



## USPC Alumni Directory Project Update – June 24, 2009

Several years ago, Pony Club contracted with Harris Connect to begin researching the more than 50 years of membership data to help us find updated information on our alumni and club officers. With this updated and verified information, we plan to produce a comprehensive Alumni Directory. Included in the Directory will be all alumni and club officers that we can find. We hope this will be a valuable tool for our Alums to reconnect, and this will be a great way for clubs to locate potential Pony Club volunteers and instructors.

We are nearing completion of the Alumni Directory Project. Over the last several months, Harris Connect has sent out emails to all alumni that had email addresses asking them to confirm their contact and Pony Club information for inclusion in the Directory. Last week Harris Connect sent out postcards to all alumni for which we had an address, asking them to call an 800 number and confirm their information. Soon they will begin making phone calls to those who have not responded to the email or postcard.

We have done our best to find our alums, but we know we have not found them all. If you have not received an email, a yellow postcard or a phone call from Harris Connect/USPC and would like to be included in the Directory **you MUST contact Harris Connect directly** at 800-917-0956 to add your information. This number will be active until September.

Harris Connect is compiling this Directory at no cost to Pony Club, so we appreciate your cooperation. Harris Connect recoups its cost by selling the Directory, so please give consideration to purchasing a Directory for yourself, or for use by your club or region. To purchase a Directory, you must call Harris Connect at **800-917-0956**. There may be a Pony Club Alum living right around the corner, and you don't even know it!

Regular Soft Bound:	<b>\$69.99</b>	S & H:	<b>\$9.95</b>
Deluxe Hardbound:	<b>\$89.99</b>	S & H:	<b>\$9.95</b>
CD Rom:	<b>\$89.99</b>	S & H:	<b>\$7.95</b>
CD & Soft Bound Pkg:	<b>\$89.99</b>	S & H:	<b>\$14.95</b>
CD & Hard Bound Pkg:	<b>\$99.99</b>	S & H:	<b>\$14.95</b>
Regional CD**	<b>\$24.99</b>	S & H:	<b>\$7.95</b>
Calendar 23" x 35"	<b>\$24.99</b>	S & H:	<b>\$3.95</b>

*\*Prices do not include any applicable state sales tax*

*\*\*The Regional Breakdown below is not a reflection of USPC regions, but is rather a geographical division done by Harris Connect of the United States for the ease of finding alumni in specific areas at a reasonable cost. The Regional CDs will only contain the alumni and club officers that currently live in these geographical areas. This might be a great option for clubs and regions.*



## QUESTIONS & ANSWERS

Below is a list of the frequently asked questions in relation to the directory project.

### **When can I expect to hear from Harris Connect?**

Monday through Friday, Harris Connect makes calls beginning at 8:00 a.m. and continuing until about 9:00 p.m., in all time zones. They may try to contact you at work during the day, in the evening, or during the weekend at home. On Saturdays, they may call from 8:00 a.m. to 5:30 p.m. If you are contacted at a time that is inconvenient for you, simply let the representative know. S/he will give you the Harris Connect toll-free number or will arrange to call you later.

**Why did Harris Connect call me even though I completed my online questionnaire?**

We've asked Harris Connect to contact everyone; primarily to make absolutely sure that the data we have is current. You'd be surprised how many people change jobs or move between the time they complete an online questionnaire and the time the directory is ready to print. Plus, we want to be sure that all information is correct so that our directory is accurate and useful.

**If my name is listed in the directory, am I obligated to purchase a copy?**

Although everyone will be given the opportunity to purchase his or her own copy of the directory, your name will be listed regardless of whether you decide to purchase a copy.

**What if I don't want to be listed in the directory? What if I don't want certain pieces of information listed?**

Harris Connect can still update your information for us, but will honor your specific request to exclude all or parts of your biographical data from the publication.

**What happens if I don't order a directory now, but change my mind later?**

We have arranged to print as many directories as are ordered before we go to press. So, if you do change your mind prior to publication, you can call **800-877-6554**.

**What forms of payment will be accepted for the purchase of a directory?**

The directory may be paid for by major credit card or check. Payment(s) may be made by credit card at the time of order or by check upon receipt of the invoice(s). We also offer installment payment plans, allowing you to pay a portion now and the rest later. Alternate CDs (e.g. Regional CD) must be paid for by credit card.

**If I place an order using a credit or debit card, how will the charge appear on my statement?**

On statements for most major credit cards, "HC" will appear with part of or the entire name of the institution, e.g. HC State University. On American Express statements, "Harris Connect" will appear with part of or the entire name of the institution, e.g. Harris Connect State University.

**What if I decide I want to cancel the order I have placed?**

Orders for the directory may be canceled by simply writing the word "Cancel" on the invoice and returning it to Harris Connect or by calling the Harris Connect Customer Service Department at 1-800-877-6554. Be sure to provide the account number when calling.