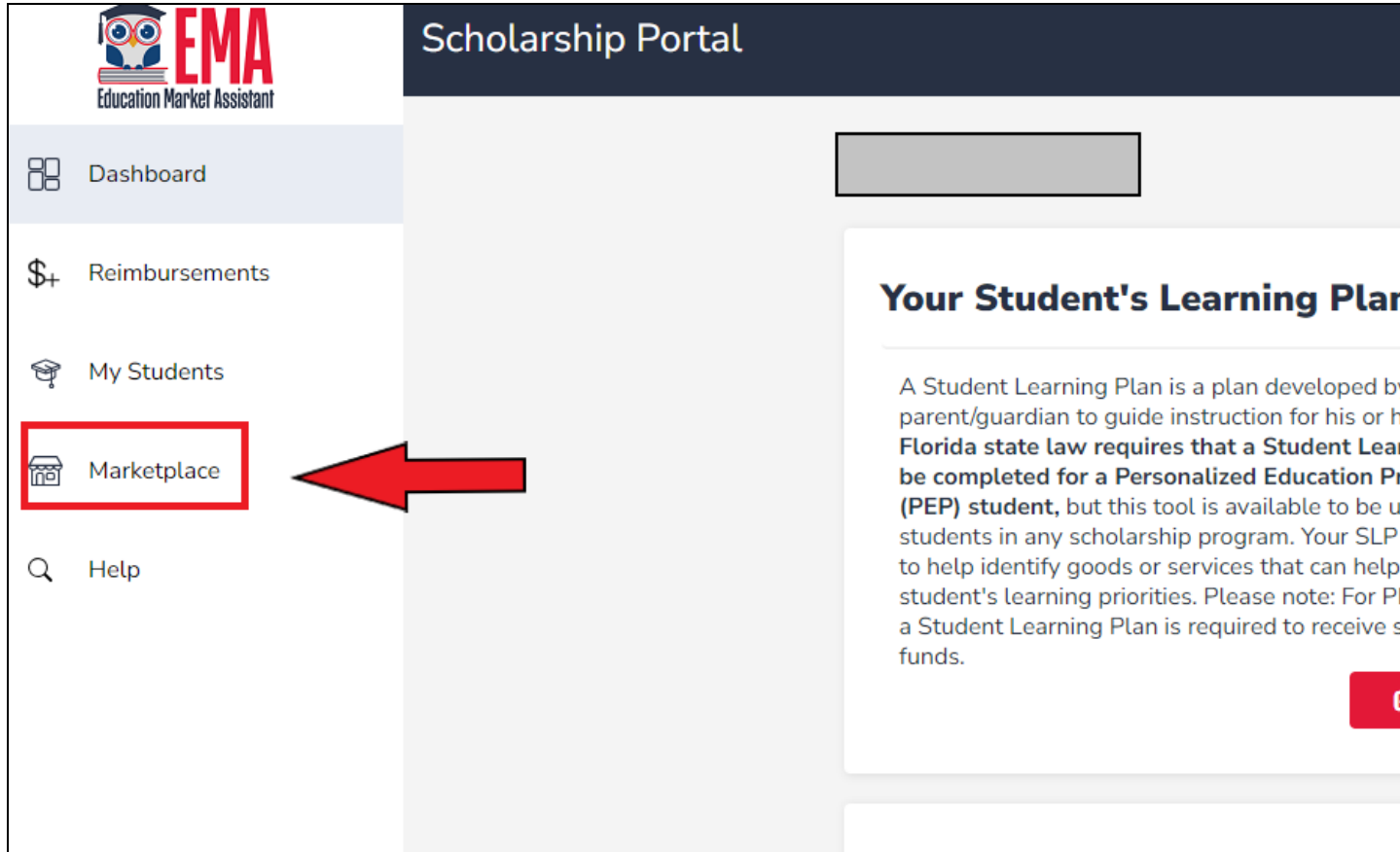
Choose the appropriate “Service Type” and quantity. Click on the “Add to Cart” button to proceed with creating an invoice.

