

# Receipt Submission Guideline

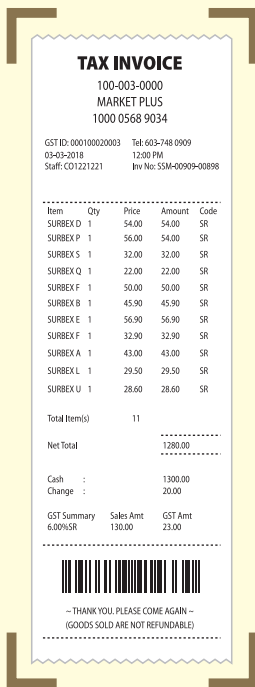
Before submitting your receipt, please ensure that all the required data is in your receipt and clearly visible

## What is a valid receipt?

A valid purchase receipt contains the following information in unaltered form

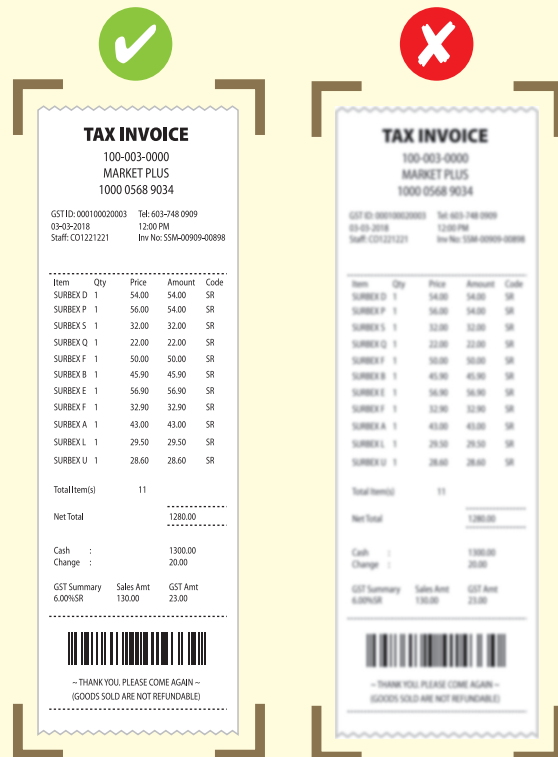
- Store name
- Purchase date
- Invoice number or Order ID (for online purchase only)
- Eligible product item(s) with or without SKU
- Price and quantity of eligible item(s)
- Shipping address and receiving status (for online purchase only)

For online purchases, please submit a copy of the official online purchase receipt. If that is not possible, please submit a screenshot of the relevant information.



## What is a valid photo submission?

Your whole receipt should be captured in one picture with all four corners included.

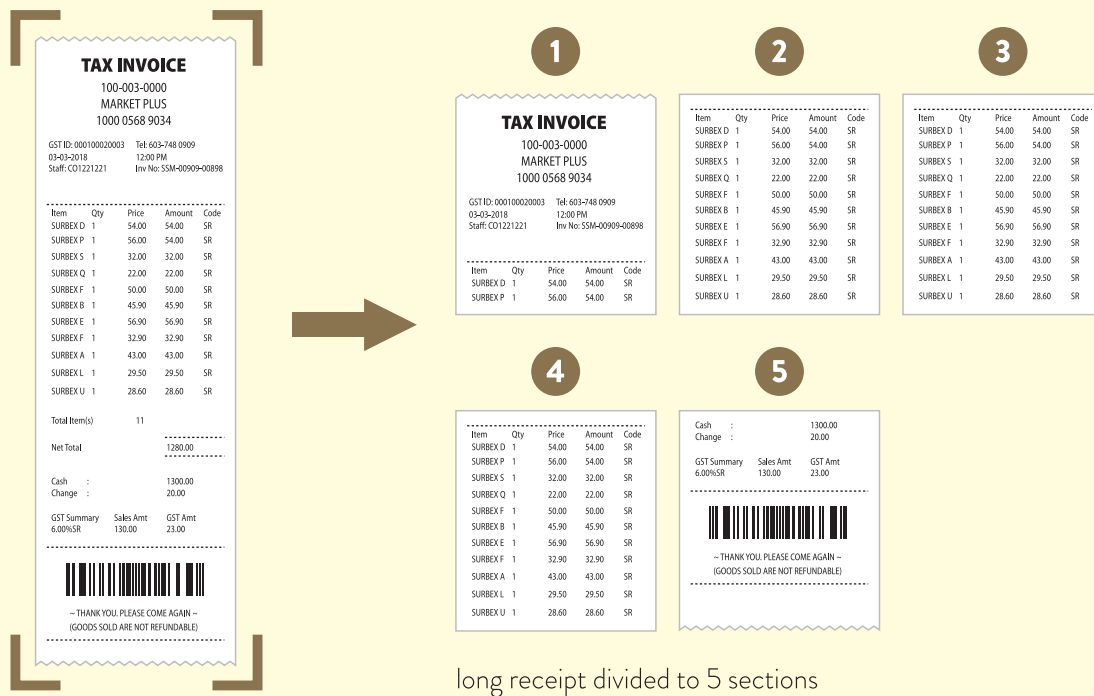


## How to take a clear photo of your receipt?

- Place your receipt on a flat surface with darker background.
- Take the photo in an area with good light.
- Avoid hand shake while taking photo or select the anti-shake function in your camera.

## How to include entire receipt if your receipt is too long?

- You can take photos of sections of the same receipt (up to 5 photos allowed per submission).
- It is not necessary to include information about coupons, surveys, or promotions at the bottom of your receipt. The purchase information and total transaction amount **MUST** be included.
- Do not worry about duplicated sections in your pictures.



long receipt divided to 5 sections

## How old can your receipt be?

We would encourage you to login to your ALP account and upload receipt as you receive them.

- Receipts must be uploaded within 90 days of the transaction date on the receipt to qualify for rewards.
- This 90 days window is calculated from the exact time of the transaction to the exact time of upload to your ALP account, regardless of time spent processing.
- Any receipt older than 90 days will not be entertained and ALP point will not be accredited.

## What is a duplicate receipt?

A receipt submitted to the ALP system more than once will be flagged as a duplicate.

- No ALP points will be awarded for any receipt submitted more than once.
- ALP points reward will be based on the earliest submission via ALP system.
- Receipt cannot be shared between 2 different accounts.
- Avoid re-uploading the same receipt into your ALP account unless specifically asked through your account page if your uploading process has failed.

## What would happen if the ALP system detects an abnormal submission?

Abbott LifePlus Loyalty Program is to reward individual customers.

- If the ALP system detects unusual or abnormal transactions, approval will take longer than 3 working days.
- Uploading multiple receipts with **abnormal purchase patterns\*** to the same ALP account is not allowed as it violates the Abbott LifePlus Terms and Conditions.
- The ALP team reserves the right to withhold awarding ALP points if there are abnormal transactions detected.

## Common reasons for rejected receipts:

- Your photo was too blurry to be legible.
- Your receipt was too wrinkled to be legible.
- Your entire receipt was not captured in the photo.
- Your receipt was submitted from an invalid retailer / non-participating pharmacy.
- Your receipt had already been submitted before, either by you or someone else.
- Your receipt was not uploaded to your ALP account within 90 days of the printed receipt date.
- The purchased item on your receipt is not eligible for ALP points reward.
- The ink on your receipt may have lines or be spotty which makes it hard to read.
- Your online receipt did not show required information.

\* Purchase pattern that is different from recommended supplement intake by typical individuals.