

User Experience

- How do I access my offer?
 - *Your digital offer will be sent to you via email or phone number to the address you provided. When you are ready to redeem the offer from your email, click on the link in your email. This will take you to a page displaying a scannable, one-time use barcode that can be used at any participating retailer.*
- Which retailers accept BARCODE BUCKS?
 - Please refer to your BARCODE BUCKS offer link to see the list of participating retailers.
- Can I redeem this BARCODE BUCKS offer from the participating retailer's loyalty app?
 - *BARCODE BUCKS digital offers are not linked to retailer loyalty applications. All offers are available directly through the link you received in your email.*
- Can I redeem this BARCODE BUCKS offer online?
 - *At this time, our digital offers are not able to be redeemed online and can only be redeemed in store. As we continue to make improvements to our program, our materials will be updated with the most relevant information.*
- Can I access my digital offer from my laptop or desktop computer?
 - *Yes. By accessing your link on a laptop or desktop computer, you will be prompted to download a PDF of your offer. This can be printed for use at the participating retailer which you have selected (if applicable). Alternatively, if you wish to access the offer from your mobile phone, then your unique barcode within your link can be scanned in-store directly from your phone screen.*

Troubleshooting

- My BARCODE BUCKS Offer won't work.
 - *We appreciate your interest and apologize for the difficulty you have experienced. We would like to forward your concern to our technical team for research. To help expedite the process, please provide the following information if available. As soon as we have more information to provide, we will follow up with you.*

Submit a Support Case with the following information:

- 1. What offer or offers are not working? If possible, please provide the card number (that typically begins with 6103) beneath the barcode or take a screenshot to us and email to customerservice@tpgny.com using subject line Digital Offer*
 - 2. The value of the offer(s):*
 - 3. Date that you attempted to redeem the offer(s):*
 - 4. Retailer where you attempted to redeem the offer(s):*
 - 5. Name, size, and price of the Participating product(s) you were trying to purchase:*
 - 6. Any other information that the cashier shared with the you about why the offer wasn't working:*
- BARCODE BUCKS offer is not being applied to my purchase
 - *Please make sure the participating product is in your cart and that you take the following steps when attempting to redeem your offer (Walmart-specific instructions - each retailer has slightly different instructions, all instructions are updated from time to time. Please reference a live link for the actual current instructions for consumer's specific retailer):*

- *Scan all products and make sure the register is ready for payment*
- *Select: Credit/Debit*
- *Scan the barcode before any other type of payment*
- *The offer value should be deducted from your total and you should now be able to pay the difference with another form of payment*

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