Welcome to



**NAVIGATING MyScholarShop IN EMA**

# Navigating MyScholarShop in EMA



To access MSS for newly funded students, click Marketplace in your EMA profile. Renewal students should continue to access MSS through the legacy site.

# Navigating MyScholarShop in EMA

## Welcome to Marketplace

The Marketplace connects parents and students to products approved as eligible expenses for scholarship funds. Purchases allow vendors to be paid directly from the student's scholarship reimbursement. You will find a comprehensive library of products and schools to help unleash your student's potential.



### My Scholar Shop

Online marketplace for educational tools



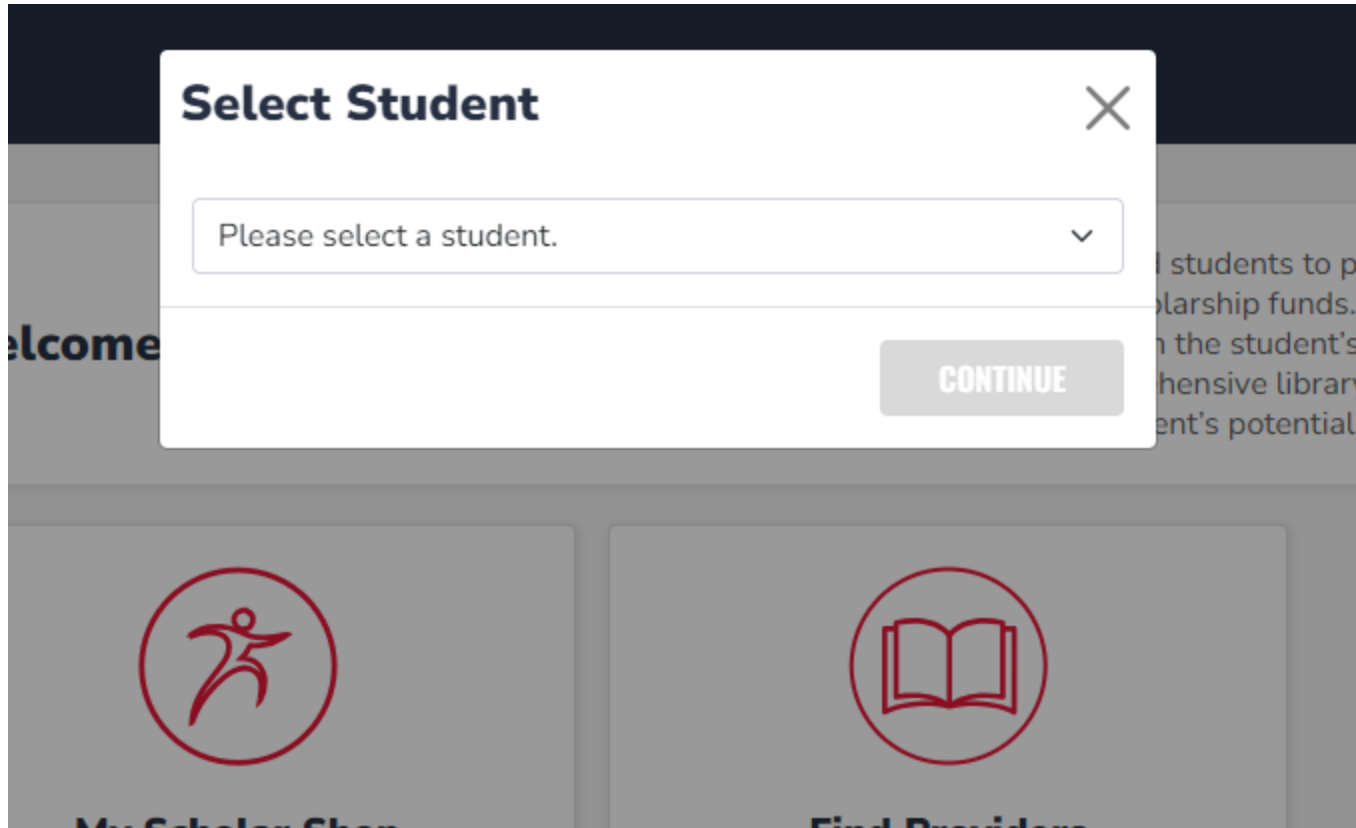
### Find Providers

Find tutors, therapists and other providers for your student



On this page, you will select My Scholar Shop.

