



Frequently Asked Questions By Arrowmen

As part of our celebration of the Order of the Arrow's Centennial, we are producing a special publication—*Centuries of Service*, the 100th Anniversary Arrowmen Directory. We are excited about the opportunity to recognize this historic moment in our organization, and provide our members with a way to reconnect and reflect on their involvement in Scouting's National Honor Society.

As the Scouting movement tries to reconnect with past members, NESAs and the OA, two large and strong affinity groups, are using alumni directories as a tool to reconnect. The OA has had requests to reconnect with arrowmen, many wanting a directory for personal use but also professionally. As a part of the 100th anniversary, the timing seemed perfect. Certainly, a process like this cost money and the OA endowment, will receive any proceeds. Today, the endowment supports several important programs in leadership development and high adventure projects. No one has to participate in the directory project but based on early results the participation is exceeding expectations.

- 1. I received an email/postcard/phone call from a company asking for my personal information. They said they were working on a directory for the Order of the Arrow. Is this a legitimate project, or is it a scam?**

We have partnered with PCI (also known as Publishing Concepts) to produce the 100th Anniversary Arrowmen directory. PCI is a company located in Dallas, TX that publishes directories for educational institutions, fraternities, sororities and military organizations across the nation. This project allows the Order of the Arrow to receive important updates to our database so we know more about our Arrowmen and how we can better serve you and future Arrowmen.



2. How do I know my information will only be used for directory purposes?

The Order of the Arrow has a contractual agreement with PCI that states:

- a. The names, addresses and information provided to PCI by the Order of the Arrow for the publication of the Directory will be held confidential by PCI, except to the extent that they are utilized in, or in the preparation of, the Directory and except as required by court order or law.
- b. The Directory will be made available only to Arrowmen (adults). Upon completion of the project, PCI will return to the Order of the Arrow any and all electronic files that have been supplied by the Order of the Arrow or produced by PCI in connection with the production of the Directory.

3. I would like to verify and update my information. How may I do this?

If you have received a postcard or an email with a telephone number, you may call the number to speak with a dedicated representative for the Order of the Arrow project. The representative will verify all the information we have on file for you and make any updates where needed. One of the dedicated numbers for the Order of the Arrow Directory project is 1-877-509-7625.

If you have received an email with an embedded link, you may go to the online site to review your information. If you have questions, you may call PCI's customer service desk at 1.800.395.4724.

4. Can anyone purchase a directory?

The Order of the Arrow Directory is available for sale only to Arrowmen (adults).

5. How will the OA use the revenue from selling the Centuries of Service Directory?

Any revenue that the Order of the Arrow receives from the sale of the Centuries of Service Directory will be placed in the Order of the Arrow Endowment. The OA endowment funds many special projects and programs including OA High Adventure, Maury Clancy American Indian Camperships, Get Kids to Camp Partnership, the OA Exhibit at the BSA museum, Lodge Matching Service Grant Program, NLS/NLATS and Philmont Adviser Conference and much more.

6. When will I receive my directory?

The total duration of the directory project is about 12 months. Since we began the project in July of 2014, the directories will be distributed in July of 2015.



7. I ordered a package containing the Discounted Companion Airline Certificate, but I haven't received the post card requesting verification of my address.

For those who purchase a package containing the Discounted Companion Airline Certificate, they will receive a postcard within 2 -3 weeks and will direct them to go to the PCI website to initiate the certificate process by entering their ID # and order # (shown on the postcard) and verify their mailing address. Alternatively, the buyer can call a toll free number (also shown on the postcard) and leave a voicemail to initiate the certificate process.

You will receive a business envelope that contains the guidelines, terms and conditions, as well as the certified voucher from Award Headquarters so you can begin to make your travel arrangements.

- Basics of the certificate program:
 - The Discounted Companion Airline Certificate allows the holder to purchase two round trip tickets for a bundled rate.
- The Certificate is:
 - Two Tickets for One Low Price
 - 200 US Destinations (continental US)
 - NO BLACKOUT DATES
 - 40 Plus Airline Carriers
 - 24/7 Online Booking
 - 7-Day Advance Purchase
 - Frequent Flier Miles for Both Passengers
 - Low Price Guarantee
 - Fully Transferrable

8. Can I choose some or all of my information not to be printed in the directory?

When you call to update your information, you can tell the representative what information you would prefer to have excluded. You may also communicate this information to the PCI customer service desk (1.800.395.4724) or to the Order of the Arrow.

9. I ordered a directory/package over the phone and would like to cancel my order. How do I do this?

Call the PCI customer service help desk at 1.800.395.4724, and they will take care of this for you.



10. I'm an adult Arrowman and I want to participate in the directory, but I never received a postcard. How do I sign up?

If you didn't receive a postcard or email in the mail you can contact PCI directly by calling 1-877-509-7625. If they can't find you in the database they will give you instructions on how to be included.

11. I received a postcard but my son did not. How can I make sure he is included?

If your son is under the age of 18 he can be included but the parent will need to call and approve what is and is not printed in the directory. You can do this by calling 1-877-509-7625.