

# 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	Recapture and resubmit image(s) of one receipt, being sure to: <ul style="list-style-type: none"><li>• Show entire receipt (all four corners).</li><li>• Star or circle participating products.</li><li>• Lay receipt flat and in good lighting to prevent blurry image, and make sure each line can be clearly read.</li></ul>
Error Code 2: Multiple Errors	
Error Code 3: No Participating Products	
Error Code 4: Illegible Receipt	
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: <ul style="list-style-type: none"><li>• Fold or omit section(s) of the receipt not showing participating products.</li><li>• Be sure the store name, participating items and prices, purchase date, total price and bar code (if available) are legible in your image(s).</li></ul>
Error Code 10: Daily Limit of Receipts	Take a break! Nice job, you've hit your limit!  Limit of 5 entries per member per account.
Error Code 12: Invalid Receipt	Recapture and resubmit image(s) being sure to: <ul style="list-style-type: none"><li>• Submit image(s) of one store receipt against a neutral background.</li><li>• Submit images that do not exceed 5MB total size (including all images for one receipt).</li><li>• Valid file types: .pdf, .jpeg, .tiff, .gif, .png</li></ul>
Error Code 13: Invalid File Size	
Error Code 14: Invalid File Type	

## 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](#).



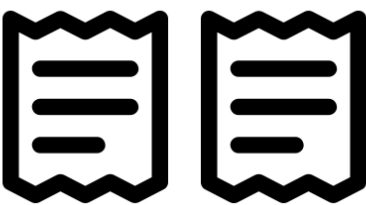
### TAKE CLEAR, LEGIBLE PHOTO

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 **11/16/22 - 3/1/23** and receipts must be submitted by **3/31/23**. 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 5MB. 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, .pjpg, .bmp, .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.