

Common Questions About The Membership Book
Enlisted Association of the National Guard of the United States

We thought it might be helpful to provide you with the answers to some of the questions members may direct to your office during the course of the project. Please feel free to refer you members to the Harris Connect Customer Service Department. Our Customer Service Representatives can be reached Mondays through Thursdays from 9:00 a.m. to 6:00 p.m., Friday from 9:00 a.m. to 5:00 p.m. (EST) at 1-800-877-6554 or via email at customerservice@harrisconnect.com.

Why are you doing a membership book?

A book will enable you to find and keep in touch with old friends and colleagues. Also, because your name and biographical information will be listed along with those of other members, it will be easy for them to contact you. Finally, the project will assist the membership office in keeping the most accurate and up-to-date records possible on all members so we can let you know what's happening.

How often will you publish a book?

We plan to publish a book approximately every five years in order to update and maintain current information.

Why was I asked to return the book questionnaire to a Virginia address?

We have selected Harris Connect, with offices in Virginia, to produce our new book. Harris Connect has an excellent reputation and has produced over 4,000 books for a variety of colleges, universities, high schools, and membership associations all over North America.

Why did Harris Connect call me even though I returned my 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 return a questionnaire and the time the book is ready to print. Plus, we want to be sure that all spelling is correct so that our book is accurate and useful.

When can I expect to hear from Harris Connect?

Mondays through Fridays, 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, or in the evening or during the weekend at home. Saturdays, they may call from 8a.m. to 5:30 p.m.; while on Sundays they don't make their first phone calls until 12:30 p.m.

Why would Harris Connect call me at work?

A lot of people prefer to be contacted at work. However, if this isn't convenient for you, simply notify the Harris Connect representative. He/she will give you a toll-free telephone number to phone at your convenience or will arrange to call you at home later.

Is it necessary for Harris Connect to call during dinner time?

Over the years, Harris Connect has found that the best hours to reach people at home during the week are between 5:00 p.m. and 8:00 p.m. If you are contacted at a time that is inconvenient for you, simply let the representative know. He/she will give you the Harris Connect toll-free number or will arrange to call you later.

How do people feel about being called on Sunday?

Occasionally, Harris Connect will speak with someone on a Sunday who would prefer to be contacted at another time. If this happens, whether it is a Sunday or the time is just not convenient for you, simply let the representative know. He/she will give you the Harris Connect toll-free number or will arrange to call you later.

Who should I contact if I have questions regarding the accuracy of my listing in the book?

You should contact Harris Connect directly, since they are currently working to update our list. They have dedicated a toll-free number specifically for our members. You can use this number to verify or change your listing or to place an That number is 1-800-971-5571

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

Although everyone will be given the opportunity to purchase their own copy of the book, your name will be listed regardless of whether or not you decide to purchase a copy. You should also know that only members will be offered a chance to purchase a book.

What if I don't want to be listed in the book? 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.

How much will the book cost and when can I expect to receive a copy?

The book will be available in both a Hardbound edition for \$89.99 and a softbound edition for \$69.99, as well as a CD Rom version for \$89.99. Combination packages are available as well for \$99.99 Hardbound and CD Rom or \$89.99 Softbound and CD Rom. Shipping, handling, and appropriate sales tax (in applicable states) will be added. Your book will be shipped and is scheduled to reach you by late 2-2009

Is there any difference between the content of the two book editions?

No. The contents are identical. Only the cover stock is different.

Why does the book cost so much?

Harris Connect is producing our book free of charge to the organization. They put a lot of work into the research and production of the book, so the cost of the book will cover expenses incurred by Harris Connect.

How will the organization benefit from the project?

We will receive an up-to-date database of all our members. This will be invaluable in helping us keep in touch.

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

We have arranged to print as many books as are ordered before we go to press. So, if you do change your mind prior to publication, you can call the Harris Connect Customer Service Department at 1-800-877-6554.

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

The book 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 members to pay a portion now and the rest later.

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

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

What if I have already received the book and want to return it?

Call the Harris Connect Customer Service Department at 1-800-877-6554 or customerservice@harrisconnect.com.