# Navigating MyScholarShop in EMA



A pop-up will prompt you to select who you are shopping for. This is great if you have another student on a different ESA as MyScholarShop will only load the preapproved store associated with the student selected.

# Navigating MyScholarShop in EMA

## Privacy Statement

---

Welcome to the use of an SAP Ariba cloud-based application. This application does not require you to enter any personal data, also known as "contact data" may be transferred outside of the country or jurisdiction in which you are located.

SAP Ariba's obligations as a processor of your contact data are governed by the agreement between SAP Ariba and your company or organization,

### Cookie Notice.

This site uses cookies to store information on your computer. Some cookies are essential to make our site work; others help us improve the user experience. We collect, use, and share data in [Ariba Privacy Statement Version 1](#)

### Customer Privacy Statement

By checking this box, I acknowledge that I have read the [MyScholarShop User Agreement, Version 2](#) and consent to the processing of my personal data.


---




**The first time you access MSS, you will be asked to acknowledge the privacy statement.**

# Navigating MyScholarShop in EMA

ed Buying



Find goods and services



**PICK IT** **CLICK IT** **SHIP IT**




Your requests Your approvals

**New**  
**IMPORTANT:**  
Before placing an order, please make sure the ship to address indicated on the Checkout screen is your current physical address. Any costs associated with shipments sent to an incorrect address will be the...  
[Learn more](#)

**IMPORTANT**

Recent requests  
No recent requests  
[See all >](#)

Recommended for you

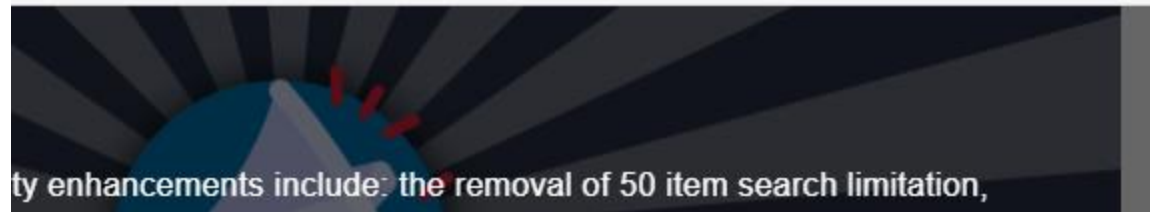
 <p>APPLE IPAD 10.2 9TH WIFI 64GB SL</p> <p><b>\$336.99 USD</b></p>	 <p>PENCILS COLORED CRAYOLA 24PK</p> <p><b>\$2.02 USD</b></p>	 <p>Readability Reading Tutor App – 1 Year</p> <p><b>\$79.99 USD</b></p>
--	--	---

This is the landing page of MSS. Here, you will see updates about the program and be able to shop for your student.

# Navigating MyScholarShop in EMA




 


You can search for items like a regular online store and find items for your student.






# Navigating MyScholarShop in EMA

Find goods and services   

You have **3 items** in your cart 




**CALCULATOR SCNTFC TI30XII ...**  
Texas Instruments TI-30X IIS Solar Scienti...

**\$14.45 USD** [Delete](#)

Quantity

- 1 +

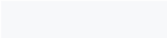


**Elapsed Time Instant Learning ...**  
Elapsed Time Instant Learning Center Stu...

**\$37.59 USD** [Delete](#)

Quantity

- 1 +



**Galaxy Donuts STEAM Based C...**

Total: **\$88.99 USD** [Check out](#)

As you shop, items will appear in your shopping cart for checkout later.

