

# ShopSPOT by CO-OP

## Frequently Asked Questions



### What is ShopSPOT by CO-OP?

ShopSPOT by CO-OP is a program that includes over 30,000 in-store locations and 3,500 online merchants where members can earn bonus points.

### What merchants are in the program?

There are over 3,500 online retailers offering points through ShopSPOT online and 30,000 locations around the country in ShopSPOT in-store. For the online merchants, you go through the ShopSPOT shopping portal or install a "Points Button" in order to earn points. For in-store, as long as you use your associated card, the points are earned automatically.

### What is ShopSPOT In-Store?

ShopSPOT In-Store are card-linked offers that are automatically linked to your cards. You will earn points from any of the participating in-store merchants. These include the 30,000 locations around the country as well as any local merchants that participate in the program.

### What is ShopSPOT Online?

ShopSPOT Online provides over 3,500+ online merchants who offer bonus points and special offers for every purchase. You access the site through your credit union's rewards website to earn points. Additionally, you can choose to install a "Points Button" and then shop directly at the merchants without having to remember to go through ShopSPOT to earn points.

### What is a card-linked offer?

A card-linked offer is simply a discount or bonus point offering (or both at the same time) that is linked to a particular card. Typically, as long as you use the card at the participating merchant, the rewards are automatically awarded.

### Do all merchants offer the same amount of bonus points?

No, they vary by merchant. Typically anywhere from 1 point per dollar up to 10 points or even more. The program average is 2.5 points per dollar.

### Does shopping through this program mean you miss out on other deals? Or pay more?

No, you are directed to the regular online shopping site, or in the case of card-linked are already taking advantage of any sales at that location.

### Is it just bonus points or are there other deals?

Merchants can offer additional deals or offers in addition to the bonus points. For the most part, the bonus points are awarded in addition to any regular deals or sales the merchant may be holding for the general public. In certain instances, the merchant may offer exclusive deals to ShopSPOT members only.

### What are the features and benefits of ShopSPOT?

- Easy to use—no hoops to jump through
- Points add up quickly and can be redeemed for cash or gift cards
- New stores and ways to earn are being added every day
- Thousands of online and in-store discounts and deals

### Do I need a membership card or coupons?

No, your credit union credit cards are automatically registered with no extra cards or coupons needed. You simply use your card when shopping at participating ShopSPOT merchants.

### How do I stay informed about ShopSPOT?

You will receive program activity confirmations and periodic marketing messages highlighting special offers. You can view your ShopSPOT activity via the loyalty program website. And you can redeem your earned points for cash back or choose from over 100 gift cards from national merchants.

### How are your purchases tracked?

The online offers are tracked by a “cookie.” In order to track the purchase and award points, you must either go through the ShopSPOT Online site or have installed the browser plug-in (Points Button).

For the in-store offers, transactions are tracked automatically.

### What is a browser plug-in?

A browser plug-in is like an app for your phone, but on your web browser. When you install this, you no longer have to go through the ShopSPOT site to earn points when shopping online. The plug-in will recognize participating merchants and you can confirm you want to earn points for that merchant. It can also highlight Google, Bing and Yahoo search results to show you what links you can earn bonus points on.

### What browsers are supported?

Chrome, Safari, Firefox and Internet Explorer version 9.0 and above.

**Find out more at [www.shopspace.com](http://www.shopspace.com)**