

SMART SHOPPER LOYALTY PROGRAM FAQ

Q: How do I change information on my loyalty account?

A: The information you provide on your Loyalty account can be changed as often as you need with the exception of the phone number. Your Loyalty Account is tied to your phone number and it cannot be changed. To change other profile information, follow our step-by-step guide.

Q: I set up my loyalty account with the wrong phone number, what do I do?

A: We're sorry but that information cannot be changed once the account is created. You will need to create a new account with the correct phone number.

Q: I have points earned that I cannot redeem. How do I redeem my loyalty points?

A: Complete your registration when you log in to GoodwillNorthCentralTexas.org/loyalty. The step-by-step instructions are provided on our website.

Q: I have two different loyalty accounts; can I merge them?

A: We're sorry, loyalty accounts cannot be merged.

Q: I don't have a computer or smartphone; how do I participate in the loyalty program?

A: You only need to have access to a computer or smartphone once, to complete registration. Once your account is set up, you simply need to provide the phone number associated with the account at checkout to earn or redeem your points. View our step-by-step guide to creating your loyalty account.

Q: How do I add points to my loyalty account?

A: Unfortunately we are not able to retroactively add points to your loyalty account. Remember to give the cashier your phone number every time for your points to be added to your account.

Q: The cashier told me the loyalty program was down or not working at the store when I made my purchase, how do I get my points?

A: Unfortunately we are not able to retroactively add points to your loyalty account. When our stores experience a loyalty program outage, you will receive a coupon for a future purchase as our thanks for your understanding from the cashier at the time of purchase.

Q: Do all of your stores participate in the Loyalty program?

A: No. The Goodwill Outlet does not participate in the Loyalty program.



DONATION TRACKER FAQ

Q: Do I have to track my donations online?

A: Adding Donation receipts to your Donation Tracker on your Loyalty account is optional. It is not necessary to add it to be valid for end-of-year tax returns.

Q: How do I track my donations?

A: View our step-by-step instructions on how to track your donations. Please note: There is a 50 character limit when itemizing your donations on the Goodwill Donation Tracker.

Q: I'm receiving an "invalid donation" message when trying to track my donations. What do I do?

A: Simply contact us with your donation location, date of donation and tax receipt number and any other details about your issue.