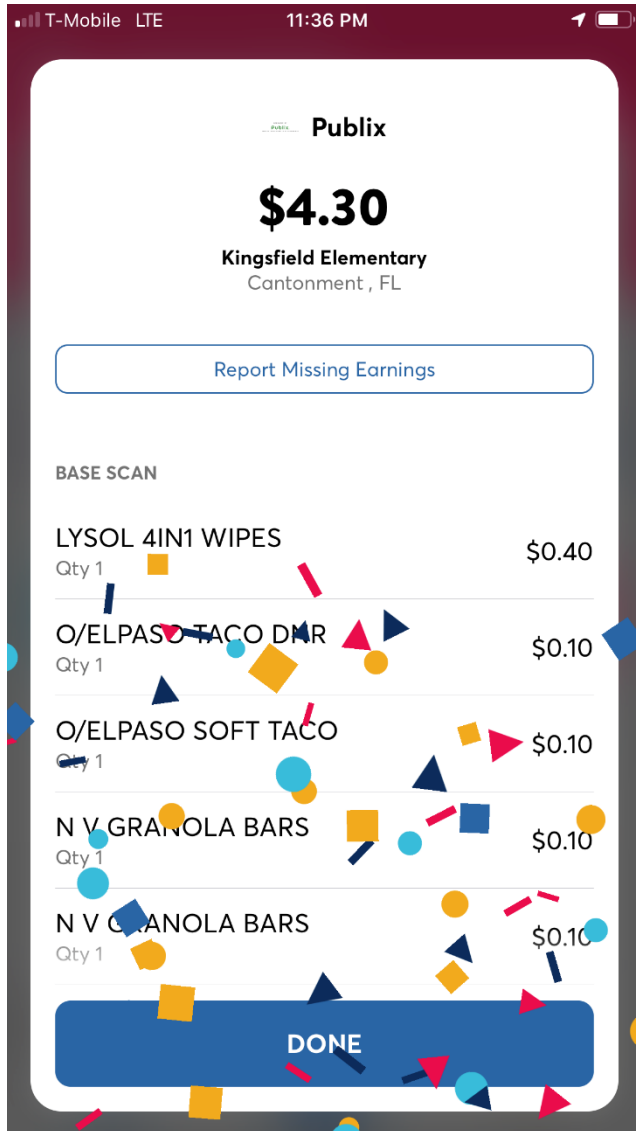




BOX TOPS NEW APP SCANNING RECEIPT MESSAGES

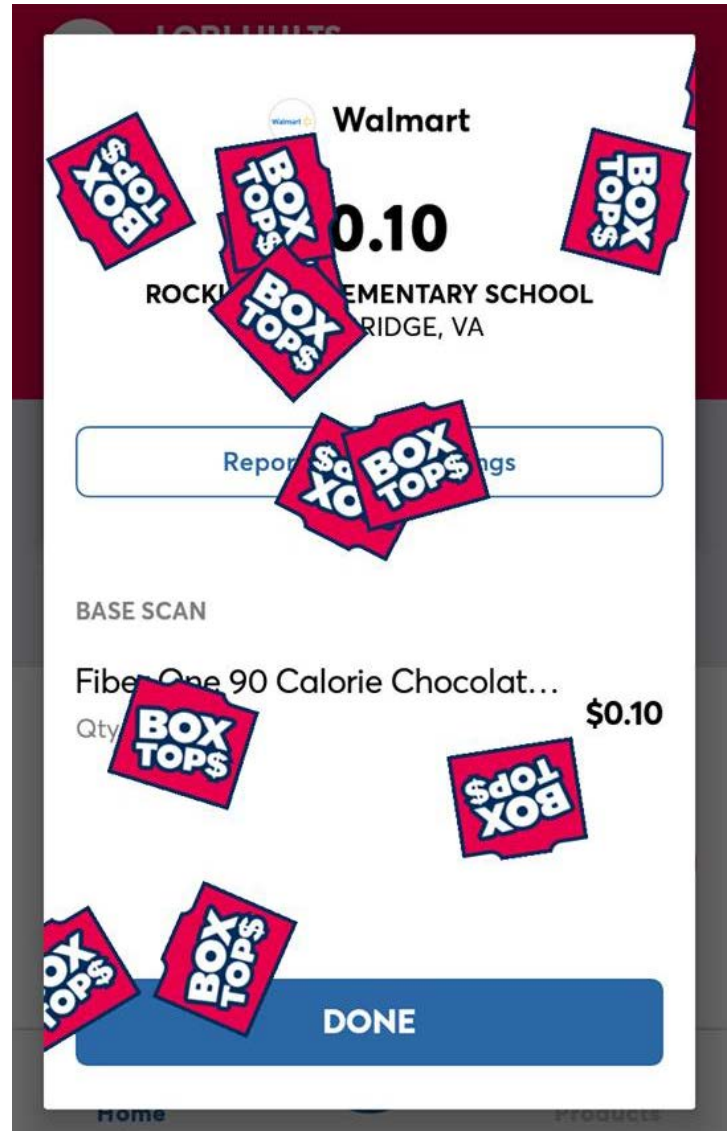


LET'S CELEBRATE!... SPRINKLE ME!!

When you **SCAN** your receipt, the app will find Box Top items. You will get a screen that gives you confetti, shows the Box Tops products, and an amount that is automatically credited to your school of choice's account on the Box Tops app that can be used for activity tracking.

JACKPOT... YOU WON THE LOTTERY!

NOTE: In this example, our school received 4 Box Tops (40¢) for the Lysol 4-in-1 Disinfectant Wipes purchased.



