



A Division of the Tea Association of the U.S.A., Inc.

362 FIFTH AVENUE, SUITE 801. NEW YORK CITY 10001 /TEL: (212) 986-0250 .FAX: (212) 697-8658 .www.teaUSA.org

Dear Specialty Tea Institute Members & Friends:

We are delighted to announce STI's **New Certification Training Program Four-Venue Discount Packages** and our enhanced line-up of educational sessions for 2009.. We've completely revamped our sponsorship program to provide you with

- More opportunities to showcase your brand;
- Additional benefits; and
- Savings from \$150 to \$400!

You may have heard that registration at STI's recent Certification Training Programs in Las Vegas and New York was a success! This is a testimony to the growing interest in premium quality teas and STI's standardized tea education. In addition to their quest for knowledge, STI seminar attendees are also thirsty for information about the wide variety of specialty teas and accessories as well as allied products and services that can enhance their sales and profitability. Our newly created **Certification Training Program Three-Venue Discount Packages** offer importers, packers and suppliers a selection of opportunities to acquaint STI's audience with their goods and services.

WHO: STI's Certification Training Programs are attracting a growing number of specialty tea industry professionals from around the country. Recent participants include:

- Tea room operators
- Specialty tea and coffee retailers
- Gourmet shop owners
- Coffee roasters
- Entrepreneurs & new business owners
- Espresso bar and café operators
- Tea educators
- Restaurateurs
- Trade media representatives
- Natural food & beverage retailers
- Supermarket Executives

WHAT: If you're looking for a low cost but highly effective vehicle for promoting your products and services among these committed members of the rapidly growing specialty tea community, STI's **Certification Training Program Three-Venue Discount Package Program** offers ten options. Here's how STI's program works – Purchase a package of three (3) venue sponsorships by **Friday, November 21, 2008** and you'll receive significant savings off the regular one-time purchase price!

WHEN/WHERE: Specialty Tea Institute 2008 Certification Seminar Venues

Venue	Concurrent Event	2008 Dates	STI Levels
1. San Francisco, CA	Winter Fancy Food Show	Jan. 18, 19, 20	1, 2, 3
2. Las Vegas, NV	World Tea Expo	May 2, 3	1, 2, 3
3. Charleston, SC	R.C. Bigelow Plantation Tour	Fall 2009	TBD

These valuable sponsorship opportunities are available on a first come, first served basis, so please reserve yours as soon as possible. (Please note that STI's exclusive, one-of-a-kind sponsorships generally sell out very quickly.) If you wish to reserve a sponsorship, kindly fill out the attached form and send it with your payment-in-full to the above address. (We now accept AMEX, Visa & MasterCard.) To ensure that your company is included in our three Official STI Certification Program Guides we must have your completed paperwork and payment in full by **Friday, November 21, 2008**.

For details about STI's Certification Training courses or additional sponsorship information, please contact me at 212-986-0250, ekarabois@teausa.org, or visit our website, www.teausa.org. Thank you.

Sincerely,

Ellainy Karaboitis,

Operations Manager, Specialty Tea Institute

**SPECIALTY TEA INSTITUTE
2008 CERTIFICATION TRAINING SPONSORSHIP
PROGRAM
Four-Venue Discount Packages
Opportunities & Benefits**



A Division of the Tea Association of the U.S.A., Inc.

STI 3 VENUE DISCOUNT PACKAGE SPONSORSHIP REGISTRATION FORM

STI Certification Training seminar attendees are thirsty for information about the wide variety of specialty teas and accessories as well as allied products and services that can enhance their sales and profitability. This newly created **Certification Training Program Three-Venue Discount Packages** offer sponsors very cost effective opportunities to acquaint STI's audience with their goods and services. Please see the attached pages for complete sponsorship opportunities and benefits.

- **INSTRUCTIONS:** To reserve your sponsorship, kindly complete this form and fax or mail it with your credit card information or a check payable to: Tea Association of the U.S.A, Inc., 362 Fifth Ave., Suite 801, New York, NY 10001, Tel: 212-986-0250, Fax: 212-697-8658.
- **DEADLINES:** The sponsorship reservation and payment deadline is Friday, November 21, 2008. Sponsors' materials are due Friday, January 02, 2009. Please note: Although **the sponsorship reservation deadline is November 21**, we expect the exclusive sponsorships to sell out early. So please reserve your sponsorship as soon as possible. Thank you.

