

FREQUENTLY ASKED QUESTIONS (FAQs) FOR 91SPRINGBOARD MEMBERS REQUESTING FOR ISSUING REWARD POINTS

1. What are Reward Points?

REWARD POINTS is a type of payment that can be redeemed on the REWARDKART Reward Redemption Platform <https://instagifts.rewardkartshop.in>. Each unit of Point is valued at 1 INR and is valid for 1-year from the date of issuance.

Reward Points are linked to a Beneficiary or End-User account created by REWARDKART on the Reward Redemption Platform and reflect as Balance Points.

2. How can a 91springboard member request for Issuance of Reward Points?

On the 91SPRINGBOARD client application under BOOSTERS section a member can see a newly introduced category **Gifts and Rewards** and REWARDKART as a Partner offering 3-Value Propositions.

Click on the ISSUE REWARD POINTS button and you will be redirected to a Login Page which you can access using your credentials.

Thereafter, you can download a CSV Template and upload the file by including the details* of your Beneficiaries to whom you wish to issue Reward Points.

* Name, Email, Mobile Number (optional) and Number of Points

3. Who can receive Reward Points?

Anyone with an Email ID can receive Reward Points.

Beneficiaries who receive Reward Points can include your Employees, Channel Partners, Customers, Consumers, Influencers, Students of Educational Institutions or Residents of a Gated Community, City or State.

4. When are the use cases to Issue Reward Points?

Reward Points can be issued to Beneficiaries for a wide range of use cases...

Employee Rewards & Recognition: Spot Award, Performance, Birthdays, Weddings, Long Service, Employee Referrals, Sales Incentives, Sports and Talent Competitions, Ideas and Innovation...etc

As an incentive to your Channel Partners, Resellers, Advisors, Associates, Dealers, Distributors, and Influencers who contribute to the sales growth of your company.

As a reward for Loyalty to Customers and Consumers who buy your company products or use your services frequently.

As a benefit to Students of Educational Institutions or Residents of a Gated Community, City or State.

5. What is the benefit for members of 91springboard when buying Reward Points?

When you purchase Reward Points, you can get **up to 4%** on the total value of Points purchased which will reflect as a Discount in your Order Summary during Checkout before you proceed to make the payment. which will be credited to your Balance Points, additionally within 24 hours when your points are credited.

6. When will the Reward Points get credited to a Beneficiary account?

Depending on the number of beneficiaries it can take up to 24-hours or less to create your Beneficiary accounts and credit the Reward Points to their accounts.

An email notification will be sent to each Beneficiary with their login credentials and a link to access the Reward Redemption Catalogue.

An email notification confirming the Points Credited to your beneficiaries will be sent to you.

7. How can Beneficiaries redeem their Reward Points?

Beneficiaries can view the Reward options listed on the Rewardkart Redemption Catalogue by accessing the URL <https://instagifts.rewardkartshop.in>.

8. How can beneficiaries Search for Rewards?

When you move your cursor to the **Search** button placed right on top you can click on the dropdown which offers two options to search for rewards by **CATEGORY** or **BRANDS**.

9. What are the Reward options?

There are more than 1500 Reward options to choose from:

- a) **DIGITAL GIFT CARDS** of popular e-commerce and retail brands which are delivered in an electronic format (Unique Alpha-Numeric code and a PIN) to the registered E-mail address or mobile phone number of the beneficiaries.
- b) **BRANDED PRODUCT MERCHANDISE** of popular brands and which are physically delivered to the postal address of the beneficiaries anywhere in India.
- c) **PHYSICAL GIFT CARDS** issued by leading banks and PPI license holders which can be used like a debit card online and at retail stores (within India only), physically delivered to the postal address of the beneficiaries anywhere in India.
- d) **PRODUCT VOUCHERS** issued by leading brands for large sized home appliances such as Refrigerators, Air-Conditioners, Washing Machines and Dishwashers. The Product Voucher will be delivered in an electronic format (Unique Alpha-Numeric code and a PIN) to your registered E-mail address or mobile phone number along with a hyperlink provided by the brand where you can redeem it for a specific product. Once the Product Voucher is redeemed the brand will deliver the product directly to your postal address as requested by you, anywhere in India and provide installation support.

10. How can beneficiaries Search for Rewards?

After beneficiaries login to <https://instagifts.rewardkartshop.in> they can see the **Search** button placed right on top you can click on the dropdown which offers two options to search for rewards by **CATEGORY** or **BRANDS**.

You can also search by the name of the product, by typing it on the Menu Bar where it says, **“What are you looking for?”** for example Amazon Pay Gift Card and it will appear if it is available. There are many Filters to display products in Alphabetic order **“All Products A to Z”** or **“Low to High Points”** or **“High – Low Points”** based on the **Balance Points** available.

You can filter by **CATEGORY** by checking on the box next to a Category or select multiple categories. After your selection you can further filter by clicking on **Select Sub-Category** which will appear on the top right corner after the Product Pages load.

