

PERFORMANCE

PLUS

REWARDS PROGRAM

## Q & A

Contents	Page
How do I log into my account?	2
How do I claim my invoices?	3
Where is my invoice?	3
Where can I view my statement & tracking history?	4
What if I accidentally claimed an invoice that's not mine?	4
How do I redeem my points?	4
How do I know which styles qualify?	5
What style name should I use when placing my order?	6
Where can I get information about 1099 Tax Forms?	6
Who is registered under my Account No.?	6

# Q: How do I log in to my account?

A: If you have previously registered for Performance Plus Rewards Program, please log in with your user name and password. If you don't remember your user name or password, click “Forgot Login”. There you will be asked to type in your email address on your account and the information will be sent to you.

## **New Registration:**

If you are registering for the first time, click “RSA REGISTRATION” on home page. There, please fill out the registration form and click “register” at bottom of form. The Internal Revenue Service requires Abbey Carpet & Floor and Floors To Go to issue tax Form 1099 to each award recipient. You must now register using your Social Security number. Federal Tax IDs will no longer be accepted. You will be responsible for paying taxes on this additional income.

## **Need help?**

If you can't remember any of your login information or if you are experiencing problems when trying to log in, please call customer service at 1.800.495.8233 or email [megan@targetawards.com](mailto:megan@targetawards.com)

# Q: How do I claim my invoices?

A: Log into [www.performanceplusrewards.com](http://www.performanceplusrewards.com) and click on “Track An Invoice” in the navigation bar.

Check the boxes next to the Supplier Invoice Numbers you want to claim, and click the “Track” button toward the bottom of the page.

# Q: Where is my invoice?

A: Don't see your Invoice? Here are some possible reasons why it isn't appearing on the Available Invoices list.

**The supplier invoice has not been loaded into our system.** Please allow 1-2 weeks from the supplier Invoice date for your order to appear for tracking. Example: The supplier Invoice date is 1/18/21. The earliest the invoice will be loaded is 1/25/21 (one week later).

**The style on the supplier invoice is not a qualifying style.** Not all supplier styles qualify for the program. To check if a particular style qualifies, view the style lists on the Featured Styles page. If the style does not appear on the current style list, it does not qualify for tracking.

**Another participant accidentally claimed your invoice.** If the supplier Invoice has not already been redeemed, we can reverse if consent is given by the participant who tracked the invoice and if the points are still available. Please contact customer service for help with this issue.

Please contact customer service (1.800.495.8233) for more information.

# Q: Where can I view my statement & tracking history?

A: Your statement is located on the “STATEMENT” page, at the top navigation bar.

# Q: What if I accidentally claimed an invoice that’s not mine?

A: If the supplier invoice has not already been redeemed, we can reverse if consent is given by the participant who tracked the invoice and if the points are still available. Please contact customer service with the supplier invoice number for help with this issue.

If you have already redeemed the points from the supplier invoice in question we cannot reverse it.

# Q: How do I redeem my points?

A: To redeem your points, go to “Redeem My Points” at the top navigation bar. Use the links on the left to look through the online catalog.

# Q: How do I know which styles qualify?

Participating Suppliers	Qualifying Collections - Private Label	Reward Points	Product Category
Dixie / Masland	SuperValue Blankets ABB510 / FTG810 (formerly Stainmaster®) ABB511 / FTG811 (formerly Stainmaster®) ABB512 / FTG812 (formerly Stainmaster®) ABB513 / FTG813 (formerly Stainmaster®) ABB514 / FTG814 (formerly Stainmaster®) ABB516 / FTG816 (formerly Stainmaster®) ABB518 / FTG818 (formerly Stainmaster®) ABB519 / FTG819 (formerly Stainmaster®) ABB520 / FTG820 (formerly Stainmaster®) ABB521 / FTG821 Soft Splendor petdefense™ (Stainmaster® Re-Brand) ABB522 / FTG822 (formerly Stainmaster®) ABB523 / FTG823 (formerly Stainmaster®) ABB524 / FTG824 Soft Splendor (Stainmaster® Re-Brand) ABB525 / FTG825 Soft Splendor petdefense™ (Stainmaster® Re-Brand)	20 Points/SY	Carpet
Mohawk Hard Surface	ASR104 / DCR104 Luxury Vinyl petdefense™ HSL106 Premier petdefense™ HSR107 Luxury Vinyl petdefense™ HSW108 Waterproof Hardwood petdefense™	5 Points/SF	Vinyl Laminate Vinyl Hardwood
Mohawk Soft Surface	ABB146 / FTG138 Silk Naturals AS150 / DC150 petdefense™ 161 Couture Collection - New 2022 162 Smart Choice - New 2022	10 Points/SY	Carpet

Participating Suppliers	Qualifying Collections - Open Line	Reward Points	Product Category
American Olean	Mythique Marble	10 Points/SF	Tile
	Bryson Valley, Ideology, Neoconcrete, Presario, Rochester, Solstice, Sunset Falls, Waterwood	5 Points/SF	
Dal-Tile	RevoTile, and products featuring Defend powered by Microban technology: Emerson Wood, Fabric Art Colorbody, Famed, Portfolio, Revotile, Rhetoric, Rigid Clay, Trellis Oak, Vertuo, Volume 1.0	10 Points/SF	Tile
	Articulo, C.F. Prime, Cascading Waters, Center City, Costar, Emerson Wood, Enlite, Fabric Art Colorbody, Fonte, Illuminary Mosaic, Lavalieri, Marble Attache, Mesmerist, Modern Hearth, Museo, Mythology, Parksville, Perpetuo, Pietra Divina, Raine, Remedy, Resemblance, Retrospace, Revalia Remix, Saddle Brook, Scriptor, Sleigh Creek, Stagecraft, Starcastle, Sublimity, Trellis Oak, Uptown Glass Mosaic, Urbanize, Vicinity	5 Points/SF	
Marazzi	American Estates, Artezen, Classentino Marble, Coastal Effects, Costa Clara, Geometal, Merona, Moroccan Concrete, Persuade, Rice, Sabbia Marmo, Scenario, Vero, Zellige	5 Points/SF	Tile

Q: In order to qualify for Performance Plus Rewards, what style name should I use when placing my order?

A: You need to order under the Abbey Carpet & Floor or Floors To Go style name when applicable.

Q: Where can I get info about 1099 Tax Forms?

A: 1099s are issued directly by Abbey Carpet & Floor and Floors To Go. Participants who earned a combined total of \$600.00 or more can expect to receive a 1099 tax form.

Q: Who is registered under my Account No.?

A: To view who is registered under your company's Account Number, log on to [www.performanceplusrewards.com](http://www.performanceplusrewards.com), then enter your user name and password. Once on the site, click "My Account" in the upper right-hand corner of the page. Click the link on the left - "Your Stores & Participants." There, you can see who else is participating under your Account Number.

If you notice a participant on the list who is no longer employed at your store, please have your Store Manager/Store Owner contact customer service as soon as possible.