Name: _____ Title: _____

Tel: _____ Fax: _____ Email: _____

Company: _____

Address: _____ City: _____

State: _____ Zip: _____ Country: _____

PKG. #	SPONSORSHIP	FEE	Please Initial your Choice(s)
1.	Exclusive 3-Venue All Day Luncheon Sponsor (1)	\$15000 (+ product)	_____
2.	Gift Bag - 3-Venue Discount Package –(several)	\$2500 (+product)	_____
3.	Gift Bag Paper Insert - 3-Venue Discount Package – (several)	\$1800 (+ inserts)	_____
4.	Gift Bag Product and Insert - 3-Venue Combination Package (several)	\$3250 (+inserts+ product)	_____

The following one-of-a-kind sponsorships are available on a first come, first served basis. Reserve yours today!

5.	Exclusive 3-Venue Continental Breakfast Sponsor	\$5500 (+inserts + product)	_____
6.	Exclusive 3-Venue Mid-Morning Tea Break Sponsor	\$2500 (+inserts + product)	_____
7.	Exclusive 3-Venue Mid Afternoon Tea Break Sponsor	\$2500 (+inserts+ product)	_____
8.	Exclusive 3-Venue Afternoon RTD Break Sponsor	\$2500 (+inserts+ product)	_____
9.	Exclusive 3-Venue Networking Reception Sponsor (1)	\$8000 (+inserts + product)	_____

PAYMENT INFORMATION:		STI Member?	YES	NO
Total Payment:	US \$	Payment Type:	Check Enclosed	Credit Card
Credit Card Type:	Visa	MasterCard	AMEX	
Name as Printed on Card: _____				
Credit Card #:	_____	Exp Date:	Month _____	Year _____
CVV Number:	_____	Enter the 3 to 4 digit code located on the back signature strip of your credit card. For AMEX, the CVV number is located on the front right, above card number.		

CHECKS: TEA ASSOCIATION OF THE USA- 362 Fifth Avenue, Suite 801. NEW YORK, NY 10001.
TEL: (212) 986-0250 .FAX: (212) 697-8658 .www.teaUSA.org



PACKAGE 1- STI 3-Venue All Day Luncheon Sponsor

\$1500 (+inserts+ product)

Description: STI All Day Luncheon Sponsor provides the ideal venues for tea packers to showcase your tea (s) and distribute your promotional materials among coffee and tea shop owners, gift and gourmet retailers, foodservice operators and others who gather for these informal 60-minute gatherings.

Benefits Include:

- Your tea(s) will be served at the designated luncheon
 - You'll be entitled to a 24"x30" poster recognizing your company as the Luncheon Sponsor.
 - You'll receive ALL DAY table space for displaying your company products and inserts
 - Your company name will be listed as the exclusive All Day Luncheon Sponsor in the three Official STI Certification Program Guides.
 - Your company logo displayed on the screen during breaks
 - Your company name will be on the sponsor list in STI's 2009 quarterly newsletters, *TeaBits*.
 - Products samples and inserts included in the gift bags
- **Savings:** Until now, STI offered individual Luncheon sponsorships for a price of \$1500 for each venue. If you were to purchase 11 sponsorships separately, which would be the total for all 3 venues, the price would be \$16500 for the three venues. We're now offering an opportunity to purchase a package of all 11 sponsorships! If you purchase the STI Exclusive Luncheon Sponsor by Friday, November 21, 2008, the price is only \$15000. **You save \$1500!** Please note that STI must receive your tea product and/or inserts by January 02, 2009. (We'll need approximately 200-400 tea bags and 200 pieces of inserts per venue, but we will alert you if more are required).

INSTRUCTIONS: To reserve your sponsorship, please send the attached STI Sponsorship Registration Form along with your payment in-full and company logo in (jpeg) format to Ms. Ellainy Karaboitis, Operations Manager.

PLEASE NOTE: STI's exclusive sponsorships are available on a first-come, first-served basis. And, although the sponsorship reservation deadline is November 21, we expect the exclusive sponsorships to sell out early. So please reserve your sponsorship as soon as possible. Thank you.

Please send the following no later than Friday, January 2, 2009. Thank you.