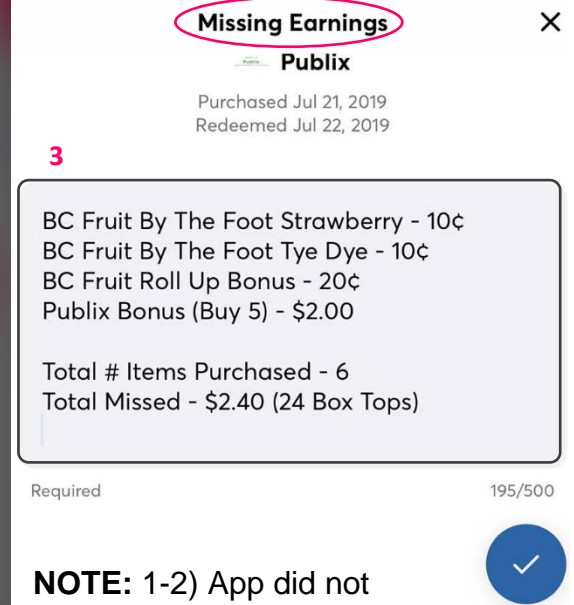
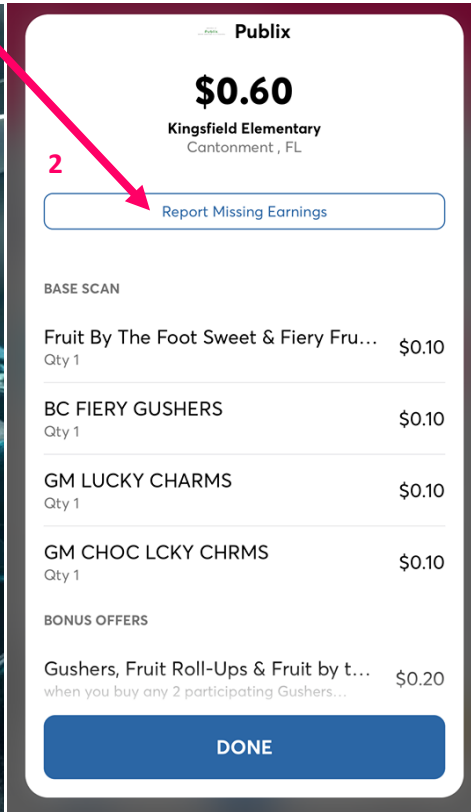
♪ IT'S RAINING DIMES... HALLELUJAH! ♪

It's like Christmas EVERY time!

NOTE: If you know that you've purchased more Box Tops items on the receipt or the app did not recognize / identify any offer(s), then you will want to click Report Missed Earnings on this screen and complete the gray section as shown in Step 3 on the next page. Tell BTFE what item(s) or bonus offer(s) are missing and expected Box Tops earnings.



