

## **Registration FAQ (Frequently Asked Questions)**

**M.O.N.A.'s (My Online Notes Access) offers 48 Hour Express Service to resellers and distributors in the Promotional Products Industry.**

- **How do I register for a M.O.N.A. account?** From any page on the website, simply click on the “Register with us today” link in the upper right of your screen. If you are currently a distributor of Notes Inc products you will be asked to fill in your customer ID number and Billing Address to create your account.
- **I don't have a Customer ID number, how do I register as a new customer?** If you are not currently a Notes Inc distributor, you will be prompted to fill out the M.O.N.A. account registration form. Only resellers/distributors of promotional products may register for an account.
- **What information will I need to supply?** In order to register, you will need to supply all the typical information such as: Your name, email address, mailing/shipping addresses, phone number, and any trade affiliation numbers. You will also create a login identity and password for your account.
- **What is a Master User?** A Master User is granted special viewing and editing privileges. The Master User is an Owner, or Owner's Agent with authority to view all invoices, account histories and edit or manage other accounts within the group.
- **How do I request Master User Status?** At registration, check the box that says “Request Master User”. You will receive an email acknowledging your status within 2 business days. Notes Inc. Reserves the right to approve or deny Master User Status.