

AUPO Mailing List Rental Frequently Asked Questions (FAQs)

AUPO is happy to help announce events and/or services of interest to AUPO's membership and related to research, education and patient care. Below are commonly asked questions about AUPO's mailing list rental service. Mailing pieces must be reviewed and approved before orders will be processed.

Q: Do you provide email addresses?

A: No

Q: Do you offer the mailing list in an electronic format such as Excel or on a CD?

A: No, we no longer offer these formats. AUPO's mailing list is provided in printed mailing label (peel and stick) format only.

Q: Will you invoice for mailing list rental services?

A: No. Payment by Visa, MasterCard, or check is required before processing or mailing of labels occurs.

Q: How soon after ordering will I receive the labels?

A: All orders are processed within 1 – 3 weeks. A RUSH may be placed on your order, for an additional fee of \$50.00. All RUSH orders are processed within 1-2 business days. We try to process orders as quickly as possible; however, at certain times of the year there may be a delay.

Q: What is the Confidentiality Agreement for Mailing List (Licensee) form?

A: This form grants permission (a limited license) to the purchaser (licensee) to use AUPO's list for one specific mailing. By signing this form, the Licensee agrees to the terms of AUPO's policies and terms set forth in the agreement. All orders submitted to AUPO requesting the rental/purchase of any part of our list will need to also include a signed copy of the Confidentiality Agreement for Mailing List (Licensee) form. This form must be completed by the Chair at academic institutions or an authorized signer for the organization or individual ordering the list; it may NOT be signed by a mailing house representative.

Q: I have a mailing house that will do my mailing. Will I still need to sign the Confidentiality Agreement for Mail List (Licensee) form?

A: Yes. If you have a mailing house that will be preparing your mailing, AUPO will require the responsible party (licensee) and the mailing house to sign confidentiality

agreements. We will contact your mailing house and send the appropriate agreement form to them for a signature. No list will be released until all forms are completed, signed, and on file.

Q: What is a mailing piece?

A: A mailing piece is the announcement that you wish to mail. Your mailing piece will be approved according to policies governing the rental of mailing lists.

Q: When will I find out if my mailing piece is approved?

A: If your mailing piece is approved, your order is processed automatically within our timeframe. If there is a problem with your mailing piece, we will contact you.

Q: My mailing piece is not ready yet, may I submit last year's?

A: No, only current mailing pieces will be accepted for approval.

Q: My mailing piece is not ready yet, can you start processing my order anyway?

A: No, only complete orders will be processed.

Q: My mailing piece file is too big to e-mail, is there another way to send it?

A: Yes, indicate this on the order form and contact the AUPO office for more information at (415) 561-8548 or aupo@aao.org.

Q: How will you ship my order?

A: All orders are shipped via FedEx Super Saver or 2-Day if Super Saver is not available in your area. You may select an alternate method on the order form.

Q: What type of labels and/or lists do you provide?

A: Our labels are pressure sensitive (peel and stick).

Q: Can I use one order form for multiple requests or multiple lists?

A: No. If you are ordering multiple and/or separate lists, you will need to provide separate order forms and agreements for each.

Q: Are your lists certified?

A: No, our lists are sold as is; they are not certified and are not currently NCOA compliant.