At the bottom you have the options to load **20, 40, 60, 80** or **100** SKUs per Product Page.

11. How do beneficiaries select a product and redeem it as Reward?

Once the **Product Page** is loaded beneficiaries will see each Product Tile displaying the number of Reward Points required, estimated delivery timelines and the minimum order quantity for that product.

When they click on a **Product Tile**, it will display images of the product with its Brand Name and Product Name and the Product Details.

Enter the quantity of that product they require where **Enter Quantity** is displayed, they will see the points required to redeem the reward under **Redeem Points**. Based on the quantity added, the Redeem Points number will increase or decrease.

By clicking on the **Add to Cart** button below Redeem Points they can go ahead with the redemption of the selected product. The cart icon next to their name turn from **Red to Green** and a number on the cart to show that the reward has been added to the cart. After a product is added to the cart, Beneficiaries can either click on **Continue Shopping** to select more products or if they do not want to add the selected product to the cart and keep searching for the more products.

12. How do beneficiaries redeem their Reward Points and place an order?

After adding products to the cart, a beneficiary can click on the Cart icon, to initiate the **Check Out** process, and proceed to the Delivery Address page.

Here they can choose from the list of their saved delivery addresses from the drop-down list and if none is available, they can click on **Add New Address*** or change the displayed address by clicking on **Edit Address** if it is incorrect or changed.

* Note: Beneficiaries can also use the Add New Address option, if they wish to deliver the product to someone other than themselves, such as a friend or a family member. Once they Add New Address it will reflect in their list of saved Delivery Addresses, and they can choose it for future deliveries or keep adding new addresses as required.

Once they click on Next it will show the **Total Points Redeemed** that will be debited from the Balance Points in their account and when they click on Next, they will receive an **OTP to their registered Email address** and once the OTP is validated the order is confirmed with a unique order number and other details.

13. What happens if a Beneficiary does not have sufficient Points while placing an order for their Reward?

In case you beneficiary does not have sufficient Reward Points in their account you can use our Payment Gateway to pay the difference through UPI without any additional costs or Wallets, Net Banking, Credit Cards, and Debit Cards where nominal charges may be added.

14. If I have paid by the Payment Gateway, but the order is not confirmed, what do I do?

You can reach out to our Customer Support by calling or emailing us immediately, and we will investigate the problem and respond back with the details of the order or status of payment.

In cases we confirm that the payment has not been received but it has been debited from your bank / card accounts, you will need to take it up with them, directly.

15. How and when will the Beneficiary receive the delivery of their Reward as ordered?

Any physical product such as Branded Product Merchandise or a Bank Gift Card, will be delivered to your registered postal address within 4-7 working days depending on the location.

Any digital product such as Digital Gift Cards or Product Vouchers will be delivered to your registered E-mail address within 1-2 working days.

Note: Most Digital Gift Cards or Product Vouchers are delivered within 2 hours.

16. What if a beneficiary does not receive the delivery of the Reward within the estimated delivery timelines?

Please call us Rewardkart Support on **+91-8122024459** or e-mail on support@rewardkart.in

17. Is there a designated customer support helpline, and what are its operating hours?

Call or WhatsApp Rewardkart on **+91-8122024459** from **10 am to 6 pm** Monday to Saturday

18. What do I do in the event of receiving the wrong product, damaged or defective product?

Please inform Rewardkart by calling or notify by email, no later than 2 days after delivery of the product if the wrong product or a damaged or defective product has been delivered to you and get a replacement.

The return pickup will be organized by our courier agent.

19. What is the validity of the Reward Points issued to Beneficiaries?

All Points have a validity of 1-year from the date of issuance.

Note: Once the Reward Points are redeemed by your Beneficiaries for a Digital Gift Card or a retail or ecommerce brand, the validity may differ from one brand to another and bound by terms and conditions for usage.

20. How does a Beneficiary know when Points are Debited from or Credited to their account?

Every time Points are Credited to your Beneficiaries' account or Debited from their account, they will receive an Email notification. These email messages can also be viewed by clicking on the **Notification icon**, which is displayed, next to the beneficiary's name.

There is a **Hamburger Menu (with 3 horizontal lines)** which will show details of transactions of Points credited to and debited from the beneficiary account, under **Points History**.

21. Where can a beneficiary see the record of their transactions?

Under the **Hamburger Menu (with 3 horizontal lines)** you can view the details of all orders and deliveries, under **Order History**.

22. Where can a Beneficiary add and save their Delivery Addresses?

Under the **Hamburger Menu (with 3 horizontal lines)** a beneficiary can click on Profile Settings to add as many Delivery Addresses as required.

23. How can a Beneficiary change their Password?

Under the **Hamburger Menu (with 3 horizontal lines)** a beneficiary can click on Profile Settings and use the Change Password option and change the password issued by REWARDKART.