- 200-400 tea bags and 200pieces of your company's promotional inserts
- **San Francisco Product Deadline:** Friday, January 2, 2009...Reminders will be sent out prior to each event with deadline requirements and dates!

PACKAGE 2 - STI Gift Bag 3-Venue Discount Package (several available)

\$2500 (+product)

Description: As part of their registration package, STI seminar attendees at each of the three venues will receive a deluxe STI-logo canvas tote bag filled with samples to take home. This sponsorship is a great way to acquaint participants with your company's teas, cookies, syrups and other accompaniments.

Benefits Include:

- You'll be entitled to provide product samples for distribution to all seminar attendees in the deluxe "STI-logo canvas tote bag."
- Your company name will be listed as a gift bag sponsor in STI's three, 2009 Official STI Certification Program Guides (provided that sponsor registration form and payment are received by Friday, November 21, 2008).
- Your company will be included in the list of sponsors in four quarterly issues of STI's 2009 newsletter, *TeaBits*.

Savings: The regular, one-time price for one STI Gift Bag Sponsorship is \$350 for each venue. If you were to purchase 11 sponsorships separately, which would be the total for all 3 venues, the price would be \$3850. However, if you purchase the special Discount Gift Bag Sponsorship Package (3 venues) by Friday, November 21, 2008, the price is



only \$2500. **You save \$1350!** Please note that STI must receive your gift bag sample product by January 2, 2009. (We'll need approximately 200 samples per venue, but we will alert you if more are required).

INSTRUCTIONS: To reserve your sponsorship, kindly send the attached STI Sponsorship Registration Form along with your payment in-full to Ms. Ellainy Karaboitis, Operations Manager by November 21, 2008 to ensure that your company is listed as a sponsor in STI's Official Program Guide.

Please send the following no later than Friday, January 2, 2009. Thank you.

- 200 product samples
- **San Francisco Product Deadline:** Friday, January 2, 2009...Reminders will be sent out prior to each event with deadline requirements and dates!

PACKAGE 3 - STI Gift Bag Paper Insert 3-Venue Discount Package (several available) **\$1800 (+ inserts)**

Description: At each of STI's three venues, seminar attendees will receive a deluxe STI-logo canvas tote filled with informative educational materials and seminar handouts that they'll be sure to refer to for years to come. Your 8-1/2 x 11 inch inserts will be placed in the STI-logo canvas tote. The paper insert are one of STI's most popular sponsorships. It's an inexpensive but highly effective vehicle for acquainting STI attendees with your products and/or services.

Benefits Include:

- Your sponsorship enables you to provide pre-printed, 8-1/2 by 11 in., one or two-sided, black and white or 4-color inserts promoting your companies goods and/or services
- Your insert serve as an "advertisement" for your products and/or services

Savings: The regular, one-time price for a single Paper Insert Sponsorship is \$250 for each venue. If you were to purchase 11 sponsorships separately, which would be the total for all 3 venues, the price would be \$2750. However, if you purchase the special Discount Paper Insert Sponsorship Package (4 venues) by Friday, November 21, 2008, the price is only \$1800. **You save \$950!** Please note that your paper inserts must be received by January 2, 2009. (We'll need approximately 200 paper inserts per venue, but we will alert you if more are required).

INSTRUCTIONS: To reserve your sponsorship, kindly send the attached STI Sponsorship Registration Form along with your payment in-full to Ms. Ellainy Karaboitis, Operations Manager by November 21, 2008 to ensure that your company is listed as a sponsor in STI's Official Program Guide.

Please send the following no later than Friday, January 2, 2009. Thank you.

- 200, 8-1/2 by 11 in., one or two-sided, black and white or 4-color inserts promoting your companies goods and/or services.
- **San Francisco Product Deadline:** Friday, January 2, 2009...Reminders will be sent out prior to each event with deadline requirements and dates!

PACKAGE 4 –STI Product and Insert 3-Venue “Combo” Package – (several available) **\$3250(+inserts +product)**

Description: The seminar attendees at each of STI's three venues will receive deluxe STI-logo canvas tote bag filled with informative educational materials and seminar handouts that they'll be sure to refer to again and again. All STI seminar attendees will receive a souvenir gift bag filled with product samples and inserts. This combination paper insert/gift bag sponsorship combines our two most popular sponsorships and offers exceptional visibility for your company's products and services.