BOX TOPS NEW APP SCANNING RECEIPT MESSAGES

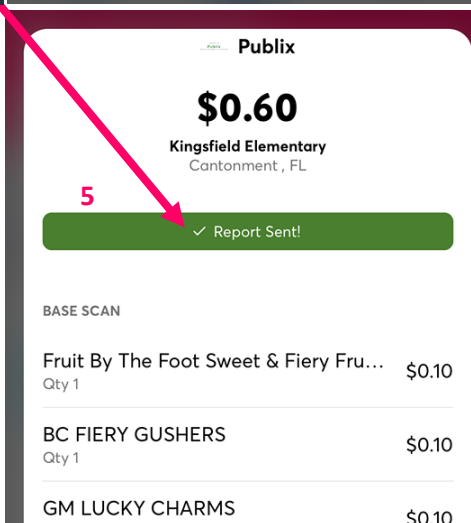
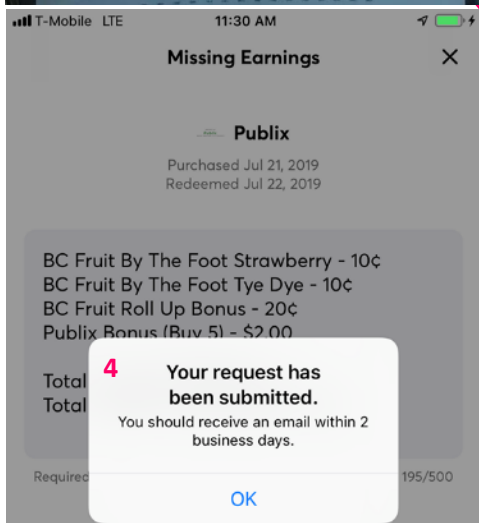


NOTE: 1-2) App did not recognize Fruit By The Foot (2) & Publix Bonus as shown on receipt (\$2.40 short).

3-5) Missed Earnings Reported to BTFE on 7/22/2019.

6) Email Response Received on 7/23/2019.

7) Customer Service Adjustment for Missed Earnings seen in School account on 7/23/2019.



A reply from Box Tops 2019/07/23-1355US 6

BTFE.Support (BTFE.Support@genmills.com)

Tue, Jul 23, 2019 12:28 pm

To: you Details

Dear Tawanna,

Thank you for getting in touch with the Box Tops for Education Team.

We are sorry to hear about the missing Box tops on your purchase. We realize that you are working hard to earn for your school and we would be happy to credit your account for the Box Tops that were missing (24) so that you can continue to help Kingsfield Elementary. Please allow 1-2 business days for the changes to appear on your account. If you expected more earnings, please respond directly to this email and we will be happy to get that fixed up for you.

Please do not hesitate to reach out to us with any questions you might have about our new App, we are always happy to help! - We hope you love this new App as much as we do!

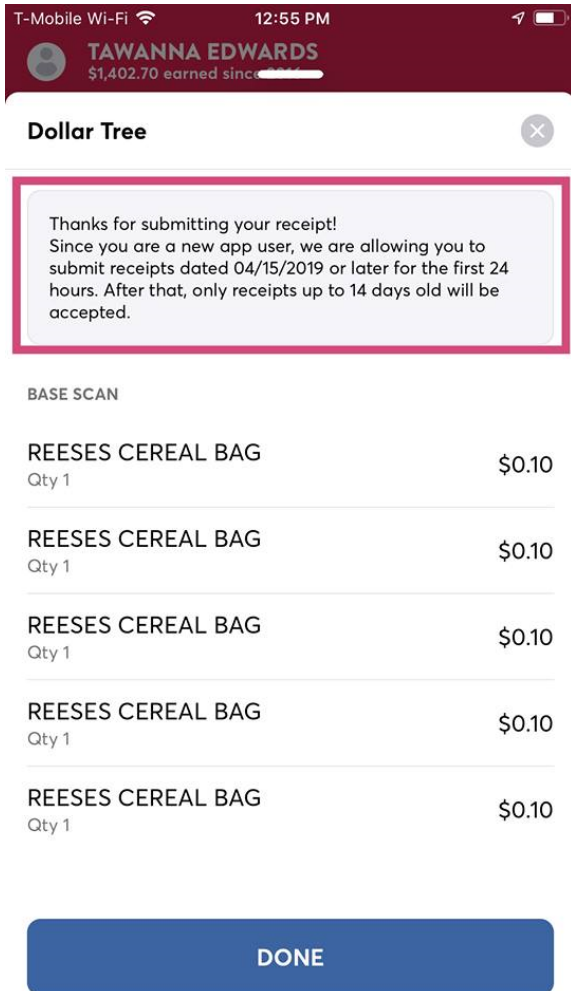
Thank you for your interest in Box Tops and helping your school get what it needs!