# Navigating MyScholarShop in EMA

Ship to

[Manage locations](#)

Charge to

[Manage details](#)

Total cost

\$95.66 USD

Cost Center (Family Empowerment Scholarships for Unique Abilities)

Net amount

\$88.99 USD

Taxes

+ \$6.67 USD

[Show additional details](#)

Items (3)



CALCULATOR SCNTFC TI30XII  
BLK  
ODP Business Solutions

Quantity  
- 1 + each

Price  
\$14.45 USD

Net Amount  
\$14.45 USD

Gross Amount ⓘ  
\$15.53 USD



Elapsed Time Instant Learning  
Center  
Lakeshore Learning

Quantity  
- 1 + each

Price  
\$37.59 USD

Net Amount  
\$37.59 USD

Gross Amount ⓘ  
\$40.41 USD

Quantity

Price

Net Amount

Before you check out, please double-check that the address is your home address, which is found in EMA. If you have changed addresses, you will need to go to EMA and update your address there. If the shipping address is not the same as the one in EMA, then the order will be denied.

**Note:**

It may take up to 48 hours for your address to update in MSS after you update it in EMA.



# Navigating MyScholarShop in EMA

**Submit** Save and exit ...

Total cost	<b>\$95.66 USD</b>
Net amount	\$88.99 USD
Taxes	+ \$6.67 USD

Once you are all finished shopping, you may save the cart or submit for purchase.

# Navigating MyScholarShop in EMA

 The following errors were received from the external system:  
: This request exceeds available funds, please remove \$  of items from your cart before checking out.

**If your purchase exceeds your available balance, this error will populate, preventing you from completing the order. In this instance, you may adjust your cart or save it for the next quarter when your next deposit arrives.**

# Navigating MyScholarShop in EMA



When you are finished, make sure you completely log out to prevent an unauthorized purchase from MSS.

Once you log out, you will need to go back to EMA to shop for a different student and log back in. You cannot change students while inside of MSS.

# Navigating MyScholarShop in EMA

## Policy

Click here for the FES-UA (formerly Gardiner) Parent Handbook:

[FES-UA \(formerly Gardiner\) Parent Handbook](#)

Click here for the current pre-approved item list:

[Pre-Approved Item List](#)

Click here for the current MyScholarShop User Agreement:

[MyScholarShop User Agreement](#)

## Need help?

For information, quick reference guides, FAQ documents and more, go to the [Family Resource Center](#)

[MyScholarShop Product Request Form](#)

[MyScholarShop Vendor Request Form](#)

## Contacts

**Service Center Normal Hours of Operation**

Monday – Friday: 8:30a.m.-4:30p.m. ET

Tel: 877-735-7837

MyScholarShop Email:  
[MyScholarShop@sufs.org](mailto:MyScholarShop@sufs.org)

For additional assistance, click on the below link:

[Additional Contact Information](#)

Chat assistance can be found on the [www.StepUpForStudents.org](http://www.StepUpForStudents.org) website.

If you need assistance with anything in MSS, scroll to the bottom of the page to find these helpful links.

# MyScholarShop

## Important information about MyScholarShop:

- MyScholarShop allows you to purchase items without having to spend money upfront. The funds will come directly from your student's ESA.
- If your child was recently funded for their FES-UA scholarship, it can take up to two weeks after funding before MSS is available through EMA. Please check back to see if their access is loaded.
- MyScholarShop returns are done through the vendors. Return information is available on the MSS Vendor Page. SUFS cannot process a return of a purchase from MSS.
- Please follow the vendor return info in MSS and do NOT attempt to return the items to a physical store.