Benefits Include:

- Your sponsorship enables you to provide your pre-printed 8-1/2 by 11 in., one or two-sided, 3-hole punched inserts to be placed in the “take-home” goody bag
- Your insert serve as an “advertisement” for your products and/or services
- You’ll be entitled to provide product samples and inserts for distribution to all seminar attendees in the deluxe canvas “STI-logo canvas.”
- Your company name will be listed as a binder insert/gift bag combination sponsor in STI’s three Official Certification Program Guides (provided that sponsor registration form and payment are received by Friday, November 21, 2008).
- Your company will be included in the list of sponsors in four quarterly issues of STI’s 2009 newsletter, *TeaBits*.

Savings: The regular, one-time price for a single STI Gift Bag and Insert Sponsorship is \$450. If you were to purchase 11 sponsorships separately, which would be the total for all 3 venues, the price would be \$4950. However, if you purchase the special Discount Product and Insert Sponsorship Package (4 venues) by Friday, November 21, 2008, the price is only \$2000. **You save \$1700!** Please note that STI must receive your paper inserts by January 2, 2009. (We’ll need approximately 200 paper inserts and approximately 200 gift bag sample product per venue, but we will alert you if more are required)

INSTRUCTIONS: To reserve your sponsorship, kindly send the attached STI Sponsorship Registration Form along with your payment in-full to Ms. Ellainy Karaboitis, Operations Manager by November 21, 2008 to ensure that your company is listed as a sponsor in STI’s Official Program Guide.

Please send the following no later than Friday, January 2, 2009. Thank you.

- 200 product samples and 200 pieces of your company’s promotional inserts
- 200, 8-1/2 by 11 in., one or two-sided, black and white or 4-color inserts promoting your companies goods and/or services.
- **San Francisco Product Deadline:** Friday, January 2, 2009...Reminders will be sent out prior to each event with deadline requirements and dates!

PACKAGE 5 – STI Exclusive 3-Venue Continental Breakfast -

\$5500 (+ product +inserts)

Description: STI Morning Teas & Continental Breakfasts provide the ideal venues for tea packers to showcase your tea (s) and distribute your promotional materials among coffee and tea shop owners, gift and gourmet retailers, foodservice operators and others who gather for these informal 30-minute gatherings.

Benefits Include:

- Your tea(s) will be served at the designated continental breakfast– This will be the attendees’ opportunity to enjoy their first cup of tea each day.
- You’ll be entitled to post an 8-1/2 x 11 sign at your designated continental breakfast.
- You’ll receive table space for displaying your company products and inserts during the designated events.
- Your company name will be listed as the exclusive morning tea / breakfast sponsor in the three Official STI Certification Program Guides.
- Your company name will be on the sponsor list in STI’s 2009 quarterly newsletters, *TeaBits*.
- **Savings:** Until now, STI offered individual Continental Breakfast sponsorships for a price of \$750 for each venue. If you were to purchase 11 sponsorships separately, which would be the total for all 3 venues, the price would be \$8250 for the three venues. We’re now offering an opportunity to purchase a package of all 11 sponsorships. If you purchase the STI Exclusive Continental Breakfast by Friday, November 21, 2008, the price is only \$5500. **You save \$2750!** Please note that STI must receive your tea product and/or inserts by January 02,



2009. (We'll need approximately 200-400 tea bags and 200 pieces of inserts per venue, but we will alert you if more are required).

INSTRUCTIONS: To reserve your sponsorship, please send the attached STI Sponsorship Registration Form along with your payment in-full and company logo in (jpeg) format to Ms. Ellainy Karaboitis, Operations Manager. PLEASE NOTE: STI's exclusive sponsorships are available on a first-come, first-served basis. And, although the sponsorship reservation deadline is November 21, we expect the exclusive sponsorships to sell out early. So please reserve your sponsorship as soon as possible. Thank you.

Please send the following no later than Friday, January 2, 2009. Thank you.

- 200-400 tea bags and 200 pieces of your company's promotional inserts
- **San Francisco Product Deadline:** Friday, January 2, 2009...Reminders will be sent out prior to each event with deadline requirements and dates!