Sincerely,

The Box Tops For Education Team



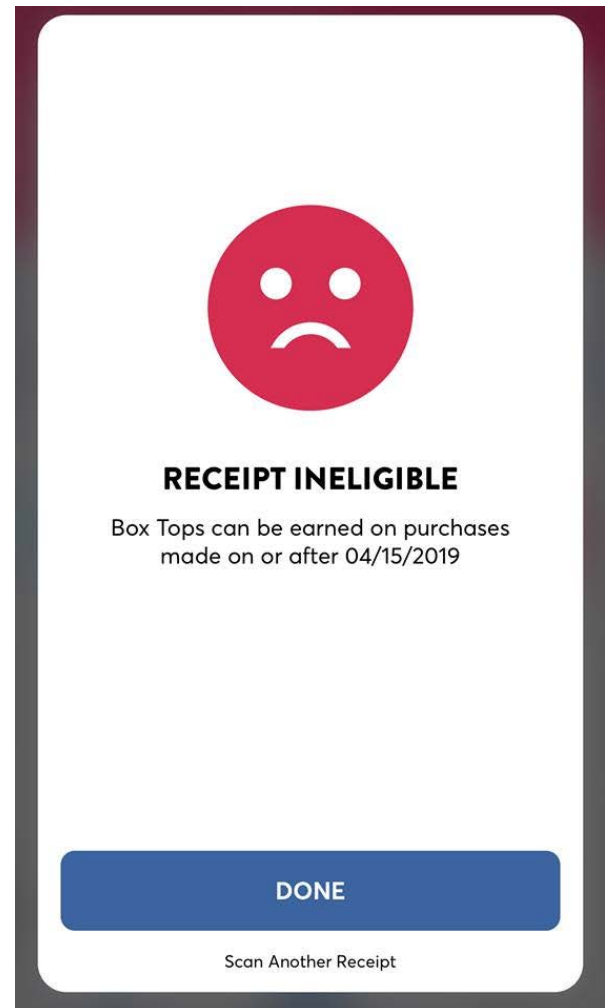
BOX TOPS NEW APP SCANNING RECEIPT MESSAGES



Message you receive when you download the new app and scan a receipt for the 1st time.

HOORAY... YOU'RE A NEW APP USER TODAY!!

NOTE: When you download the app for the very 1st time, you have 24 hours to scan as many receipts as you can that are outside the 14-day window, but not older than 4/15/2019. After the 24-hour window, then the 14-day expiration date starts.

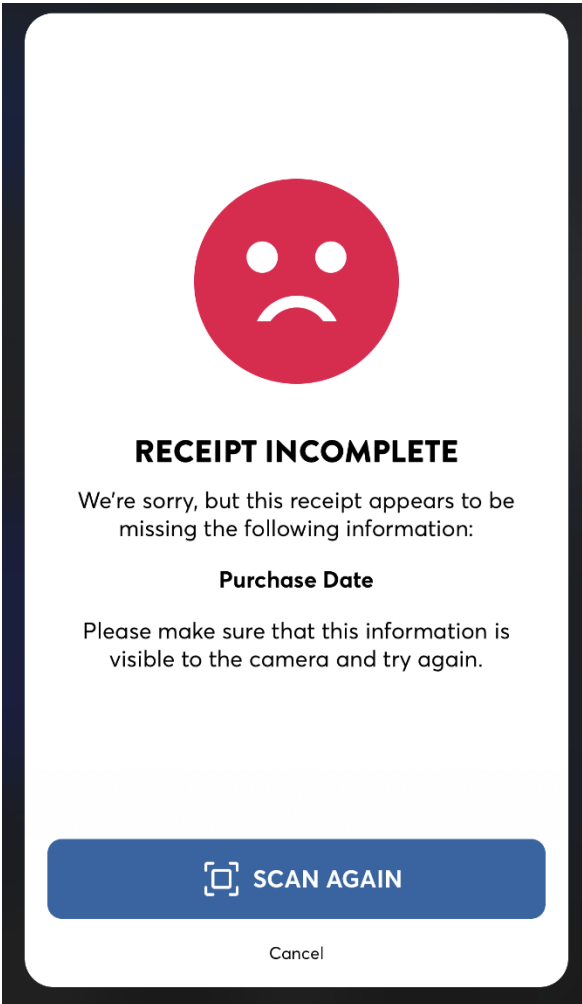


If you try to scan a receipt older than 4/15/2019, you will get the **RECEIPT INELIGIBLE** error message.

