**Lone Star Finals FAQS**

**From:** Jarvis, Jennifer
**Sent:** Thursday, March 11, 2021 12:58 PM
**To:** Jarvis, Jennifer <Jarvisj@greenvilleisd.com>
**Subject:** Texas Destination Imagination- 2021 Lone Star FAQs

Good Morning Lone Star Finals Team Manager,

We are receiving a heavy volume of calls and emails. Therefore, I have included some FAQs below to assist you.

**How do I check to see if my school district paid for registration/and or pins/t-shirts?**

Please log in to your team manager account and view your statement. You may also, want to check with your school personnel. The deadline is March 17, 2021. All teams must check your account to ensure payment or school purchase order has been successfully applied by March 17, 2021, to ensure you are included on the 2021 Lone Star Finals schedule. The deadline is March 17, 2021.

**I don’t see my school district purchase order has been applied to my team’s account via my team statement. What should I do to ensure my team is included in the Lone Star Finals schedule?**   Please be sure you have shared the registration instructions with your school personnel as well as your team’s invoice/statement.

Please first check to see if your school district submitted a P.O. to jarvisj@greenvilleisd.com prior to March 17, 2021.

**Possible reasons for your purchase order to not have been successfully applied. Please consult with your school personnel to ensure there is no issue with the P.O.**

* Your purchase order may have been addressed to the wrong vendor (please see registration instructions)
* Your purchase order may have the wrong address listed (please see registration instructions)
* Your purchase order may not have included a copy of your invoice or your team numbers so we can apply it to your account (please see instructions)

If one or more of these issues have occurred, please fix the issue and resubmit no later than March 17, 2021 in order to be included on the 2021 Lone Star Finals schedule.

**My school district would like to pay for more than 3 teams. Is there a way to pay for more than 3 teams?**

Yes, please submit all team numbers and school districts’ full name (please don’t abbreviate) to jarvisj@greenvilleisd.com prior to the deadline. Please remember all purchase orders or payment must meet the March 17, 2021 deadline in order to secure your spot on the Lone Star Finals schedule. If your school district has less than 3 teams, the team manager is responsible for sharing the invoices with your school district. Please see the registration instructions. Please adhere to the March 17, 2021 deadline.

**Can my school pay with a credit card?** Yes, you will need to provide your help since it’s attached to your team account at registeryourteam.org. If your school district has three or more teams and would like to pay using a credit card please submit the following to jarvisj@greenvilleisd.com prior to the deadline. Please submit all team numbers and full name of the school district (please do not abbreviate). The deadline to pay is March 17, 2021.

**Do t-shirt and pin orders have to be attached to a team order and submitted online?** Yes, the 2020 pins and the new Sue pin is made available to advancing teams only. The order must be submitted online and payment must meet the March 17, 2021 deadline. We will only fill orders that have been successfully submitted and paid by the deadline March 17, 2021. We will not fill orders that do not meet the minimum requirement (see instructions).

**Is there a typo with the year (2020) on the pins?** No, there is not a typo regarding the year (2020) on the pins.  We are making the 2020 pins available to our 2021 Lone Star teams since the 2020 tournament was canceled. The only new pin is the Sue pin. Please remember our supply is limited. Purchasing pins and t-shirts are optional. Please adhere to the deadline March 17, 2021. Please see the team worksheet for images and prices (found on [texasdi.org](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2ftexasdi.org&c=E,1,GqKT6MeKUXa0ZhcqNSsH1rk1U4gsRE8pcMDdiTix4BRvUctugxHvu8WVMWxbSWL3WqAkA41tLXIXvQ7NHk3sza-UeI6yUCww6qeOWD8fmne2qL5d_cAJhA,,&typo=1&ancr_add=1) under State Tournament).

**I have a question regarding IC or TC submission where do I go to address an issue or ask a question?**

All questions or issues must be submitted using the messaging system.

**I can’t get into the messaging system what should I do?**

Please email jarvisj@greenvilleisd.com or dukeel@greenvilleisd.com with your region, team number, and challenge.

**Please review our website at** [**https://texasdi.org/state-tournament**](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftexasdi.org%2Fstate-tournament&data=04%7C01%7CJarvisj%40greenvilleisd.com%7Cdb3fade935de4858762108d8e4c075b8%7Cbe24b4716cd6432b8fd64b730612ec44%7C0%7C1%7C637510862552480448%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000&sdata=aI5TFGojKEE6IwPh2xmqsyBOhOMhb9Qbn7Pcl%2BgO3iw%3D&reserved=0) **for instructions and other helpful information.**