

**PROCESS OVERVIEW**

This is the yearly update of CTA's procedures for ordering the 2023 WHO Awards.

Please make sure to use the 2023 order form when placing your orders. Orders will be confirmed via email along with shipping confirmations and UPS tracking number(s).

The 2023 Chapter WHO Awards cost is \$69, and the California State WHO Awards is \$75. The price for the awards includes three lines (17 characters each line) of engraving and shipping charges (UPS). Please confirm with the Chapter or SCC contact person that the spelling of the names on your list is accurate before ordering.

**ORDERING PROCESS**

The attached form should be returned to Business Services Department (BSD) via email at [who@cta.org](mailto:who@cta.org) or fax: 650-552-5011. BSD will send a proof for your approval once received by the vendor before proceeding with production.

Our role is to work directly with staff and CTA's vendor to oversee that the orders are being processed correctly and error free. We will also work with the vendor to make certain that the confirmations and deliveries are done in a timely manner.

**PAYMENT**

Upon order, mail payment to: California Teachers Association, Attention: Business Services, 1705 Murchison Drive, Burlingame, CA 94010. Please include a copy of the order form with payment.

**SERVICE AND SUPPORT**

If there are any problems or errors with the order(s), please contact BSD immediately so we can address the issues before the WHO Awards Ceremony. A replacement award will be processed and sent to you.

The expectation every year is to have 100% satisfaction from you and the recipients of these honorable awards. Please help us meet these goals by ordering at least two weeks before you need the awards. Thank you again for your efforts in assisting with these procedures.

If you have any questions, please call the BSD main line at 650-552-5340 and someone will assist you.