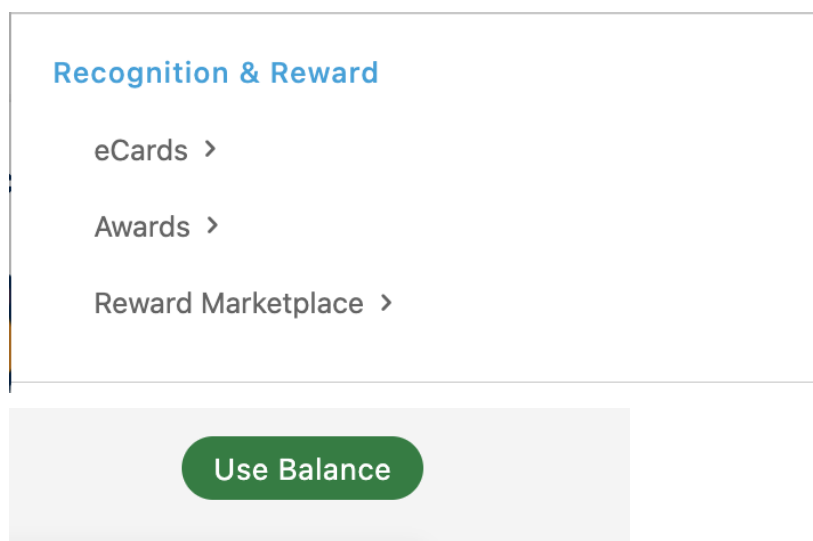
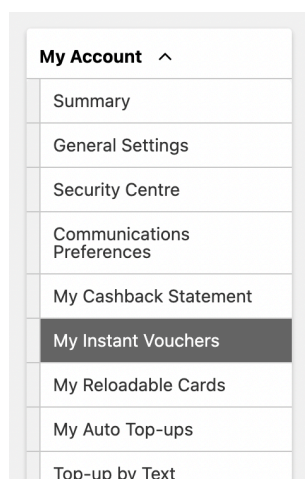


How to redeem an award

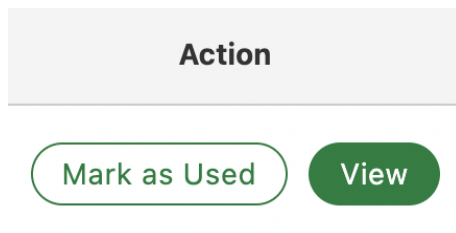
Once you receive an award, you will instantaneously get an email which lets you redeem that award for an Instant Voucher. If you're unable to find the email or you have lost it, just head over to the platform, go to your Account Settings, click on 'Awards' and then choose 'Use Balance' in the top right corner.



Then, it's up to you to pick a retailer and redeem your award. Once you finish your purchase, you will be notified whether the order was successful or not. If the order is successful, you will be able to find your voucher on your 'Instant Vouchers' page in your account settings.



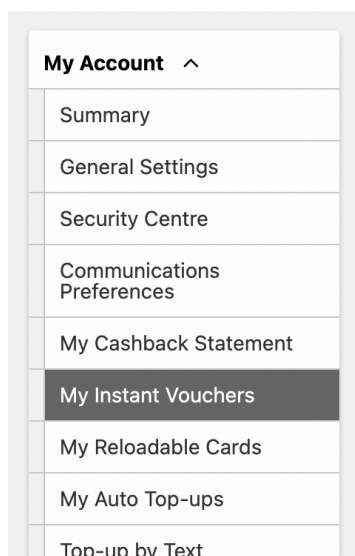
In order to access the voucher, click on 'View'. Keep in mind that once you view the card, it becomes non-refundable. You will get a notification to remind you of this. Some cards will come with a card code, others will also have a pin code.



To use the card with the retailer you chose, copy the card information and paste it on the checkout page when you are finishing your order with the retailer.

