

OVERVIEW

How to Claim Subscriptions	Claim active subscriptions which were converted from the Paper Pumpkin website to the Stampin' Up! online store.
How to Redeem Prepaid Codes	Redeem an unused prepaid code to activate your previously purchased subscription.
Q&A	Find answers to questions you might have about the integration of Paper Pumpkin to the Stampin' Up! online store.

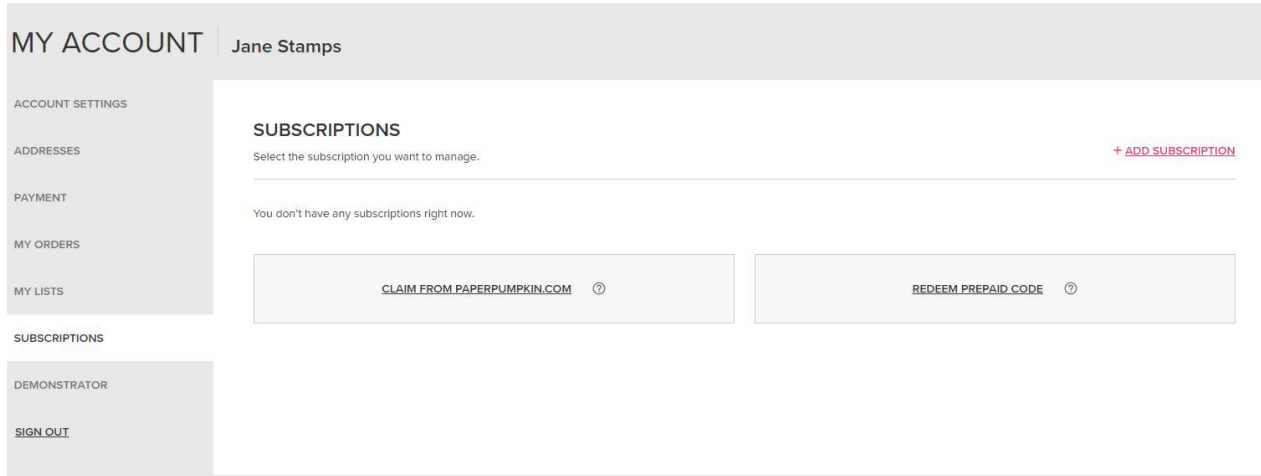
Note: Please be patient. When everyone signs in at the same time to switch their subscription account, our servers might get overloaded and take more time. Make sure to wait, refresh, and look again. If you're still encountering issues with this transition, please contact Demonstrator Support at 1-800-STAMP-UP and we'll be happy to help.



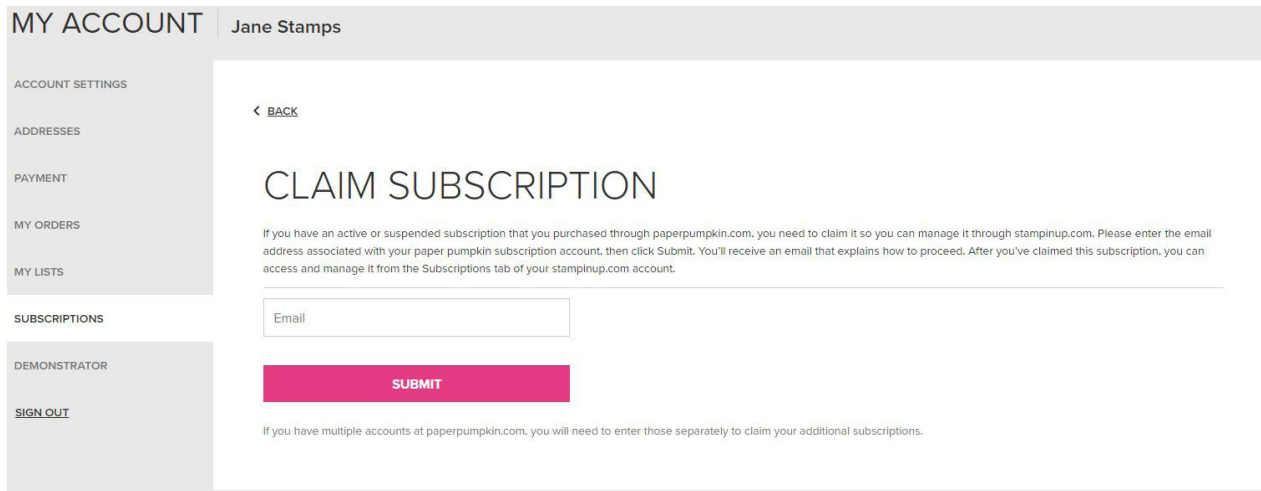
DETAILS

HOW TO CLAIM SUBSCRIPTIONS

1. Log in to your **stampinup.com** account. If you don't have one, create a new account.
2. Go to My Account > Subscriptions and click the Claim from paperpumpkin.com button at the bottom of the screen.



