

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.

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: <ul style="list-style-type: none"> • Show entire receipt (all 4 corners) • Star or circle participating products • Lay receipt flat and in good lighting to prevent a 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 Receipt	Don't resubmit this receipt – it will be rejected Contact us at 800-962-1413 to resolve this error
Error Code 9: Over 5 Images Submitted for 1 Receipt	Recapture receipt within 5 images using these tips: <ul style="list-style-type: none"> • 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 5 Receipts	Take a break! Nice job, you've hit your limit! Try submitting receipts again tomorrow
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: <ul style="list-style-type: none"> • Submit image(s) of one store receipt against a neutral background • Submit images that do not exceed 10MB total size (including all images for one receipt) • Valid file types: .pdf, .jpg, .jpeg, .tiff, .gif or .png

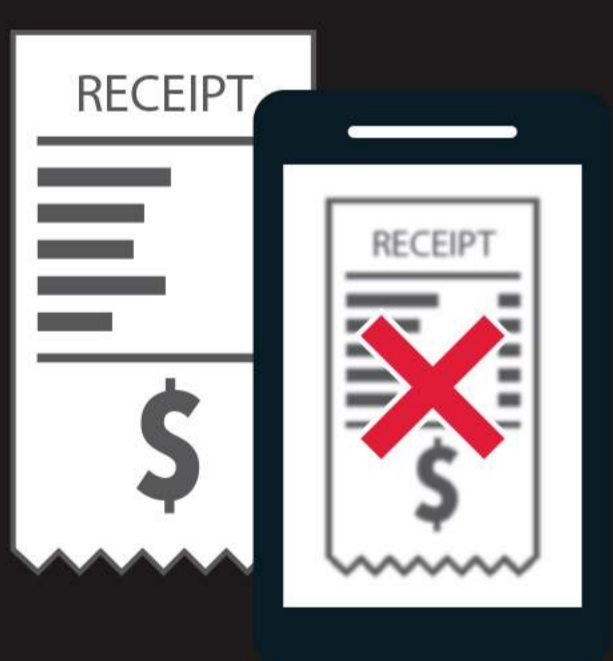


Complete Receipt

You can include up to **5 images** 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 products](#) list.

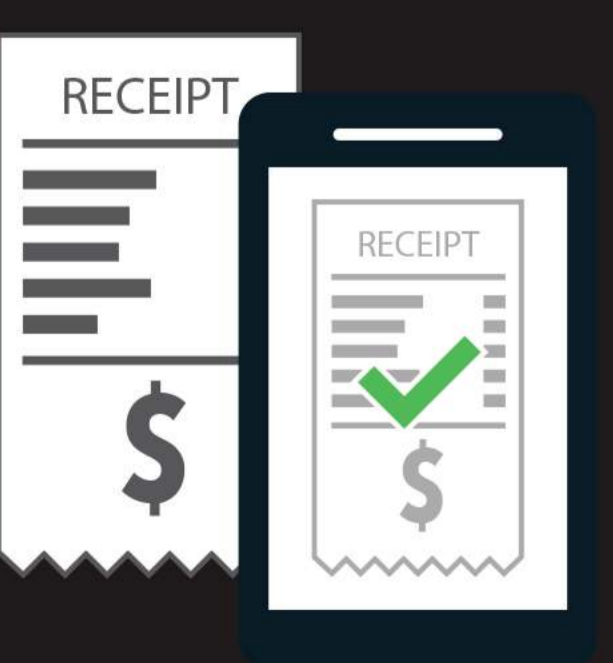


Take Clear, Legible Photos

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 Receipts on Time

Purchases for this promotion must be made by **12/31/18**, and receipts must be submitted within 30 days of purchase, no later than **1/30/19**.



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 File Size

Make sure the file size is **greater than 5KB** and **no more than 10MB**. Pixel size must be more than 250x250. You should be able to see the size of your photo through prompts on your smartphone.