OK... YOU GOT ME!!



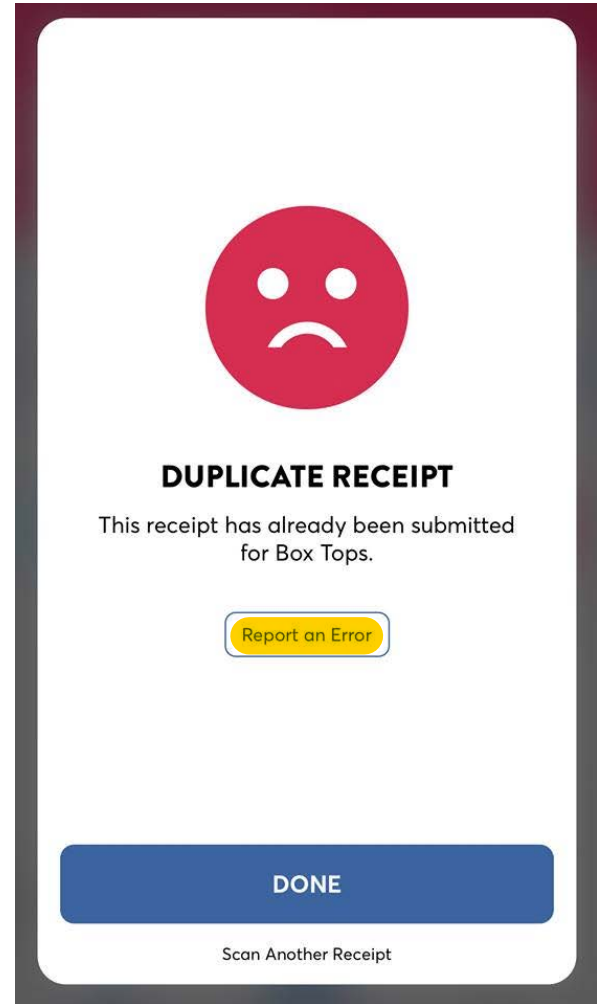
BOX TOPS NEW APP SCANNING RECEIPT MESSAGES



When receipt is missing information, you will receive the **RECEIPT INCOMPLETE** error message.

TRY AGAIN!!

NOTE: This receipt was missing Purchase Date. Make sure when you scan receipt you can see Retailer Name, Box Tops Items, Transaction Total, and Purchase Date.



IF the receipt has already been scanned OR you've made 2 purchases back to back and the time of purchase on receipt is seconds apart of one another will get a **DUPLICATE RECEIPT** error message.

NOT MY RECEIPT!!

NOTE: The app reader has a hard time deciphering between certain information at times. *Technology at its finest!* If you feel this was not a duplicate receipt, Click on [Report an Error](#) and complete the fields shown on the next page. Be sure to take a picture of your receipt so you can upload it as an attachment.



BOX TOPS NEW APP SCANNING RECEIPT MESSAGES



Done contactus.generalmills.com

Contact

1 Questions? Feedback?

We welcome your comments.

By Email

Please use the email form below. We do not process emails outside our normal business hours or on holidays.

By Telephone

Please call us at 1-800-248-7310 between (7:30 a.m. - 5:30 p.m. CT, weekdays)

By Letter

You can send us a letter at our mailing address:

General Mills, Inc.
P.O. Box 9452
Minneapolis, MN 55440

* = required field

Select One
[Choose]

Comments *

contactus.generalmills.com

Contact

2 Comments *

0 / 4000

Product Name

UPC Code

Package Date Code

Store Name

Store Location

Age of Submitter *

contactus.generalmills.com

Contact

3 Age of Submitter *

[Choose]

Email Address *

Profile Type

[Choose]

User Profile Name

Your name and address information below is requested to assist us in the event that further correspondence is necessary. This information is not required, and will not be shared with anyone. Only correspondence related to this contact would be initiated by the Consumer Relations department.

