



DESIGNERS IN WAITING

Enrollment Form FAQ's

Many of you have been asking questions regarding the updates we recently made to the Designer in Waiting (DIW) Enrollment Form. Here are answers to some of the most frequently asked questions.



When will the email distribution to current DIWs be complete?

By now, all current DIWs should have received the email requesting that they update their information on the enrollment form. If your DIW has not yet received the email please have them check their SPAM folder in their mailbox. Once it is determined that the email has not been delivered, please have the DIW contact CustomerCare@OrigamiOwl.com with the subject line DIW UPDATE Missing Email.



Why aren't the confirmation numbers in numerical order?

The DIW will receive a new confirmation number that is randomly generated and may be alphanumeric. A current DIW they may need access to both their old and new confirmation number in the future. Please ask them to store them in a safe place. A separate number will be sent indicating their number on the wait list.



Will invitations to become a Designer be distributed faster if the updated enrollment form is completed sooner than later by the DIW?

This update does not affect the status of when we will or will not be sending invitations. They are two separate items. Invitation status will be reevaluated the week of November 27, 2012.



Is the updated DIW Enrollment Form hosted on a secure site?

Yes. Origami Owl always has your best interest in mind! You can rest assured that our site is secure and your personal information will not be shared.



My DIW entered their DIW ID# in the space provided on the first page and it isn't working?

The DIW must enter the ID# of the Designer (Mentor) that referred them or the confirmation number of the DIW that referred them in that first box. If they do not have either of those numbers they can click the link below the box to continue.



My DIW had also referred others to the DIW list. What number do the referred DIWs use?

The referred DIW should use the confirmation number of the DIW that referred them. If that confirmation number does not work, they can click the link below the entry box to skip to the form and enter their referrers name later in the process.



My DIW took a few days to fill out the form. Will she lose her place in line?

Current DIWs will keep their current place in line as long as they respond by the deadline provided in their email.



Can my DIW sign up with a new Email address?

Your DIW cannot sign up with a new email address. However, they may update their email address in our system once they become a Designer. If for some reason the email address they signed up with previously is no longer in service, the DIW may contact CustomerCare@OrigamiOwl.com to request a change.



My DIW received an error that said “email already in use.” Why?

For current DIWs to stay on the list they MUST visit the link provided to them in the email they received. If they access the link directly from www.OrigamiOwl.com, they will continue to return that error if they are already in our system. That error will also occur if they attempt to fill out the form twice from the link provided. Brand new DIWs that have not previously enrolled may enroll directly from www.OrigamiOwl.com/wait. Moving forward DIWs will only be allowed to enroll on the waiting list one time to avoid duplicate entries backing up the waiting list.



What if my DIW wants a different Business Package when they sign up?

The DIW will have the opportunity to choose a different Business Package at the time they receive their invitation and sign up as a Designer.



What if my DIW opens a new bank account after they sign up?

The DIW will have the opportunity to choose a different Business Package at the time they receive their invitation and sign up as a Designer.



What if my DIW wants to use a different card when they officially sign up?

The DIW will have the opportunity to change their credit card on file at the time their invitation is received and they sign up to become a Designer.



Are you charging or holding funds on the credit card they submit at the time of enrollment?

The DIWs credit card will not be charged and funds will not be held until they officially sign up as a Designer.



My DIW didn't get her confirmation email right away, why?

Confirmation emails can take up to 48 hours to be processed and received.

If your DIW has additional questions regarding the DIW Enrollment Form Update, please have them email CustomerCare@OrigamiOwl.com with the subject line **DIW Update Link**. Please have them include any information they can provide that will assist us in addressing the issue as quickly as possible.

ex: “My original DIW number is 11233, I did not receive a thank you/confirmation letter. I submitted my update at 12:45 AM Nov. 9th.”

THANK YOU for helping us to help you and your fellow Designers and DIWs! We are so grateful for you and appreciate all that you do each and every day!

