



Shopping from ShopToEarn Retailers

Q. Do I need to login to my website before shopping on ShopToEarn?

A. No. You do not need to login to your website to shop from ShopToEarn retailers. Prior to shopping, close all browsers and delete your cookies. Then go to your ShopToEarn website and click on the retailer's link, which will take you to their website.

Q. Do I earn cash back and points for the purchase of a gift card?

A. All of the ShopToEarn retailers have different policies regarding their gift card programs. It is important to read the information of each retailer's affiliate program on the retailer's website. ShopToEarn has compiled a list of retailers that do pay cash back on the purchase of a gift card. These retailers can be found by clicking on the "Gift Cards" link under Product Categories on the ShopToEarn home page. The retailers that pay cash back on a gift card purchase can also be found in the Retailers (A-Z) drop down menu on the ShopToEarn home page, denoted by "GC."

For Example: There are two Restaurant.com listings. One is a link to the regular site Restaurant.com 15% and one is a link to purchase gift cards Restaurant.com GC 15%.

Q. I just made a purchase from a ShopToEarn retailer and my cash back is not showing in My Shopping. Why?

A. ShopToEarn purchases may take up to 90 days to post to My Shopping. If you have not been paid on your ShopToEarn purchases **after** 90 days, go to Shopping Discrepancies under Shopping in your Training / Support Center and follow the instructions.

Q. When I click on the some of the ShopToEarn retailers' links, I am taken to the product page of the retailers. I have to go thru several links on their website in order to get to the product that I want to purchase. Will this purchase still be tracked through my ShopToEarn website?

A. Yes. Your shopping will be tracked as long as you remain on the retailer's website and your session does not time out. If it is questionable, go back to your ShopToEarn website and click on the retailer's link and complete your

purchase. Please be advised that ShopToEarn will not be able to issue cash back for a purchase that has not been properly tracked through your STE website.

For Example: Joe goes to his STE website and clicks on Drugstore.com™. Once on Drugstore.com™, he clicks on one of the stores advertised on their site, such as Beauty.com™ and VisionDirect.com. This results in Joe leaving Drugstore.com™ and causing the STE tracking session to be broken. This will not earn cash back, as there needs to be **one** STE tracking session: from STE to the retailer.

Q. How do I keep track of which ShopToEarn purchases I have received cash back from?

A. Due to the differences in each retailer's time schedule to remit payment to ShopToEarn, we suggest you keep an electronic filing system on your computer. Create two separate folders for your purchases, one for paid shopping and another for unpaid shopping. Every time you make a purchase from a ShopToEarn retailer, copy the actual receipt, not the order confirmation. Place the receipt in the unpaid shopping folder. Once your cash back posts to My Shopping, move the receipt to the paid shopping folder. If you have not been paid on your ShopToEarn purchases **after** 90 days, go to Shopping Discrepancies under Shopping in your Training / Support Center and follow the instructions.

Q. I clicked on a ShopToEarn retailer's link offering free shipping, but when I got to the retailer's website, I realized they were not running a free shipping promotion. Why did the link state free shipping?

A. Occasionally ShopToEarn retailers change their promotions and deactivate their links without notifying ShopToEarn. If you notice an expired retailer link, please open a Support Ticket and we will update the link. Please refer to the retailer's website for all current promotions and the Shopping section of your Training / Support Center.

Q. If a retailer displays 1%-4% or Up to 10%, how do I know what cash back percentage I will receive?

A. Each ShopToEarn retailer has its' own affiliate program. Most retailers have an Affiliate Program link on their website with their program details. If you are unable to locate the information on the retailer's website, please open a Support Ticket for assistance.

Missing Shopping Transactions

Q. What are some reasons why my purchases from ShopToEarn retailers are not tracked through my ShopToEarn website?

A. There could be several reasons why your shopping was not tracked through your ShopToEarn website:

1. The shopping did not take place through your website.
2. Multiple ShopToEarn websites were visited or logged into prior to the shopping transaction, resulting in the shopping being tracked through someone else's STE website. To prevent this from occurring, close all STE

browsers and delete your cookies prior to going to your website to shop or login.

