

# CALI<sup>®</sup> rewards

## Q & A

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# Q: How do I log in to my account?

A: If you have previously registered for Cali Bamboo Rewards Program, please log in with your user name and password. If you don't remember your user name or password, click "Forgot Login". There you will be asked to type in your email address on your account and the information will be sent to you.

## **New Registration:**

If you are registering for the first time, click "REGISTER" on home page. There, please fill out the registration form and click "register" at bottom of form. The Internal Revenue Service requires Cali Bamboo to issue tax Form 1099 to each award recipient. You must now register using your Social Security number. Federal Tax IDs will no longer be accepted. You will be responsible for paying taxes on this additional income.

## **Need help?**

If you can't remember any of your login information, or if you are experiencing problems when trying to log in, please call customer service at 1-800-495-8233 or email [megan@targetawards.com](mailto:megan@targetawards.com)

# Q: How do I claim my invoices?

A: Log into [www.calirewards.com](http://www.calirewards.com) and click on “Track An Invoice” in the navigation bar.

Check the boxes next to the Invoice Numbers you want to claim, and click the “Track” button toward the bottom of the page.

# Q: Where is my invoice?

A: Don't see your Invoice? Here are some possible reasons why it isn't appearing on the Available Invoices list.

**The Invoice has not been loaded into our system.** Please allow 1-2 weeks from the supplier Invoice date for your order to appear for tracking. Example: The supplier Invoice date is 1/21/18. The earliest the invoice will be loaded is 1/28/18 (one week later).

**The style on the supplier Invoice is not a qualifying style.** Not all styles qualify for the program. To check if a particular style qualifies, view the style lists on the Featured Styles page. If the style does not appear on the current style list, it does not qualify for tracking.

**Another participant accidentally claimed your invoice.** If the Invoice has not already been redeemed, we can reverse if consent is given by the participant who tracked the invoice and if the points are still available. Please contact customer service for help with this issue.

Please contact customer service (1-800-495-8233) for more information.

# Q: Where can I view my statement & tracking history?

A: Your statement is located on the “VIEW STATEMENT” page, underneath the navigation bar.

# Q: What if I accidentally claimed an invoice that's not mine?

A: If the invoice has not already been redeemed, we can reverse if consent is given by the participant who tracked the invoice and if the points are still available. Please contact customer service with the invoice number for help with this issue.

If you have already redeemed the points from the invoice in question we cannot reverse it.

# Q: How do I redeem my points?

A: To redeem your points, go to “Redeem My Points” at the top navigation bar. Use the links on the drop down menu to look through the online catalog.

# Q: How do I know which styles qualify?

A: Go to the “Featured Styles” page to view, download, and print complete style lists

**PLEASE NOTE:** Not all styles qualify.

Please consult the style lists (updated regularly) for qualifying styles.

If you do not see the style you’re looking for on the current style list, that means it does not qualify for Cali Bamboo Rewards Program.

For questions about how the style list is compiled, please contact customer service.

# Q: In order to qualify for Cali Bamboo Rewards, what style name should I use when placing my order?

A: You can order under the Cali Bamboo style name.

# Q: Where can I get info about 1099 Tax Forms?

A: 1099s are issued directly by Cali Bamboo. Participants who earned a combined total of \$600.00 or more can expect to receive a 1099 tax form.

# Q: Who is registered under my Account No.?

A: To view who is registered under your company's Account Number, log on to [www.caliirewards.com](http://www.caliirewards.com), then enter the user name and password. Once on the site, click "My Account" in the upper right-hand corner of the page. Click the link on the left - "Your Stores & Participants." There, you can see who else is participating under your Account Number.

If you notice a participant on the list who is no longer employed at your store, please have your Store Manager/Store Owner contact customer service as soon as possible.