How to purchase an Amazon Voucher

If you want to use your award to purchase an Amazon Voucher, follow the same steps as before and select Amazon as the retailer of your choice. You can do this by searching for 'Amazon' in the search bar. Then, you choose the amount you would like to buy a voucher for. Once you finish your purchase, you will be notified whether the order was successful or not. If the order is successful, you will be able to find your gift card on your 'Instant Vouchers' page in your account settings.



In order to access the gift card, click on 'View'. Keep in mind that once you view the card, it becomes non-refundable. You will get a notification to remind you of this.

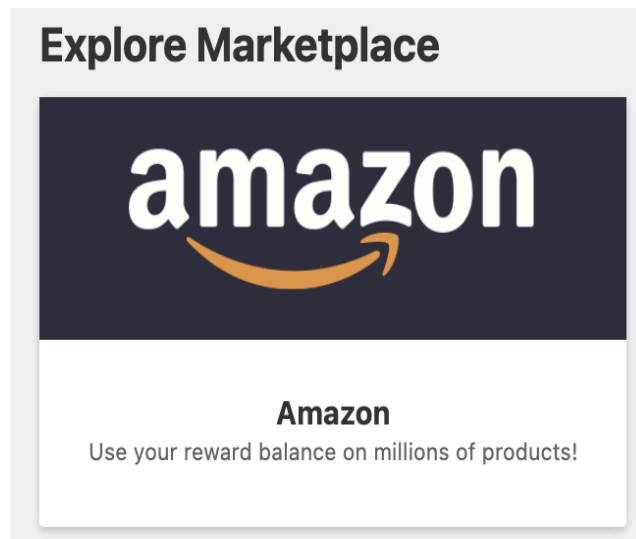
Action
Mark as Used View

To use the voucher on Amazon, visit www.amazon.com/redeem. Enter the Claim Code when prompted. Vouchers will be applied automatically to eligible orders during the checkout process.

If the amount on your gift card does not cover the full amount of your order, you can pay for the remaining balance with another payment method.

How to redeem points on Amazon Marketplace

We are thrilled to provide you with a direct reward redemption integration with Amazon! Follow these steps to redeem your pounds and link you to your Amazon Prime account. Let's use a coffee maker as an example. Once you have opened Reward Marketplace, you will see a tile to shop through the Amazon Marketplace.



Once you browse for the item of your choosing, select 'Add to Basket'

Bialetti Moka Express Aluminium Stovetop Coffee Maker (2 Cup), 8x11x11 cm, Silver

by Bialetti



More Product Photos



Price

£23.24

RRP: £29.99 (-23%)

★★★★☆ 4.6 out of 5 (11,175 Ratings)

✓ In Stock

📦 Free Delivery by Amazon

📦 Fulfilled by Amazon

✓prime Prime available

[View product options](#)




1




Add to Basket

The following banner will appear to prompt you to view your basket and review the purchase.




Successfully added to basket!

[View your basket](#) to proceed with this purchase.



Follow the prompt to 'Redeem at Amazon'

Amazon Basket

Item	Quantity	You pay
 Bialetti Moka Express Aluminium Stovetop Coffee Maker (2 Cup), 8x11x11 cm, Silver	- 1 +	£ 23.24 ×
	Subtotal	£ 23.24
	Rewards balance	-£ 23.24
	Total to pay	£ 0.00

[Continue Shopping](#)

[Redeem at Amazon](#)

You need to authenticate with Amazon before you can proceed with your order.


You will then be asked to login to your Amazon account by using your Amazon Prime username/email and password.

After the authentication is successful, the following screen will appear:

Order details

✓ Authentication successful!

Amazon account [REDACTED] successfully linked!

Item	Cost
 Bialetti Moka Express Aluminium Stovetop Coffee Maker (2 Cup), 8x11x11 cm, Silver	£23.24
	Subtotal £23.24
	Rewards balance -£23.24
	Total to pay £0.00

What is next

We will immediately top up your Amazon account with £23.24 and take you to the Amazon website.