3. The security settings on the computer used to make the purchase were set too high.
4. Cookies were not enabled on the computer used to make the purchase.
5. The session timed out or expired and the cookies were not tracked.
6. The shopper used the back button or refresh button prior to completing the purchase, resulting in the session timing out.
7. The shopper clicked out of the retailer website, thus ending the session and tracking the purchase to another source.
8. A Non-STE coupon code or promotion was used, resulting in the purchase being tracked to another source.
9. The shopper chose in-store pickup from a retailer that does not offer cash back on an in-store pickup.
10. The shopper modified the order after completing the purchase online.
11. The shopper used an account with the retailer that already receives additional savings, coupons, and rebates (i.e. rewards or corporate accounts).
12. The shopper initiated the purchase online, but completed the purchase over the phone or in the store.

Q. I have a corporate account set up with Office Depot®. If I go to Office Depot® through my ShopToEarn website and login to my corporate account, will my shopping still be tracked through my ShopToEarn website?

A. No. If you login to an account that receives additional savings, coupons, and rebates (i.e. rewards or corporate accounts) your shopping will not be tracked through your ShopToEarn website.

Q. Who do I contact about a problem with a ShopToEarn retailer order?

A. If you have an issue with an order you placed with a ShopToEarn retailer, you must contact that retailer directly for assistance.

Q. I found a product on a ShopToEarn retailer's website. The retailer only allows phone orders for this product and I was unable to purchase it online. Will I still receive cash back and points?

A. No. All purchases must be tracked through your ShopToEarn website in order for the cash back and points to be paid.

Q. I made multiple purchases from a retailer. Some of the purchases have posted to my account, but others that I purchased earlier have not posted yet. Is there a problem?

A. Not necessarily. Purchases may not post to your account in the order there were placed with the retailer.

Q. A friend and I both purchased from the same retailer on the same day. His purchase has already posted to his My Shopping, but mine has not. Is there a problem?

A. Not necessarily. Purchases may not post to your account in the order there were placed with the retailer. Although you purchased from the same retailer on the same day, your posting for your cash back may be in a different batch than his. If

you have not been paid on your ShopToEarn purchases **after** 90 days, go to Shopping Discrepancies under Shopping in your Training / Support Center and follow the instructions.

Q. I booked a hotel reservation through my STE website, but was unable to pay for the reservation online. Will I still receive cash back for this purchase even though I must pay in person?

A. Yes. You will receive cash back for the hotel reservation within 90 days of completing your stay and submitting payment. Please be advised that alterations and add-ons to this reservation during your stay may not be tracked as part of this purchase. This includes room service, additional days, upgrades, etc. The details of your reservation that you submit and agree to through your STE website will most likely be the basis for your cash back. If you have not been paid on your ShopToEarn purchases **after** 90 days from completing your hotel stay, go to Shopping Discrepancies under Shopping in your Training / Support Center and follow the instructions.

Q. How is shopping from my website considered earth friendly?

A. ShopToEarn / ShopToEarth was designed to create environmental awareness by becoming conscious consumers. Shopping online eliminates traveling to stores and decreases CO2 emissions. The vehicles that deliver your purchases are carrying packages for hundreds of other households as well. Compare the CO2 emissions of one delivery truck to hundreds of cars driving to stores. Shopping through your website eliminates the middle-man by having products shipped directly to you. When products are shipped to the retailers, they usually do not recycle the packaging; however, you can.

Q. What are some tips to make my shopping earth friendly?

A. Some earth friendly shopping tips that will save you time, money and the planet include:

1. Buy in bulk. Try to purchase your monthly necessities in one order with one shipment. This will be an adjustment, as it requires planning ahead and taking an inventory of your home.
2. Buy products that are concentrated and reusable, and eliminate the need for constant repurchasing.

For Example: TrueGreen® Washing and Dryer Balls and Aquasana® Glass Water Bottles and Water Filtration Systems.

3. Buy products from companies that support environmental causes like the vendors on ShopToEarth.
4. Compile your shopping list before turning the computer on to save power.
5. Use a laptop computer and turn it off when you are finished. A laptop uses significantly less power than a desktop computer.
6. Reuse and recycle the packing material and boxes from your online purchases.