

Frequently Asked Questions about Receipt Scanning

Receipt Scanning Process

What is Receipt Scanning?

Receipt Scanning is a faster method for you to receive your points in your account. When you purchase participating Purina pet food products, simply take a picture of your receipt or scan it into your computer and submit it online for approval and point issuance.

What happens to the weight circles I have been saving?

For now – keep doing what you're doing! If you have weight circles sitting around that you've been saving, please send them in as soon as possible using the current Weight Circle Submission & Reward Order Form. After July 31, 2018, we will no longer accept weight circles. At that time, everyone will be required to submit receipts only, so get those weight circles in!

Can I submit weight circles and receipts?

Once you register and start submitting receipts, you will no longer be able to send in weight circles.

Should I start saving receipts now?

At this time, you can begin saving receipts from any FUTURE purchases, but you cannot scan and submit those receipts until we notify you that the new process has officially begun. Any weight circles you have been saving or any weight circles on eligible Purina products that you have already purchased will need to be sent in using the current Weight Circle Submission & Reward Order Form.

Weight Circles

Why is Pro Club going to stop accepting weight circles?

We have decided to switch from Weight circles to the Receipt Scanning process because we are always looking for ways to make Pro Club better for our members. With Receipt Scanning, you won't need to cut out and save weight circles, and you won't have to spend money on postage! Better yet, you will have access to your points within a few days of submitting your receipt. The sooner your points are in your account, the sooner you can redeem for rewards!

What should I do with all of the weight circles I've been saving?

Please mail in any weight circles you have been saving as soon as possible. Please continue to use the Weight Circle Submission & Reward Order form until you have enrolled in Receipt Scanning (we will let you know when it's time to switch to receipts). After July 31, 2018, we will no longer accept weight circles. At that time, everyone will be required to submit receipts.

When will weight circles no longer be accepted?

Once a member has signed up for the receipt submission process, we will no longer accept weight circles from that member. After July 31, 2018, we will no longer accept weight circles from anyone, and only receipts will be accepted for awarding of points.

Points

How quickly will I receive my points when I scan and submit receipts?

Generally, your points will be issued to your account within five business days.

Will you be changing the number of points we get for the products we buy?

No, our point structure will remain the same. This is not a new way to earn points, just a faster method to submit and receive points.

Will points expire?

Yes – this will stay the same as it is now for Pro Club members. Points will expire after 3 years of inactivity on your account.

General

Do I have to register to participate in Receipt Scanning?

Yes, registration is required so that we track the receipts that you upload. We will let you know when it's time to register.

Do I have to agree to Terms of Service to participate in Receipt Scanning?

Yes, you must agree to the Terms of Service just as you always have as a member of Pro Club.

What is the benefit of this to me?

We have heard our members' suggestions for a faster method to receive points. Here it is! This is much easier than cutting out weight circles, finding envelopes and stamps, and taking a trip to the post office. Now, just purchase your participating Purina pet food products, snap a picture of the receipt, and scan it in to us. You will receive your points within a few days instead of the current 3-5 weeks.

What if I need help figuring out the new process?

Purina values your membership and your loyalty to Purina products. Please know that there will be many tools available to help you better understand the process of Receipt Scanning. We will provide you with these tools in future communications, and our Member Services Group is available to walk you through the process until you are comfortable with Receipt Scanning. As always, they can be reached at 1-877-PRO-CLUB (1-877-776-2582) between 7:00 am and 5:00 pm CST, Monday through Friday.

Tips on Scanning & Submitting Receipts

Do I need a special device or application to take part in Receipt Scanning?

You will only need a camera (it can be on your phone) and the ability to scan or upload the image of your receipt to your Pro Club account using either your phone or your computer.

What are the approved file formats and sizes for receipt images?

Images uploaded for receipt scanning must be .jpg, .png, or .gif. They must be under 5mb.

I don't have access to a camera or a computer. What do I do?

There will still be an option for you to fill out a form and mail in your receipts. We will provide updated submission forms for this process. Please note that for mailed-in receipts, the processing time will remain at 3-5 weeks.

How do I scan my receipts?

Receipt Scanning is as easy as taking a picture of your receipt with your phone, or scanning your receipt into your computer at home. The resulting image of your receipt will need to meet certain criteria, which we have mentioned above. The good news is that you will no longer need to save up weight circles and mail them to us once we switch to this new process!

PLEASE NOTE: You do not need to do anything differently right now! When it is time for you to start using Receipt Scanning, we will provide many different tools to help you learn exactly what you need to do. Our Member Services team will also be available to assist you when you are ready to make your first submission.

How many receipts can I scan at a time?

You will only be able to upload one receipt at a time, with a limit of five uploads per day.

How can I take a clear picture of my receipt?

It is best to place the receipt on a flat, dark, non-reflective surface. Make sure there is enough light for the details of the receipt to be visible, and that the entire receipt fits in the frame of the picture. Be sure the receipt is in focus when taking the picture. Please be sure to review the image quality before you submit your photo.

What do I do if my receipt is too long to fit in one picture?

If a receipt cannot fit in one picture, you will need to fold the receipt so that the required information is clearly visible in a single picture. To make things as easy for you as possible, we recommend that you group all Purina products together when you make your purchase so that they are all grouped together on your receipt.

What information on the receipt is required for submission?

Be sure that the following information is included and clearly visible in the picture:

- Retailer's Name/Logo
- Date of transaction
- Time of transaction
- Total Amount of transaction
- All participating Purina products along with their corresponding price

What if any of the above information is not included in the picture I submit?

The system will reject your receipt if any of the required information is missing.

Tips on Scanning & Submitting Receipts *continued...*

Can I submit a receipt from an online purchase?

Yes. Receipts from online purchases can be submitted using the same upload procedure that's used for printed receipts.

- If you have an Amazon.com receipt, please submit a picture of your invoice.
- If you have a Chewy.com receipt, please submit a picture of your shipping confirmation.

In every case please make sure that the date, order number, total amount of transaction and participating products are clearly visible in a single picture.

How long should I keep my receipt after I submit it?

Please keep your receipt until you receive confirmation that points from the purchase have been posted to your account.

Can I receive points for the same receipt more than once?

Each receipt can be validated only once. If a receipt has already been uploaded and validated, it will be rejected as a duplicate.

Can I still receive my points if I forgot to get a receipt/I lost my receipt?

We will need a receipt for eligible Purina products in order to credit points to your account. If you are able to obtain a copy or locate your receipt, then we will be happy to process your submission.

How can I earn points for my purchase if my store does not issue receipts?

Please provide the name and phone number of the store so we may reach out to them.

Will everyone be submitting receipts, or just those who sign up?

For the first few months, a limited number of members will be participating in the new receipt submission process to help us test the program and make sure we get all of the kinks worked out. We will then move all of our members to this new method. After July 31, 2018, we will no longer accept weight circles and all members will use the new receipt submission process.

How will receipts be validated?

Our system will capture the required information on your receipt and will validate that you have indeed purchased the participating Purina products.

After I upload my receipt, what happens next?

After uploading your receipt, you will receive an email notifying you whether your upload was a success or a failure. The amount of time it takes to process your upload will vary depending upon mobile device connectivity, internet speeds, and other factors, but it usually takes about 7-10 minutes. On certain occasions, processing may exceed 10 minutes. After processing, you will receive your notification email.

What are some reasons my receipt upload would fail?

Your receipt upload may fail for a number of different reasons. If your receipt upload fails, you will receive an email with a list of reasons why this may have happened. You will then be able to correct the issue and upload your receipt again.