

AARP Member to Member Local Offers Program

Operational Frequently Asked Questions

Account Registration

What does “Company’s main administrative information” mean? What Company information needs to be entered?

For small businesses with only one location, enter your business name in the Company Name field.

For those businesses with two to ten outlets (e.g. Joe’s Pizza, Joe’s Sandwich Shop, etc.), enter the enterprise business name and address where all administrative functions are held. This may or may not be the business name in your offer.

What does DBA mean?

A company is said to be DBA “Doing Business As” when the name under which it operates is different from its legal, registered name. Ex. Joe’s Enterprises DBA Joe’s Pizza

Whose name should I enter as Company Contact?

Enter the person who will serve as the point of contact should any questions arise. This person should be aware of the Member to Member Local Offers program, the offer and offer details.

Which email addresses should I enter?

The company email address will be used for notifications automatically generated from the system (order submission, updates to your account, etc...) and may or may not be the email address you entered when you signed in. Please enter the email address at which you would like to receive correspondence from the AARP Member to Member program.

What if I don’t have a company website?

If you don’t have a company website, you can leave that field blank. It is not a required field.

Welcome Screen

Why does my order have an “X”?

An “X” indicates that an issue occurred at some step (Payment, Order, Ad or Live) in the process. Ad is the offer and other items in your actual listing while Order covers the non-creative items such as Offer Area and Business category. An AARP Member to Member Local Offers Program representative will contact you with more detail.

When and How will I know my offer is approved?

Your offer is considered “approved” when you receive an email notification of successful payment authorization. You may also check the status of your offer on the My Orders Account Summary. When Payment, Order, and Ad are checked, your offer is approved.

What do I do to come back and check on my order?

The URL to access My Orders is <https://memberlocaloffers.aarp.org/aarp>. It is recommended that you bookmark or save this link to your Favorites so that you can easily access My Orders in the future.

How do I bookmark the My Orders site so it is easy to come back to?

Enter the URL to access My Orders <https://memberlocaloffers.aarp.org/aarp>. For Internet Explorer, Chrome and Firefox, locate and click on the star in the browser menu to bookmark the page or add to Favorites. Please note that you must have the My Orders page up before clicking the star.

How will I know when my listing goes live?

Your listing will go live on the date you specified once the offer has been approved and your payment has been processed. Once the listing has gone live, the "Live" box on the My Orders Account Summary will be checked. You may also go to www.local.aarp.org and search on your town to view your ad.

How do I place a reorder?

To place a reorder, access My Orders <https://memberlocaloffers.aarp.org/aarp> and click on Re-Order. You will then be taken to the Order Details screen where your existing offer details will be displayed. You must change the Offer Start Date and check the Advertising Terms & Conditions and Self-Certification boxes then click Next to proceed to Order Review and Payment. Please note that you may only reorder the identical listing one time.

Why can I only reorder my listing one time?

AARP wants to keep the offer "fresh" for its members to maintain interest and keep them coming back to your business. That being said, only a minor change is needed to be considered new. For example, a minor change could be as follows: 10% off on Tuesdays instead of 10% off on Wednesdays.

I need help understanding how to change my order. Who should I contact?

For general questions about the AARP Member to Member Local Offers Program, please call

Toll-Free Nationwide: 1-888-OUR-AARP (1-888-687-2277)

Toll-Free TTY: 1-877-434-7598

Toll-Free Spanish: 1-877-342-2277

Hours: Monday to Friday: 7 a.m. through 11 p.m. ET

My existing order(s) are not showing up on the screen. What do I do?

Please contact FatTail, Inc. Technical Support at 877-963-3429, Monday to Friday: 11 a.m. through 7 p.m. ET.

AARP Member to Member Local Offers Listing

What does Offer Area mean?

Offers are made available by city and surrounding area e.g. Phoenix and surrounding area

My city is not listed in the Offer Area. How do I enter the information?

If your city is not listed, the AARP Member to Member Local Offers program is not yet available in your area. Please check back at a later date or send an email to AARPMembertoMember@aarp.org and we'll let you know when the program is available in your area.

Why can't I start my offer by the end of the week?

It takes 5-7 business days for your offer to be approved and go live.

Why can't I run my offer in shorter, weekly intervals?

It takes 5-7 business days for your offer to be approved and go live. Continuous changes would overwhelm the system and process so the minimum duration has been set to 3 months. Plus, a short duration lowers your chances of the ad being seen and acted upon by members.

Why can't I run my offer in longer intervals?

The program allows the identical ad to be reordered one time. Therefore, your ad could possibly run for up to a year. The limits were set because AARP wants to keep the offer "fresh" for its members to maintain interest. That being said, only a minor change is needed to be considered new. For example, a minor change could be as follows: 10% off on Tuesdays instead of 10% off on Wednesdays.

Will my offer run for 3 months or 90 days?

Because months have varying numbers of days, the actual offer duration is 90 days.

Will my offer run for 6 months or 180 days?

Because months have varying numbers of days, the actual offer duration is 180 days.

Why can't I enter my own offer end date?

The offer end date is automatically calculated from the start date plus the number of days in the package purchased (e.g. start date + 90 days or start date +180 days).

Where can I get a Coupon Code?

Coupon codes are issued on very special occasions and have a limited time offer. If you do not have a coupon code, there may not be an active coupon code available at this time.

I'd rather choose my own non-profit to sponsor. Why does AARP only offer two?

AARP, working with your AARP State Office, chose two charities in your city. This will allow all of the small businesses connected with the AARP Member to Member Local Offers program to pool contributions, which will have a much bigger impact on these individual charities. It also keeps the program streamlined and simple while focusing on issues like hunger, isolation, and caregiving to name a few. Also, the non-profits will be made aware of each business that contributed to them through this program by name.

What is an offer headline?

The offer headline is the special offer that you will be extending to AARP members. An example of an offer headline would be as follows: "10% off on Wednesdays".

What would be considered offer details?

The offer details describe the headline in further detail. An example would be as follows: "Just show your AARP card to receive the discount. No need to mention or print this listing".

I don't want to list my business phone. What do I do?

The Business Phone field is not required, meaning you may leave it blank if you do not wish provide it in your listing.

I don't have/want to list my business website. What do I do?

The Website URL field is not required, meaning you may leave it blank if you do not wish provide it in your listing.

Why can't I find my business type or category?

For our pilot program we thought it was important to include businesses that have a physical location where our members could step inside to shop, dine in and eat, receive specialized services or hire professional services.

AARP identified categories of businesses that fit the program's goals and that are not currently offered by another AARP program. As the AARP Member to Member Local Offers program grows we will consider other kinds of businesses. Please contact at AARPMembertoMember@aarp.org to suggest any.

What are all the policies, terms and conditions for?

The Privacy Policy and Terms of Use on the account registration page are the Terms for the FatTail Ordering system and require a one-time agreement. The Advertising Terms & Conditions and Self-Certification are AARP legal requirements and need to be checked every time a new order is placed.

Offer Review

I would like to run several offers and have my card charged one time. How do I do that?

Unfortunately at this time, each offer has to go through all three steps (Offer Details, Offer Review, Payment). After submitting your payment information for your first offer, a screen will appear thanking you for your order. That screen contains an URL that will return you to the My Orders screen. Do not click Sign Out. Once you are back on the My Orders screen, click on Get Started to enter your next offer.

AARP Member to Member Local Offers Payment

Can I write a check versus paying with a credit card?

No, only debit or credit cards are accepted.

Other Questions

If I have questions whom do I contact?

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