

## RSP FAQ's

**What does RSP mean?** RSP stands for the Random Selection Process, a computer program designed to award limited edition product to event guests based on their preferences. For this event two RSPs will be run.

**How does the RSP work?** The RSP always starts with the first item and moves sequentially through the list of available items. It gathers all the guests that put item #1 as their first preference, randomizes the guest list and randomizes the available pieces. Next, it will match up a random guest with a random piece, continuing until it either runs out of guests or runs out of pieces. If it awards the item to every guest that put item #1 as their first preference and still has items remaining it will gather all guests that put item #1 as their second preference. It will randomize these guests and the remaining pieces and start matching again. The process continues through preference 3, 4 and so on until it either runs out of preferences or runs out of pieces. When item #1 is complete it will move to item #2 and gather all the guests that put item #2 as their first preference. The RSP is complete when it either runs out of preferences or runs out of pieces.

**What is the correct way to fill out my preference sheet?** Guests should rank the ITEM number of the item they want most in the world in the field 1<sup>st</sup> Choice (using the drop-down box shown below), then the item they want second in the field 2<sup>nd</sup> choice, and so on. You should only list items in the 2<sup>nd</sup> RSP ONLY if you wish to purchase additional quantities of the same item. You can only request up to a quantity of 2 for a single item. (1 per RSP)

### First RSP Preferences

First RSP 1st Choice		2. Star Wars Weekends 2014 Logo Pin	
First RSP 2nd Choice		9. Darth Vader Matted Mini Print w ith Jumbo Pin	
First RSP 3rd Choice		20. Jabba the Hutt Latex Figure	
First RSP 4th Choice		5. Luke Skywalker and Princess Leia Concept Poster Pin	
First RSP 5th Choice		11. Mystery Pin Set	

**How should I fill out my preference sheet so I get everything I want?** There is no way to fill out your sheet to guarantee you receive every item listed. The best results come when you decide what items you want most in the world and put those towards the top of the list. Remember also to take into account the edition size of the items – higher edition size pieces will be available longer so they can be included lower on your list.

**How come I didn't get my first choice?** The RSP results depend not only on the edition size of an item, but also on the number of other guests that put that item as the exact same preference as yourself. If 200 guests put an item as their first preference but there are only 25 of that item, 175 guests will not receive their first choice. Guests that put that item as their second or higher choice do not even have a chance at purchasing it.

**If my first choice is not available, will the RSP move my second choice up to become my first choice?** No, the system is not designed to change your preferences at all. Your preferences will always remain exactly as you mark them on your sheet.

**I heard I can be awarded something on my 2<sup>nd</sup> RSP preference list even if I didn't receive it in the 1<sup>st</sup> RSP. Is this true?** No. The system does not reserve quantities for assignment in the 2<sup>nd</sup> RSP. Items only make it to the 2<sup>nd</sup> round if every guest that asked for it in the 1<sup>st</sup> round was awarded that item and there were still quantities remaining. This is why we ask guests to not list items in their 2<sup>nd</sup> RSP preferences unless they want to purchase 2 of that item.

**Can I turn in more than one preference sheet?** No, the system is designed to accept only one form per person.

**Can I make changes to my form after I submit it?** Yes, as long as the RSP has not run. Once the process is started the preferences are locked and cannot be changed. If you do need to make an addition prior to the RSP deadline, please do so by logging back into the RSP form, if your change requires a deletion of an item or change of order of preference, please call us at 407-827-7600.

**Do families or groups on the same reservation have a better chance to receive their product?** No. The system looks at the individual preferences and does not have any way to track parties that may be attending together.

**If I'm awarded too much product, what can I do?** We do ask that you only list items you truly wish to purchase on your list – if you know you don't want something you don't have to include it. Also, if multiple guests are trying for a limited item but your group only wants 1 of that item tell us when you first turn in your RSP's so we can remove unwanted items and immediately assign them to another guest. If all else fails, as soon as you receive your selection notice with the list of awarded items, you can contact Disney Events to have items removed. ALL SALES ARE FINAL on May 9<sup>th</sup> so it is important to remove items as soon as possible.

**Can I list the same item more than once in each RSP?** No – listing an item more than once will remove it from your preferences entirely. Each item should be listed only once per RSP.

**Can I list items in a different order in the 2<sup>nd</sup> RSP?** Yes! Each RSP is completely independent, so you can list items however you choose.