

# HAVING TROUBLE SUBMITTING YOUR RECEIPTS?

Check the chart below for specific error codes. If you don't have a code or need additional info, scroll down for tips and guidelines that might help.

## GUIDELINES

### RECEIPT ERROR CODE

### WHAT TO DO

Error Code 1: Incomplete Receipt

Error Code 2: Multiple Errors

Error Code 3: No Participating Products

Error Code 4: Illegible Receipt

Recapture and resubmit image(s) of one receipt, being sure to:

- Show entire receipt (all four corners).
- Star or circle participating products.
- Lay receipt flat and in good lighting to prevent blurry image, and make sure each line can be clearly read.

Error Code 5: Multiple Receipts

Submit only one receipt at a time.

Error Code 6: Duplicate Receipts

Don't resubmit this receipt - it will be rejected. Contact us at 800-962-1413

Error Code 9: More Than Five Images Submitted for One Receipt

Recapture receipt within five images using these tips:

- Fold or omit section(s) of the receipt not showing participating products.
- Be sure the store name, participating items and prices, purchase date, total price and bar code (if available) are legible in your image(s).

Error Code 10: Daily Limit of Receipts

Take a break! Nice job, you've hit your limit!

Limit one per member.

Error Code 12: Invalid Receipt

Error Code 13: Invalid File Size

Error Code 14: Invalid File Type

Recapture and resubmit image(s) being sure to:

- Submit image(s) of one store receipt against a neutral background.
- Submit images that do not exceed 3MB total size (including all images for one receipt).
- Valid file types: .pdf, .jpeg, .tiff, .gif, .png

## TIPS



### COMPLETE RECEIPT

Your complete receipt must be submitted in one single email or text. You can include up to **10 images per email** and **5 images per SMS** to capture your entire receipt per upload. Remember, we also need to see the **entire receipt**, including all **four corners**, in order, from top to bottom. If multiple images are needed to capture the entire receipt, make sure you provide them in order.



### PARTICIPATING PRODUCTS ONLY

Make sure there is a participating product for this promotion on your submitted receipt. Look for promotion packaging on shelf or check the [participating product list](#).



### TAKE CLEAR, LEGIBLE PHOTO

When preparing to take a photo, lay your receipt on a flat surface in good light and hold your camera or phone parallel to it. Be sure the **store name, date, bar code, purchased items and prices** are readable in your image(s). Blurry or unreadable receipt images will be rejected.



### SUBMIT YOUR RECEIPT ON TIME

Purchases for this promotion must be made between **4/18/21 - 7/31/21** and receipts must be submitted by **8/30/21**. Receipt upload must be completed within 30 days of purchase.



### DUPLICATE RECEIPTS

We may have already received this receipt and it hasn't been processed yet. Please **check your account again later** to see if your receipt has been processed. Each receipt can be submitted one time only.



### SUBMIT THE RIGHT KIND OF FILE AND SIZE

Make sure the file size is greater than 5KB and no more than 3MB. Pixel size must be more than 250x250. You should be able to see the size of your photo through prompts on your smartphone. Submit email receipts as a .jpg, .jpeg, .png, .gif, .tiff, .tif or .pdf. Submit SMS receipts as a .jpeg, .png, .gif or .tiff.

### ALTERNATIVE METHOD OF ENTRY

Want to Enter Without Uploading Your Receipt(s)? Please see [Full Rules](#) for an alternative entry method.