3. Enter the email address associated with the paperpumpkin.com subscription.



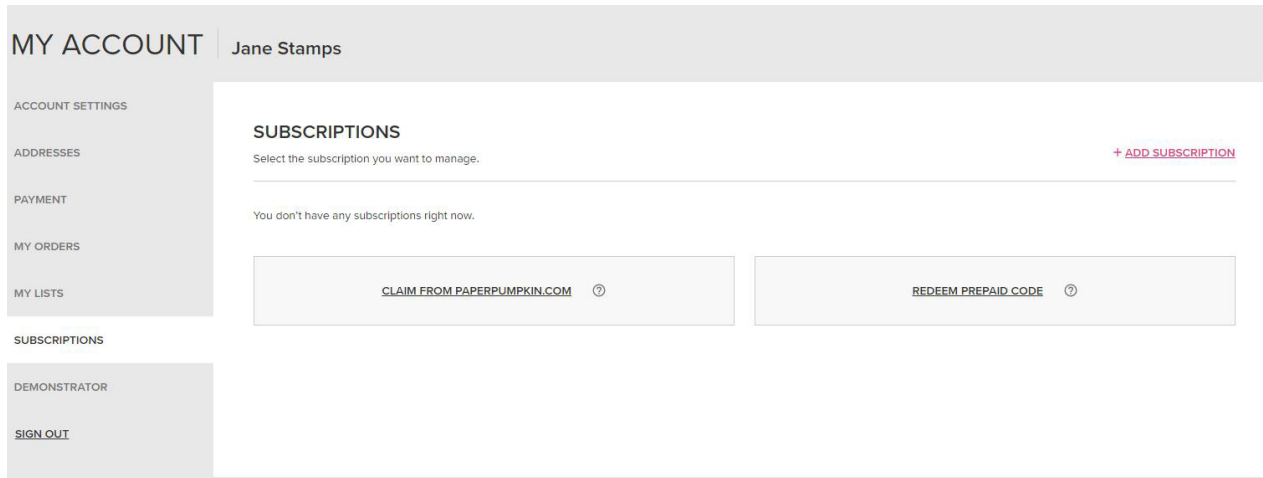
4. Click Submit to claim the subscription.
5. Go to the inbox of the email address entered and find the email from noreply@stampinup.com. Make sure to check your spam folder in case the email ended up there.
6. Click Claim Subscription in your email field.
7. Log in to stampinup.com and go to My Account > Subscriptions. Your subscription should be listed there. Click on the subscription to view details or make changes.