Salutation

[Choose]

First Name

Last Name

contactus.generalmills.com

Contact

4 First Name

Last Name

Mailing Address

City

Country

United States

Province/State

[Choose]

Zip Code

Phone

contactus.generalmills.com

Contact

5

Upload image files (max 10 MB combined)

no files selected

Our policy on suggestions and idea submissions

All comments, suggestions, ideas, notes, drawings, concepts, recipes or other information disclosed or offered to General Mills by this site or in response to solicitations in this site shall be deemed and shall remain the property of General Mills. You understand and acknowledge that General Mills has both internal resources and other external resources which may have developed or may in the future develop ideas identical to or similar to the suggestion or comments to suggestions and that General Mills is only willing to consider the suggestion on these terms. That, in any event, any suggestion is not submitted in confidence and General Mills assumes no obligation express or applied by considering it. Without limitation, General Mills shall exclusively own all now known or hereafter existing rights to the suggestions of every kind and nature throughout the Universe and shall be entitled to unrestricted use of the comments for any purpose whatsoever, commercial or otherwise without compensation to the provider of the suggestions.

Spam Blocking?

If you use Spam blocking software you must disable it

contactus.generalmills.com

Contact

6

Existing rights to the suggestions of every kind and nature throughout the Universe and shall be entitled to unrestricted use of the comments for any purpose whatsoever, commercial or otherwise without compensation to the provider of the suggestions.

Spam Blocking?

If you use Spam blocking software you must disable it prior to clicking the submission button, to receive an acknowledgement email. You must also add "Corporate.Response@genmills.com" to your permitted addresses to receive any correspondence from the Consumer Relations department.

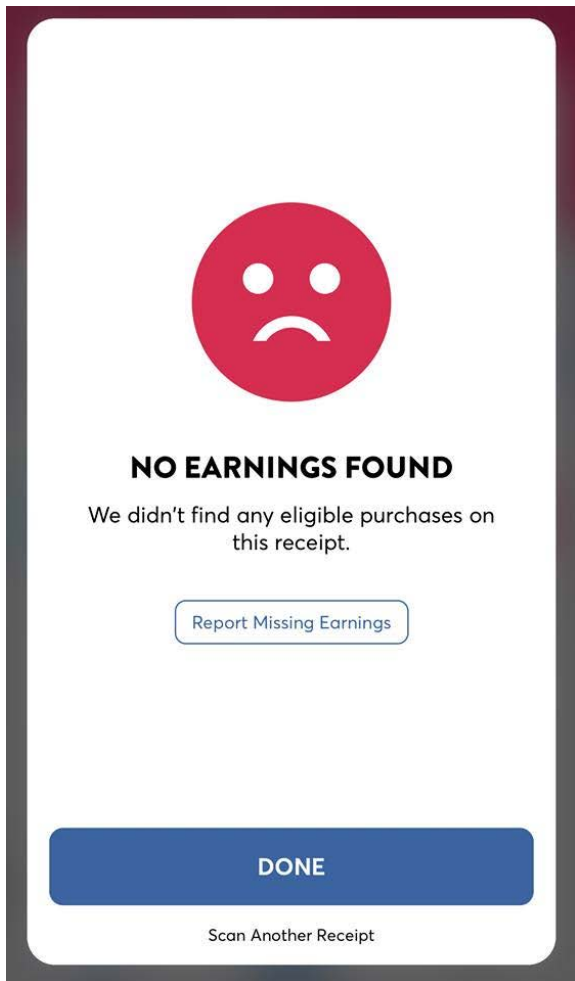
☐ I'm not a robot

Please click only once.

© 2019 - General Mills



BOX TOPS NEW APP SCANNING RECEIPT MESSAGES



If you scan a receipt and BTFE does not find any earnings, you will get a **NO EARNINGS FOUND** error message.

OH PHOOEY!!

Missing Earnings



Sam's Club

Purchased Jul 26, 2019

Redeemed Jul 28, 2019

Please tell us what items are missing (brand, product, and quantity) and expected Box Tops earnings.

Required

NOTE: If you know that you've purchased a Box Tops item on the receipt, then you will want to click Report Missed Earnings on this screen & tell BTFE what item(s) are missing and expected Box Tops earnings.