

Guidebook: How to Use Your Reward Marketplace

Welcome to your Reward Marketplace! In this quick tutorial, we'll show you how to browse rewards, redeem items, and get the most out of your program.

1. Logging In & Dashboard

To get started, you must be logged in or have used the Single Sign On (SSO) feature via your Sponsor's portal or app. Once you're in, you'll see your dashboard, which shows your available point balance and quick links to My Rewards Account, Marketplace, FAQs, and Contact Us.

2. Homepage Overview

Your homepage is the starting point of the marketplace. Here, you'll find featured rewards, program announcements, and category tiles that help you jump straight to what interests you most.

3. Browsing the Marketplace

Click the Marketplace tab to view all available rewards. Use the search bar to find specific items, or apply filters to narrow by points, categories, or brands. You can also sort products from lowest to highest point cost, or vice versa.

4. Viewing & Selecting Rewards

When you find something you like, click on it to see more details. You'll see the product description, image, point cost, and any special terms. If you're ready to redeem, just click 'Add to Cart.'

5. Checkout & Redemption

When you're ready, open your cart to review your selections. Add your name, address, and email address if we do not already have it on file. Check the boxes to accept program terms, then click 'Submit.' Depending on the item, you may be required to check additional boxes specific to the reward you are selecting. You'll receive a confirmation email once your redemption is complete.

6. My Account

Under the My Account section, you can track your orders, check your point balance, and access other features depending on your program.

7. Support & Help

If you ever need assistance, visit the FAQ page or review the Reward Terms, Program Terms, Return Policy, or Privacy Policy in the footer. For direct help, click the Chat Icon to reach support or fill out the 'Contact Us' form.

8. Best Practices & Tips

To get the most from your program, log in regularly to discover new rewards. Use filters to quickly find items within your point range and always confirm your email and shipping details before checking out.

And that's it! You're ready to start exploring and redeeming your rewards. Enjoy your marketplace experience, and happy redeeming!