

## **Campus Store Rewards Program Frequently Asked Questions**

1. What is the Campus Store Rewards Program?

**The Campus Store Rewards program lets you earn points for every purchase you make at the store.** Whether you're shopping on-line or in our store, points you earn can be used toward future purchases.

2. Where do I sign up?

**Sign up is easy. Simply set up your account on the Campus Store website at <http://www.alfredstatebookstore.com> and start earning points. \*note: make sure that you use the correct 16 digit ID # as follows: 5081283501 \_ \_ \_ \_ \_ with the last SIX digits being the last SIX digits of your student #. (Ex.: if your student # is 800123456, use the following # as your Loyalty #:5081283501123456). If you are issued another card at any point, your ISO # will change, make sure you notify the store.**

Here is how to sign up for the Campus Store Rewards Program:

\*Click on LOGIN on the left side of this page.

\*Click on *REGISTER HERE*.

\*Select *CREATE A PROFILE FOR BROWSING AND SHOPPING* and fill out all the information.

\*Press ENTER and start saving!

After you register on the site, you will receive email confirmation from the Campus Store.

3. How do I access my points?

**You control your campus points. You can convert your available campus points by purchasing preset dollar amounts at the website ([www.alfredstatebookstore.com](http://www.alfredstatebookstore.com)). Store personnel will load the amount that you purchase into a special Campus Spending Account (CSA) that you can use to purchase anything at either the Alfred or Wellsville bookstore. (Allow 48 hours for this loading process)**

4. How do I earn points?

**Points are earned each time you make a purchase either on-line at [www.alfredstatebookstore.com](http://www.alfredstatebookstore.com) or at our Alfred or Wellsville campus stores, but only if you have signed up for Campus Store Rewards. You earn 1 point for every \$1 you spend. If you're shopping in our store, please be sure to hand the cashier your SUNY campus ID and tell them you're a Campus Store Rewards member. Only transactions that have your SUNY campus ID number printed on the receipt will be posted to your rewards account.**

5. Where can I see the points I've earned?

**To see how many points you have earned simply log into your account on-line at [alfredstatebookstore.com](http://alfredstatebookstore.com) and click the "My Account" link. In this section you will see a "Bookstore Rewards Program Information" link which will show you how many points you've earned, how many points you have available to redeem and how many points you have left.**

6. Is everything I buy at the Campus Store eligible for points?

**Snacks, electronics and computer purchases are not eligible for toward reward points.**

7. I just bought a book 10 minutes ago. Where are my points?

**Points are not applied instantaneously. Points earned on in-store transactions can take up to 2 business days to post to your account. If they don't show up after a few days, double check your receipt to make sure your rewards account number was attached to your transaction.**

8. I have points, but it says I have no points available to redeem. Why?

**When looking at your rewards account online, it is important to know the difference between points "earned" and "available" points. Points are not available for immediate redemption. Currently, we impose a 30 day waiting period from when points are earned to when they can be redeemed. Points that have passed the 30 day period will become available for redemption. You can only redeem points that are available.**

9. Do the points I've earned expire?

**Points do have an expiration date. Points will expire 1 year from the date they were earned**

10. I didn't sign up before, now I want to get credit for previous transactions. What can I do?

**If you decide to sign up for the rewards program later on, you cannot go back and get credit for previous transactions. The only way points can be earned on your account is by having your rewards account number attached to either your on-line order or your cash register receipt AND your online rewards account setup with your correct SUNY campus ID number.**

11. Can I redeem my points for cash?

**Points in this program have no cash value. Therefore, they cannot be redeemed for cash.**

12. Where can I redeem my points so I can use them to buy things?

**All redemptions are done at the website by purchasing (using accumulated points) Campus Store Rewards account which store personnel will load into your SUNY Campus Card (expect 48 hour lead time).**