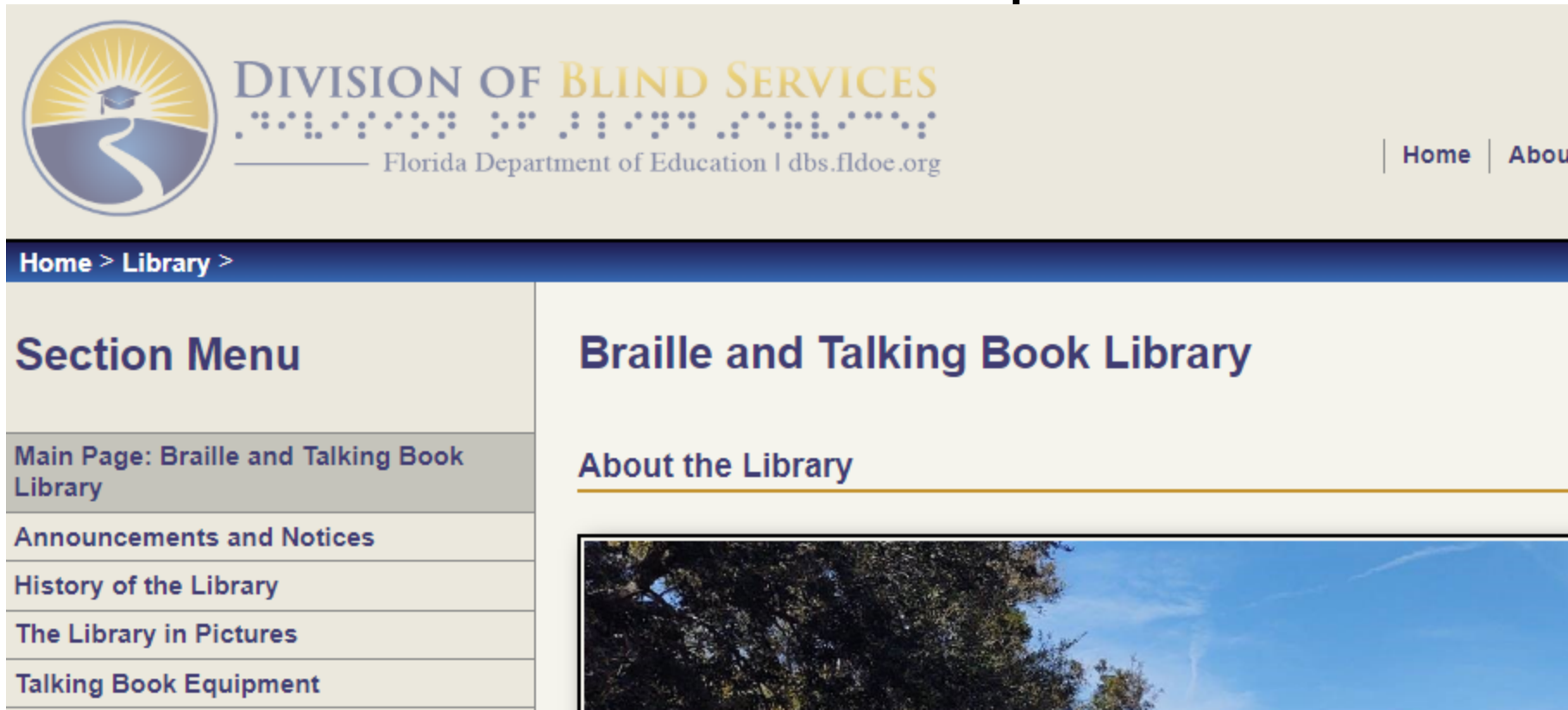
**RESOURCES**

A top-down view of a wooden surface with several wooden blocks. A central row of ten blocks is arranged to spell out the word "RESOURCES" in a bold, black, sans-serif font. The blocks are light-colored wood. Scattered around this central row are several other wooden blocks, some showing letters like 'G', 'E', 'S', 'N', 'L', 'X', 'K', and 'Z'. The background is a light-colored wood grain.



# Division of Blind Services Braille and Talking Book Library

<https://dbs.fldoe.org/Library/index.htm>



The screenshot shows the website header with the logo on the left, which features a sun rising over a path leading to a graduation cap. The text reads "DIVISION OF BLIND SERVICES" in gold and blue, with "Florida Department of Education | dbs.fldoe.org" below it. To the right are links for "Home" and "About". A blue navigation bar contains "Home > Library >". A "Section Menu" on the left lists: "Main Page: Braille and Talking Book Library", "Announcements and Notices", "History of the Library", "The Library in Pictures", and "Talking Book Equipment". The main content area is titled "Braille and Talking Book Library" and "About the Library" with a yellow underline. Below this is a photograph of trees against a blue sky.





