

Q: What happened?!?

A: To use non-tech talk, our most important system completely failed. Honestly, we don't know why—in fact, the vendor for the system has been here trying to figure out why, as well. (Even the president of the vendor company has been trying to figure out what happened!) It could be several days to several weeks before we know entirely why the system failed, but we are fairly sure it was not caused by the launch of the occasions catalog and Sale-A-Bration. It was just an unfortunate coincidence that it happened at the same time. Once we've determined the cause, we'll be sure to let you know.

Q: Why wasn't Stampin' Up! prepared? They had to know the launch of occasions and Sale-A-Bration would be huge.

A: This wasn't actually a system overload issue and, as far as we can tell, not something we could have prepared for. The failure of our "disc subsystem" (for you techies who know what that is) was totally unforeseeable. In fact, Chad Richards, Stampin' Up! CIO, said in his entire career he's never seen this happen before.

Q: When did it happen?

A: The system went down at approximately 12:15 AM (MT) today, January 4.

Q: What are you doing to ensure this doesn't happen in the future?

A: We are using a state-of-the-art system. Again, this failure was completely unforeseen. We do not anticipate having any system problems directly associated with catalog or product launches in the future. As we determine the root cause for this system failure, we will implement any necessary changes.

Q: What can I tell my customers or new recruits so they won't lose faith in Stampin' Up!?

A: You can assure them that this was not a problem we could have anticipated or prepared for. Basically, it was unprecedented. As stated above, this system is state-of-the-art; to have it fail was a shock to everyone—including the makers of the system.

Q: Since we've missed a day of Sale-A-Bration, will you extend it a day?

A: Sale-A-Bration will end on March 31, 2017, as originally planned.

Q: Did my order get lost or misplaced during the system outage?

A: No. This outage should not have any effect on orders placed before the outage. You should be able to visit your order history as usual to ensure your order was placed.

Q: Can I expedite my shipping today (January 4, 2017)?

A: Since our systems were not up until after 11:00 AM (MT), there is no expedited shipping for today, January 4.

Q: Will this outage affect other shipping times?

A: Because this outage affected our distribution center, shipping times for orders that had not already shipped will likely be delayed up to a day.

Q: Can I call Demonstrator Support today?

A: Yes! However, we anticipate longer-than-usual wait times, so if your question can wait until tomorrow, you may want to postpone calling.