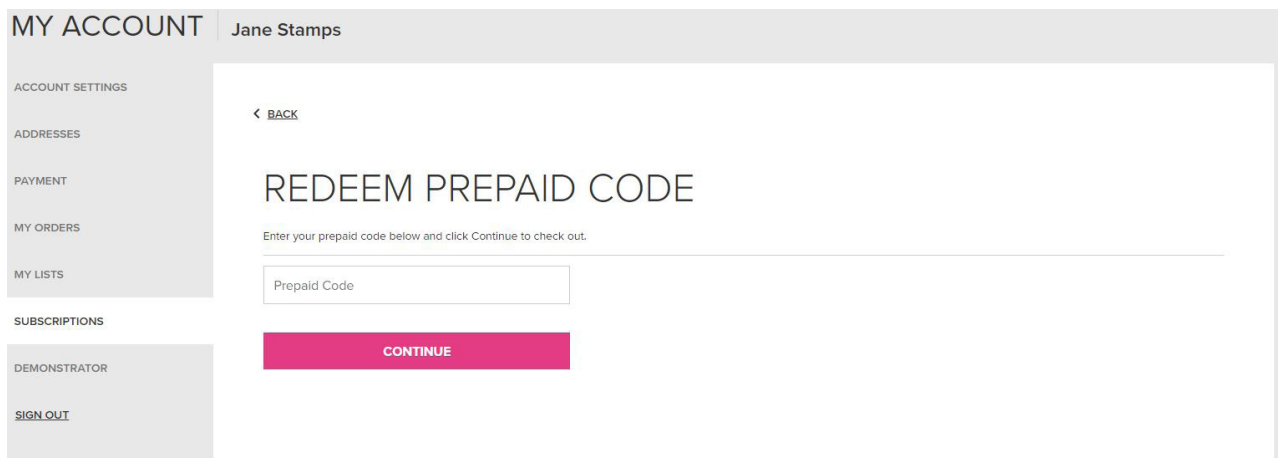
HOW TO REDEEM A PREPAID CODE

Please note that redeeming a prepaid code will immediately activate a new subscription for each prepaid code redeemed. Your redeemed subscriptions will then start simultaneously as redeemed prepaid codes don't stack up. Because a redeemed prepaid code is considered as starting a new subscription, you won't be able to skip until after the first kit ships on the 11th of the month. We recommend activating one prepaid code after the current one is fulfilled in order to manage the subscription with ease.

1. Log in to your stampinup.com account. If you don't have one, create a new account.
2. Go to My Account > Subscriptions and click the Redeem Prepaid Code button at the bottom of the screen.



3. Enter the prepaid code.



4. Click Continue to redeem the code.
5. A new subscription will be listed on your My Account > Subscriptions.



Q&A

Q. WHAT HAPPENS TO ACTIVE SUBSCRIPTIONS?

A. If you have an active Paper Pumpkin subscription (monthly or prepaid), your kits will continue to process and ship—just as they always have. Your subscription will transfer seamlessly from the legacy website to **stampinup.com**. You won't have to do a thing!

Q. HOW DO I MANAGE MY ACTIVE SUBSCRIPTION?

A. To manage a converted subscription—for instance, if you'd like to change the shipping address, skip a month, change your payment information, increase your kit quantity, or cancel your subscription—you must set up a **stampinup.com** account (if you don't already have one) and claim your subscription.

To claim your subscription, simply sign in to your **stampinup.com** account; then, select My Account > Subscriptions. Once you are on the Subscriptions page, click "Claim from paperpumpkin.com" and enter the email address associated with your **paperpumpkin.com** subscription in the text box. Your subscription will then be visible on **stampinup.com** and you will be able to manage your account. Easy!

Claimed active prepaid subscriptions can be managed in the first month they're claimed; however, you do not have the option to add kits or cancel that subscription. You can still choose to skip a month.




Note: Any converted subscription can be managed as soon as it's been claimed. If you have a **newly purchased pay-as-you-go subscription**, you may skip a month, change the quantity of kits, and cancel the subscription **after the first kit ships**.

To manage a subscription, click on the subscription under My Account > Subscriptions.

MY ACCOUNT Jane Stamps

ACCOUNT SETTINGS
ADDRESSES
PAYMENT
MY ORDERS
MY LISTS
SUBSCRIPTIONS
DEMONSTRATOR
[SIGN OUT](#)

SUBSCRIPTIONS
Select the subscription you want to manage. [+ ADD SUBSCRIPTION](#)

GIFT		Paper Pumpkin 6 Month Subscription Gift Recipient Name	Active Next Kit Ships: October	Months remaining: 6 of 6
		Paper Pumpkin 3 Month Subscription 1265 Av Des Bols	Skipped Next Kit Ships: November	Months remaining: 1 of 3
		Paper Pumpkin Subscription 1265 Av Des Bols	Canceled	RESUBSCRIBE

Q. DO I STILL NEED TO CLAIM MY SUBSCRIPTION IF MY PAPERPUMPKIN.COM ACCOUNT EMAIL MATCHES MY STAMPINUP.COM ACCOUNT EMAIL?

A. Yes, you will still need to go through the Claim your Subscription process to manage the subscription. This allows you to authenticate that you are the true owner of the subscription and authorizes you to make changes to it.

Q. CAN I CLAIM MULTIPLE PAY-AS-YOU-GO SUBSCRIPTIONS SET UP ON DIFFERENT EMAIL ADDRESSES TO MY SINGLE STAMPINUP.COM ACCOUNT?

A. You can claim multiple pay-as-you-go subscriptions into your stampinup.com account. We recommend you claim all the active subscriptions you have as soon as possible so you can manage them (skip, add kits, or cancel).

Note: The Gift label will only display on gifted subscriptions purchased through the online store, not on claimed subscriptions. If you wish to see this label to better manage your subscription (s), please claim the existing subscription, cancel it, and then purchase a gifted subscription through the online store. Your newly purchased, gifted subscription will then display beside the Gift label in your Subscriptions account.



