



# E-Gift Card FAQ

Thank you for participating in the Next4You Program! Here are some tips to guide your e-gift card process.



## What types of e-gift cards will I receive?

Next4You participants will be provided with the following choices of e-gift cards:

**Target**      **Uber Eats**      **Amazon**



## A. Receiving Gift Cards

### How will I receive the e-gift cards?

Immediately after you complete the survey, the gift card you selected will be emailed to the email address you provided on the consent form. It is important to ensure that the email you provided is one that only you have access to. If someone has access to your email account, they can access the link and misuse your gift cards. If you no longer have access to the email address that you initially provided, please contact the Study Coordinator [see contact information at the very end of the form] to verify your information and provide an updated email address.

### I can't find the email to claim the gift card

- ✦ If you have multiple email accounts, please check that you are logged into the email account that you indicated on the consent form.
- ✦ There may be a typo on the email address you entered when you completed the consent form and that is why you have not received the gift card. If you think this may be the case, please contact the Study Coordinator with the correct email address.
- ✦ Please check your email 'promotional', 'spam', and 'junk' folders. If the message appears in either folder, please make sure to whitelist the sender email to ensure that you receive future emails to your main inbox. You can whitelist the sender email by marking as "not spam" or adding to your list of safe contacts. Click [here](#) to view further instructions.

## B. Claiming Gift Cards

### How do I claim a gift card?

Click on the link "GET NOW" button within the email and you will be redirected to a separate rewards page to claim and redeem your gift card. If the next page takes too long to load, appears to be blank, or nothing happens, please try switching to another web browser.

**Recommended browsers are Google Chrome and Mozilla Firefox.**



## How much time do I have to claim a gift card?

You will have 90 days to claim a gift card. You may receive more than one email throughout that process until the 90 days are up. Study coordinators can monitor if a gift card has been claimed; if you missed claiming a gift card within the 90-day period, please contact the study coordinator to resend the email.



## I'm having trouble claiming my gift card

- ✦ If you receive an "Invalid Card" message, check that you've entered the card numbers correctly without any spaces. We recommend copying and pasting the claim code into the appropriate field if possible.
- ✦ If you get an error message saying the amount has already been claimed, double check the date of the email and that you're using the right link as multiple emails from the same sender may end up in the same email thread. Another possibility is that the amount has been claimed by someone else who had access to your email. In that case, we cannot resend a new claim link; please change the password for your email and provide the Study Coordinator with a more secure email to use for future transactions.

## C. Redeeming Gift Cards

### How do I redeem the e-gift cards?

Depending on the gift card that you selected, here are a few scenarios and tips.

### Target

Target cards can be used for online purchases at Target.com with a Target.com account. The information in your claim email will contain the Gift Card number and Access number.

- ✦ [Access your Target account on Target.com](#) or create one.
- ✦ Select **Gift cards**.
- ✦ Select **Save a new gift card** or the + sign.
- ✦ Navigate to your **Account/Name**.

Input the Gift card # and Access code to add it to your account.

If you want to redeem the card in a physical Target store, show the scannable barcode in your claim email at the cashier. You may check the balance of your target card at <https://www.target.com/guest/gift-card-balance?lnk=checkyourbalanc&lnk=CheckyourTarget>

### Uber Eats

In the Uber Eats app:

1. Make sure you have the latest version of the Uber Eats app.
2. Tap the **Account** icon and select **Wallet**.
3. Select **Add Payment Method**.
4. Select **Gift Card**.
5. Enter your PIN/gift code (with no spaces).
6. Tap **Add**.

## Amazon

Amazon gift cards can only be used on the U.S. Amazon.com website with an active Amazon user account. If you do not have an account, you will need to be at least 18 years old to set one up.

Click [here](#) to create an account with Amazon. You will need a valid email or mobile number. Once you're logged into your Amazon user account, you can add your claim code by clicking on this link: [Add Amazon Claim code to your Amazon account.](#)

### Limitations:

- ✦ Please note that there are merchants that don't accept prepaid cards as a payment method and they may also not be used to pay for subscription services. Prepaid cards may not be accepted for purchases such as hotels, utility bills, car rental services, etc.
- ✦ Online purchases must be made for an amount equal to or less than the amount available on the card, unless the merchant offers a "split-tender" which will allow you to use another form of payment for the balance.

## G. Do the gift cards expire?



Different terms and conditions may apply to different gift cards. Retail gift cards like Amazon, Target, Door Dash and Uber Eats **do not** have an expiration date but if you redeemed a Mastercard gift card previously, it will have an expiration date. The claim by date is mentioned right below the 'Get Now' button in the reward email (typically 6 to 12 months from the date of issue). After the claim by date has expired, the reward will no longer be available to be claimed. A 'Gift is no longer available' message will be displayed. **Please be sure to claim and use your gift card before the expiration date.**

## I still have other questions, who do I contact?

For direct assistance in claiming your gift cards, please feel free to email the Study Coordinator directly at [Next4YouStudy@etr.org](mailto:Next4YouStudy@etr.org) or call/text **(831) 440-2241**.