

Frequently Asked Questions about Receipt Submission

Receipt Submission Process

What is Receipt Submission?

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

Should I start submitting receipts now?

Yes! Receipt Submission has officially begun. We are no longer accepting weight circles. The deadline to submit weight circles was July 31, 2018.

How do I submit a receipt from an online purchase?

Amazon Receipts - please submit a picture or PDF file of your **invoice** once all items have shipped. To see your invoice in Amazon, log in to Amazon, find the order, click the Invoice button in the upper right corner (see picture below). Next you have two options on how to upload this receipt:

- **PICTURE OPTION** - Print the invoice and take a picture of it with your phone and then upload the saved image; or
- **PDF OPTION** - When you go to Print the Invoice, change the printer name to "Save to PDF" then it will save the invoice as a PDF file on your computer. You can then upload this PDF file on the website.

Chewy Receipts - please submit a picture of your **invoice** once all items have shipped. To see your invoice on chewy.com, log in to your account, find your order, click the View or Print Invoice link at the top right of your order. Now you can use one of the two options listed under Amazon Receipts above to upload your invoice. Using your invoice is the best format. If you have had success using the Chewy shipping confirmation you can continue to submit using that format.

Weight Circles

Why did Pro Club stop accepting weight circles?

We decided to switch from Weight circles to Receipt Submission to make Pro Club better for our members. With Receipt Submission, you do not need to cut out and save weight circles, and you don't have to spend money on postage! Better yet, you have access to your points within a few days of submitting your receipt.

What happened to the weight circles I submitted in June and July?

If you submitted weight circles, postmarked on or before July 31, 2018, we have processed your weight circles or are currently processing your weight circles. As of July 31, 2018 we no longer accept weight circles.

Points

How quickly will I receive my points when I upload my receipts?

Generally, your points will be issued to your account within 1-3 business days.

Is there a change to the number of points we get for the products we buy?

No, our point structure remains the same. Receipt Submission is just a faster method to submit and receive points.

Will points expire?

Yes – this remains the same. Points will expire after 3 years of inactivity on your account.

General

Do I have to register to participate in Receipt Submission?

Yes, registration is required so that we track the receipts that you upload. You can register today by logging in to Pro Club.

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

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?

With Receipt Submission, just purchase your participating Purina pet food products, snap a picture of the receipt, and submit it to us. You will receive your points within a few days instead of the 3-5 weeks it took with weight circles.

What if I need help figuring out the new Receipt Submission process?

There are many tools available to help you better understand the process of Receipt Submission, and our Member Services Group is available to walk you through the process. As always, they can be reached at 1-877-PRO-CLUB (1-877-776-2582) between 7:00 am and 5:00 pm CT, Monday through Friday.

Tips on Submitting Receipts

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

You can use your phone or a scanner to take a picture of the receipt. Then you can use your phone or a computer to upload the picture to your account.

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

Images uploaded for Receipt Submission must be .pdf, .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 is still an option for you to fill out a form and mail in your receipts. We have submission forms for this process. You must provide the original receipt, not a copy. Please note that for mailed-in receipts, the processing time will remain at 3-5 weeks.

How do I submit my receipts?

Receipt Submission 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. Then you just log in to your account and upload the image of your receipt.

How many receipts can I submit at a time? You are only 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?

Place the receipt on a **flat surface** such as a table or countertop. 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. **Make sure all four corners of the receipt are in the picture!**

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. For online receipts or invoices that are several pages long, you should save these as a .pdf file to your computer or phone and upload that file.

What information on the receipt is required for submission?

- For your receipt to be accepted we **MUST** be able to see all of the following information:
 - Retailer's Name or Logo
 - Date of transaction
 - Time of transaction (not required for online receipts and distributor invoices). For online receipts make sure the order# or invoice# are clearly visible.
 - Total Amount of transaction
 - All participating Purina products **AND** price paid for each

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.

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?

We are no longer accepting weight circles. All members must 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. Please note that if you mail in your receipts, a confirmation will not be sent.

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.