Once you're there

1. Click on 'continue' to confirm you want to purchase these item(s)
2. Proceed to checkout and use your newly topped up Amazon balance as your payment method to complete your order.

That's it you're done!

Amazon account to top-up

If you proceed we will add £23.24 to the following Amazon account:

[REDACTED]

[< Back to basket](#)

[Complete payment](#)

Please note: Once you top up your Amazon account your Reward Balance can not be refunded. Refunds on Amazon items will go back to your Amazon account balance.

We will immediately top up your Amazon account with the available funds from your [platform name] balance and take you to the Amazon website.

Once you're there:

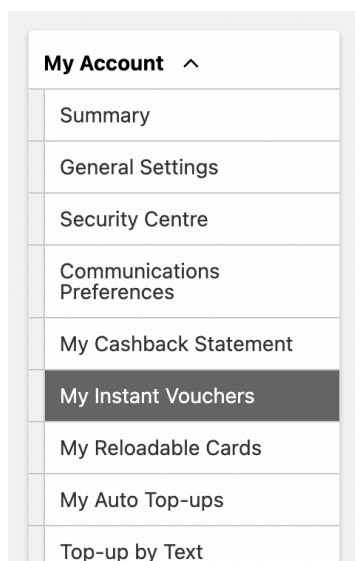
1. Click on 'continue' to confirm you want to purchase this/these item(s)
2. Proceed to checkout and use your newly topped-up Amazon balance as your payment method to complete your order. That's it, you're done!

The following two steps are exactly the same as a regular Amazon purchase. Confirm the shipping address and you will see that the Amazon gift card balance is topped up, so you can place your order!

Finding your Instant Award Online Voucher

If you recently purchased an Instant Voucher using Reward Points but you can't seem to find it, don't worry! Once you purchase the voucher, it will immediately be available in your account within [platform name].

To access your voucher, please click the 'Account' button in the upper right-hand corner of [platform name], go to 'Account Settings' where you will find a small menu on the left hand side, click on 'Instant Vouchers' or 'My Orders' and you should see all vouchers you have purchased using your Reward pounds. If you still do not see the voucher, please contact the Employee Support team by clicking on the question mark on the upper right hand corner of the screen on the homepage of [platform name].



How to donate your Award?

Donating to a GlobalGiving charity is just like buying a voucher on [name platform]. Employees can select the amount they want to donate by using all or part of their Award Balance (or earned Cashback, for clients using SmartSpending™).

Once an employee has purchased a voucher, they will get an Instant Voucher (UK) on the RG site, and a link to the retailer site (Global Giving) to redeem it. From there, it's simple:

- The Voucher code will automatically track to the GlobalGiving site - no copying and pasting required.
- Find and select a project to support, and check out
- Get a personal email receipt for the donation and receive regular updates on how it has impacted the project

FAQs

Is there a minimum donation amount?

There is a minimum of £5 (for UK orders) for the donations.

How many charities or causes are available?

GlobalGiving facilitates donations to over 4,000 non-profit projects and organisations around the world.

How do we know the charities are legitimate?

GlobalGiving has vetted more than 10,000 organisations. To ensure each of them meets GlobalGiving's guidelines, they evaluate the legitimacy, reputation and impact of organisations no matter where they do their work.

How much of an employee's donation goes to the charity?

100% of the employee's donation goes directly to the charity cause. Reward Gateway covers administration costs in full.

Are there any tax implications for client companies?

No.

Who do employees call/contact if there's a problem with the process? Reward Gateway or GlobalGiving?

Employees should contact the Reward Gateway Helpdesk if their gift card hasn't shown in their Account (Instant Vouchers or eGift Cards history section).

For all other questions or concerns - for example, help with using the e-gift card code - employees should contact Global Giving.

Does the GlobalGiving Voucher/Gift Card expire?

All GlobalGiving's gift card codes will expire after 10 months from the date of issue. When the card expires, any remaining funds on the card will be donated to the GlobalGiving Fund that will be used to provide matching funds and other grant incentives for the projects on the GlobalGiving site.