# Q&A

**Q.** You Had Questions?

**A.** We've Got Answers!



# Registration Questions and Answers

- **Why aren't funds added before the school year starts?**

- Per Florida statute, the Department of Education disburses funds to scholarship funding organizations on a quarterly cycle. The first funding period for FES-UA does not fall before the school year begins. Dates are available in the FES-UA Handbook.

- **Do the FES-UA funds roll over and can they be used for college?**

- Yes, unused FES-UA money will rollover from year to year and can be used for qualified post secondary education expenses. Please note however, even after your child graduates from high school, you still need to complete a renewal application to access those funds through EMA. Also remember that FES-UA accounts are capped at \$50,000 and will not receive new funding over that amount.

- **I would like to know what documentation is needed for my child to renew their scholarship if I don't have an IEP?**

- If your child is a renewal (excluding High Risk or Hospital Homebound diagnosis), then a parent/guardian only needs to show documentation of residency each year. You do NOT need to re-qualify unless your child has gone back to public school or did not apply for the scholarship the previous year.

# Registration Questions and Answers

- **How to access legacy system?**

- FES-UA Renewal Families can access the legacy site at [gardiner.sufs.org](http://gardiner.sufs.org)

- **My son currently receives private therapy services (speech and OT). Can the provider be reimbursed directly? For example, can they submit a reimbursement request themselves?**

- A speech provider will need to create their business provider account in EMA so that a parent/guardian can purchase sessions with them. The provider cannot initiate an invoice before this. For renewal families, "reimbursements are still being processed in the legacy system"

- **I cannot get passed the "loading" screen in the new EMA system. I have tried clearing my cache, different web browsers, etc... I can not get into the EMA system.**

- If you are getting stuck on a loading screen in EMA, it is usually caused by a bad bookmark link. Please clear your cache and also delete any bookmark to EMA and go directly to this site:  
<https://apply.stepupforstudents.org>

# Missed A Previous FES-UA Open House?



## Topics covered in July

- Purchasing Guide
- Student Learning Plan
- Resources:
  - Florida Center for Students with Unique Abilities
  - The Florida Developmental Disabilities Council



## Topics covered in August

- 23-24 Reimbursements
- Reimbursement Cards
- Resources:
  - Family Network of Disabilities



## Topics covered in September

- Purchasing Guide:
  - Instructional Materials
  - Specialized Services
- Reimbursements in EMA
- Resources:
  - CHADD: Children and Adults with Attention Deficit/Hyperactivity Disorder
  - The ARC

# Subscribe to Our YouTube Channel!



SUBSCRIBE



HOME

VIDEOS

SHORTS

PLAYLISTS

COMMUNITY

CHANNELS

ABOUT



## Created playlists

Sort by

2 videos

Hope WV Provider

[View full playlist](#)

1 video

Hope WV Parent

[View full playlist](#)

4 videos

Step Up Schools

[View full playlist](#)

7 videos

Step Up Parents

[View full playlist](#)

3 videos

Step Up Parent

[View full playlist](#)

# Three new exciting YouTube Videos!



**Navigating  
MyScholarShop in EMA**



**Finding Providers &  
Services in the EMA  
Marketplace for Parents**



**What a provider sees  
when invoicing and  
billing**

# Contact Us



Call: 877-735-7837



Email: [FES-UA@sufs.org](mailto:FES-UA@sufs.org)



Chat: [www.stepupforstudents.org](http://www.stepupforstudents.org)

**Monday – Friday 8 AM – 6:30 PM ET**







**Help Us Serve You Better...**

**PLEASE COMPLETE  
OUR SURVEY!**

**Thank you  
for attending  
our webinar**

**Upcoming Webinar  
November 16<sup>th</sup>**



**See you next time!**