Q. CAN I PURCHASE PREPAID CODES?

A. Stampin'Up! no longer offers Paper Pumpkin prepaid codes. However, you can still redeem outstanding prepaid codes at stampinup.com on your Subscriptions account page.

Q. WHAT HAPPENS IF I REDEEM ALL MY PREPAID CODES AT ONCE?

A. You can redeem all your prepaid codes at once; however, this will immediately activate a new subscription for each prepaid code redeemed. Your redeemed subscriptions will then start processing immediately and simultaneously. For this reason, we recommend that you wait until the current code is fulfilled before redeeming another prepaid code—to prevent receiving multiples of the same kit. Because a redeemed prepaid code is considered as starting a new subscription, you won't be able to skip until after the first kit ships on the 11th of the month.

Q. WILL REDEEMING A PREPAID CODE COUNT AS A NEW SUBSCRIPTION, MEANING I CAN'T SKIP THE FIRST MONTH?

A. Redeeming a prepaid code will activate a new subscription which means you must wait to skip until after the first kit ships on the 11th of the month.

Q. WHAT IS THE DEADLINE TO REDEEM PREPAID CODES? WHAT HAPPENS IF I DON'T REDEEM A PREPAID CODE?

A. Unredeemed prepaid codes fall under the state/provincial law of unclaimed property after a certain time. Please refer to your state or province's law of unclaimed property to learn more.

Q. WHAT HAPPENS TO AN ACCOUNT THAT HAS AN ACTIVE PREPAID CODE AND A CREDIT CARD ON THE ACCOUNT DURING THE TRANSITION?

A. If the active prepaid code still has kits left on it during the transition:

- Your subscription will continue to process and ship kits. Make sure to follow the Claim your Subscription process to manage your subscription until it's fulfilled.

If the active prepaid code shipped the last kit the day of the transition:

- Your subscription is now fulfilled and even though you have a credit card assigned to your account, you will have to purchase a new subscription on stampinup.com to continue receiving kits.

If the prepaid code was fulfilled prior to the transition and already billing on the assigned credit card:

- Your subscription will continue to process and ship kits. Make sure to follow the Claim your Subscription process to manage your subscription until it's fulfilled.

Q. WHEN CLAIMING OR REDEEMING A SUBSCRIPTION, WHICH DEMONSTRATOR WILL BE ASSIGNED TO THAT SUBSCRIPTION?

A. When a monthly subscription is moved over to stampinup.com from paperpumpkin.com, the demonstrator assigned to that subscription remains the same. However, you can change the demonstrator assigned to a monthly subscription any time.

For prepaid codes redeemed into stampinup.com, the demonstrator selected at the time of the purchase will show as the demonstrator assigned to the subscription since the transaction was already completed. You will not be able to change the demonstrator assigned as no new transaction will come from that subscription. When the subscription is fulfilled (i.e. all kits have shipped), you can purchase a new, prepaid subscription and select a new demonstrator.

Q. HOW DO I START A NEW SUBSCRIPTION?

A. Stampinup.com offers monthly pay-as-you-go subscriptions. We also offer prepaid subscriptions in 3-, 6-, and 12-month packages. All new subscriptions begin immediately upon checkout, with the first kit shipping on the 11th of the month. Either subscription type can be gifted to others with only the original purchaser having the ability to manage the subscription.

Once a subscription has been purchased, you have to wait until your first month's kit ships to modify your account. On a pay-as-you-go subscription, you can skip a month, change the quantity of kits, and cancel a subscription. On prepaid subscriptions, you can skip a month but you can't add more kits or cancel.

Note: New subscriptions will require a stampinup.com account.

Q. CAN I HAVE MULTIPLE SUBSCRIPTIONS?

A. Subscribers can have multiple subscriptions on one stampinup.com account.

Q. WHERE IS THE 1-MONTH PREPAID CODE?

A. 1-month prepaid code/subscriptions are no longer an option. For a single-use kit experience, we recommend kits from the Kits Collection.

Note: If you have previously purchased a 1-month prepaid code, you can still redeem it at stampinup.com under My Account > Subscriptions by clicking on Redeem My Prepaid Code.



Q. WHY CAN'T I PURCHASE, CLAIM, MANAGE MY SUBSCRIPTION OR REDEEM PREPAID CODES ON STAMPINUP.CA/FR?

A. The Paper Pumpkin product line is only available in North America English. Stampin'Up! does not support Paper Pumpkin products in the Canadian French market. If you are located in Quebec and need to cancel an active subscription or handle unredeemed prepaid codes, please call Demonstrator Support at 1-800-STAMP-UP.