PACKAGE 6 - STI Exclusive 3-Venue Mid-Morning Tea Break Discount Package - \$2500 (+ products + inserts)

Description: STI tea breaks provide the ideal venue for tea packers to showcase your tea (s) and distribute your company's promotional materials among the coffee and tea shop owners, gift and gourmet retailers, foodservice operators and other professionals who gather for these informal 30-minute gatherings.

Benefits Include:

- Your tea will be served at the designated mid-afternoon tea break
- You'll be entitled to post an 8-1/2 x 11 in., sign at your designated break
- You'll receive table space for displaying company products and inserts during the designated tea break
- Your company name will be listed as the exclusive mid-morning tea break sponsor in the three Official STI Certification Program Guides (provided that sponsor registration form and payment are received by Friday, November 21, 2008)
- Your company will be included in the list of sponsors in four quarterly issues of STI's 2009 newsletter, *TeaBits*

Savings: Until now, STI offered individual Mid Morning Tea Breaks for a price of \$350 for each venue. If you were to purchase 11 sponsorships separately, which would be the total for all 3 venues, the price would be \$3850 for the three venues. We're now offering an opportunity to purchase a package of 11 sponsorships. If you purchase the STI Exclusive Mid-Morning Tea Break by Friday, November 21, 2008, the price is only \$2500. **You save \$1350!** Please note that STI must receive your tea bags and/or inserts by January 2, 2009. (We'll need approximately 200-400 tea bags and 200 pieces of inserts per venue, but we will alert you if more are required).

INSTRUCTIONS: To reserve your sponsorship, please send the attached STI Sponsorship Registration Form along with your payment in-full and your company logo in (jpeg) format to Ms. Ellainy Karaboitis, Operations Manager. PLEASE NOTE: STI's exclusive sponsorships are available on a first-come, first-served basis. And, although the sponsorship reservation deadline is November 21, we expect the exclusive sponsorships to sell out early. So please reserve your sponsorship as soon as possible. Thank you.

Please send the following no later than Friday, January 2, 2009. Thank you.

- 200 tea bags and 200 pieces of your company's promotional inserts

PACKAGE 7 - STI Exclusive 3-Venue Mid-Afternoon Tea Break Package - \$2500 (product + inserts)

Description: STI tea breaks provide the ideal venue for tea packers to showcase your tea (s) and distribute your company's promotional materials among the coffee and tea shop owners, gift and gourmet retailers, foodservice operators and other professionals who gather for these informal 30-minute gatherings.



Benefits Include:

- Your tea will be served at the designated afternoon tea break
- You'll be entitled to post an 8-1/2 x 11 in., sign at your designated break
- You'll receive table space for displaying company products and inserts during the designated tea break
- Your company name will be listed as the exclusive mid-morning tea break sponsor in the three Official STI Certification Program Guides (provided that sponsor registration form and payment are received by Friday, November 21, 2008)
- Your company will be included in the list of sponsors in four quarterly issues of STI's 2009 newsletter, *TeaBits*

Savings: Until now, STI offered individual Mid-Afternoon Tea Breaks for a price of \$350 for each venue. If you were to purchase 11 sponsorships separately, which would be the total for all 3 venues, the price would be \$3850 for the three venues. We're now offering an opportunity to purchase a package of 11 sponsorships. If you purchase the STI Exclusive Mid-Afternoon Tea Break by Friday, November 21, 2008, the price is only \$2500. **You save \$1350!** Please note that STI must receive your tea bags and/or inserts by January 2, 2009. (We'll need approximately 200-400 tea bags and 200 pieces of inserts per venue, but we will alert you if more are required).

INSTRUCTIONS: To reserve your sponsorship, please send the attached STI Sponsorship Registration Form along with your payment in-full, along with your company logo in (jpeg) format to Ms. Ellainy Karaboitis, Operations Manager. PLEASE NOTE: STI's exclusive sponsorships are available on a first-come, first-served basis. And, although the sponsorship reservation deadline is November 21, we expect the exclusive sponsorships to sell out early. So please reserve your sponsorship as soon as possible. Thank you.

Please send the following no later than Friday, January 2, 2009. Thank you.

- 200-400 tea bags and 200 pieces of your company's promotional inserts
- **San Francisco Product Deadline:** Friday, January 2, 2009...Reminders will be sent out prior to each event with deadline requirements and dates!

PACKAGE 8 - STI Exclusive 3-Venue Afternoon RTD Refreshment Break - \$2500 (+product + inserts)

Description – STI “Afternoon RTD Refreshment Breaks” offer an opportunity for bottlers to showcase your chilled, single-serve ready-to-drink beverages and distribute your promotional materials among coffee and tea shop owners, gourmet retailers, foodservice operators and other members of the trade.

Benefits Include:

- Your tea will be chilled and served at the designated RTD Refreshment Break (75-200 single servings)
- You'll be entitled to post an 8-1/2 x 11 sign at your designated breaks
- You'll receive table space for displaying your company products and inserts during the designated RTD breaks
- Your company name will be listed as the exclusive RTD break sponsor in the three Official STI Certification Program Guides (provided that sponsor registration form and payment are received by Friday, November 21, 2008).
- Your company will be included in the list of sponsors in four quarterly issues of STI's 2008 newsletter, *TeaBits*

Savings - Until now, STI offered individual Afternoon RTD Refreshment Breaks for a price of \$350 for each venue. If you were to purchase 11 sponsorships separately, which would be the total for all 3 venues, the price would be \$3850



for the three venues. We're now offering an opportunity to buy a package of 11 sponsorships. If you purchase the STI Exclusive Afternoon RTD Refreshment Break by Friday, November 21, 2008, the price is only \$2500. **You save \$1350!** Please note that STI must receive your tea bags and/or inserts by January 2, 2009. We'll need approximately 75-200single servings and 200 pieces of inserts per venue.

INSTRUCTIONS: To reserve your sponsorship, please send the attached STI Sponsorship Registration Form along with your payment in-full and your company logo in (jpeg) format to Ms. Ellainy Karaboitis, Operations Manager. PLEASE NOTE: STI's exclusive sponsorships are available on a first-come, first-served basis. And, although the sponsorship reservation deadline is November 21, we expect the exclusive sponsorships to sell out early. So please reserve your sponsorship as soon as possible. Thank you.

Please send the following no later than Friday, January 2, 2009. Thank you.

- 75 - 200single serving bottled beverages and 200 pieces of your company's promotional inserts
- **San Francisco Product Deadline:** Friday, January 2, 2009...Reminders will be sent out prior to each event with deadline requirements and dates!

PACKAGE 9- STI Exclusive 3-Venue Networking Reception Sponsor - \$8000(+products+ inserts)

Description: STI Exclusive Networking Reception Sponsor provides the ideal venues for tea packers to meet and socialize among coffee and tea shop owners, gift and gourmet retailers, foodservice operators and others who gather for the two hour cocktail and appetizer gatherings.

Benefits Include:

- You'll be entitled to a 24"x30" poster recognizing your company as the Networking Sponsor.
- You'll receive table space for displaying your company products and inserts during the Networking Event
- Your company name will be listed as the Exclusive Networking Reception Sponsor in the three Official STI Certification Program Guides.
- Your company name will be on the sponsor list in STI's 2009 quarterly newsletters, *TeaBits*.
- Public recognition by our Executive Director during the Networking Reception Speech
- Please note that STI must receive your tea product and/or inserts by January 02, 2009. (We'll need approximately 200-400 tea bags and 200 pieces of inserts per venue, but we will alert you if more are required).

INSTRUCTIONS: To reserve your sponsorship, please send the attached STI Sponsorship Registration Form along with your payment in-full and company logo in (jpeg) format to Ms. Ellainy Karaboitis, Operations Manager. PLEASE NOTE: STI's exclusive sponsorships are available on a first-come, first-served basis. And, although the sponsorship reservation deadline is November 21, we expect the exclusive sponsorships to sell out early. So please reserve your sponsorship as soon as possible. Thank you.

Please send the following no later than Friday, January 2, 2009. Thank you.

- 200-400 tea bags and 200 pieces of your company's promotional inserts for your table space
- **San Francisco Product Deadline:** Friday, January 2, 2009...Reminders will be sent out prior to each event with deadline requirements and dates!



**** Several individual sponsorships are also available for each venue. You can find the documents on our website at www.teausa.org and they will be forwarded to you via email prior to each event.**

Important Mailing Addresses:

Ellainy Karaboitis

Specialty Tea Institute
362 Fifth Avenue, Suite 801
New York, NY 10001
(212) 986-0250

ekaraboitis@teausa.org

***Please send logos in (jpeg) format, registration payments and forms, and available for all questions**