



# Total Rewards

## My Health and Well-being Frequently Asked Questions

### GENERAL INFORMATION

#### **Why is the Well-being Program changing from an outcomes-based incentive to an engagement-based incentive?**

We believe caring for our team members requires a holistic approach to well-being – caring for the whole person. The first step in this approach is having our team members engage with their primary care provider. We want to offer our team members more opportunities to engage in and get rewarded for participating in health and well-being activities. We recognize everyone is on their own journey!

#### **Why are we saying well-being versus wellness?**

Wellness tends to focus only on physical health, such as getting fit, losing weight, improving physical indicators and disease management.

Well-being is a holistic approach, to support our team members' overall health which includes other areas beyond just physical health.

#### **Why are the biometric screenings being done exclusively at Primary Care Providers (PCP) offices?**

Regardless of where a team member is in their well-being journey, we believe their primary care physician should be their first and main point of contact for managing their care. Primary care physicians are the gatekeepers to health and well-being.

#### **Does that mean we won't be using Healthy Lives anymore?**

Healthy Lives will remain our partner in supporting your overall health and well-being. Once your annual wellness and screening visit with your PCP is complete, you can schedule a visit with a Healthy Lives Health Coach to earn points toward your physical well-being rewards. A health coach will review your wellness visit and screening results and create a personal plan to help you reach your health and well-being goals and assist you in earning rewards under the expanded program.

#### **Will I still be able to earn up to \$550?**

Yes. Each point you earn for participating in the wellness activities equals \$1 in rewards. The maximum annual reward remains \$550. Annual rewards are prorated based on employment status: full-time 100%, part-time 50% and PRN 25%. To receive the reward, the team member must be actively employed on the date of the monthly reward payment.





## ELIGIBILITY AND OTHER REQUIREMENTS

### Who is eligible to participate in the expanded well-being program?

Any active full-time, part-time or PRN employee can participate in the program.

Contract or temporary team members are eligible to participate in many health and well-being activities but are not eligible to earn rewards for redemption due to Federal Labor Laws.

### Are there any requirements to participate and earn rewards under the program?

Yes, you must complete the online HRA Questionnaire on the Healthy Lives Portal and your annual PCP wellness visit and lab work to be eligible for redeeming earned rewards.

### Can I participate in activities without completing the PCP wellness visit or Health Risk Assessment?

Yes, you can still participate in any approved activity to earn points. However, those points will not be eligible for redemption until you complete the PCP wellness visit, lab work and HRA.

### What happens to my earned points if I don't complete the required steps prior to the end of the calendar year?

Any points earned will not be available for redemption until those three simple steps are completed (HRA, PCP wellness visit, and lab work). At the end of each calendar year, any points earned but not eligible for redemption are zeroed out.

## HOW TO EARN POINTS

### What do I have to do to earn points?

Under each category is a list of activities/goals to complete during the program year, December 16, 2022, through December 15, 2023. As an example, let's look at the "Physical" Category:

#### Physical Well-being – maximum of 150 points:

- Complete your Health Risk Assessment (HRA) and then schedule and complete your annual wellness visit and lab work with your Primary Care Provider = 30 points.**  
*These two tasks are required to unlock or earn and redeem of all of your earned points.*
- Participate in Healthy Lives Coaching Session to go over the results of your wellness visit and biometric screening (30 points)
- Schedule and complete a Kinesics Evaluation (25 points)
- Schedule any preventive Wellness/ Cancer screenings that may be due (10 points for each exam). Examples:
  - Breast Cancer Screening (Mammogram) (10 points)
  - Cervical Cancer Screening (10 points)
  - Colorectal Cancer Screening (10 points)
- Complete Annual Employee Health Service requirements, i.e. get your annual flu shot (10 points).
- Participate in Healthy Lives Programs (50 points for minimum of 12 weeks participation). Examples:  
Health Coaching, Kinesics coaching, Go Healthy!, Diabetes Prevention Program, Pregnancy Program and Tobacco Cessation Program.
- Track and log various activities.  
Examples:
  - Log your daily exercise via the app or portal, or you can use Apple, Android, Garmin, Fitbit, etc. Basically, any device you can link to Apple Health or Google Fit can be used to track your daily exercise. Each day is worth 1 point for a maximum of 30 points.
  - Track your water consumption. Each day of hitting the recommended daily water goal (1 point per day for a maximum of 30 points). Again, you can log in the Healthy Lives Portal or connect to any device that links to your Apple Health or Google Fit.
  - Host or attend a "standing" or "walking" meeting (5 points, maximum of 10 points).

Each category has different activities/challenges/goals with a point value assigned that you can track via the Healthy Lives Portal. You can use Apple, Android, Garmin, Fitbit or any device that links to Apple Health or Google Fit to track your activity and then upload to the Healthy Lives portal.

## What if my PCP is not one of the employed FMOLHS providers?

Go to the Total Rewards page on TeamLink or the Healthy Lives Portal and download a PCP attestation form. Have your PCP complete the Physician Biometric Screening Form, then return it to Healthy Lives via fax or email.

- Email: [healthylives@fmolhs.org](mailto:healthylives@fmolhs.org)
- Fax: (225) 765-9576

## Do you have to redeem your points each month or can you save them until the end of year and redeem all at once?

Once your approved rewards have been updated on our Awardco site, you are not required to redeem your rewards each month. Your awarded points will roll over each month and each year, so you can save them up to redeem them on something big or redeem them as you earn them. The choice is yours.

## How do I document my participation in activities that require self-attestation?

Log into the Healthy Lives Portal or mobile app. Click on the Health Tracking tab on the navigation menu to track activities such as sleep, steps, water consumption, etc. On the Health Tracking tab, you can also self-attest to activities such as blood donation, volunteer events, spiritual retreat, etc. Locate the activity you completed and log the name of the activity and the date completed.

## If my participation does not require self-attestation, how will Healthy Lives validate that I completed the activity?

Some activities that you complete are automatically reported to Healthy Lives through file uploads from EPIC/My Chart or directly from a vendor who hosted an activity. Please refer to the wellness guide located on our Total Rewards website under the My Health and Well-being page.

## What is the deadline for me to self-attest and upload any required documentation to receive earned points for that month?

You must provide documentation that you completed an activity by the last day of each month. Any activities completed and logged by the last day of the month will be available for redemption on the 15<sup>th</sup> of the following month.

## How will my PCP know that I am completing my Annual Wellness visit (which should include my biometric screening)?

- If you have a FMOLHS provider: When securing an appointment and at your visit, let your provider know you need a Healthy Lives biometric screening.
- If you have a non-FMOLHS provider: Please print a biometric form found on the app/portal or FMOLHS Sharepoint site or contact Healthy Lives at [healthylives@fmolhs.org](mailto:healthylives@fmolhs.org). Submit the form to Healthy Lives after your appointment.
- If you don't have a PCP and would like assistance in locating one, email Healthy Lives at [healthylives@fmolhs.org](mailto:healthylives@fmolhs.org) or call us at 1 (855) I AM HEALTHY (426-4325).

## Is my spouse eligible to participate in the Healthy Lives Coaching Programs?

While spouses are not eligible for the Total Rewards Health and Well-being program, spouses who are enrolled in the FMOLHS Health Plan are eligible to complete a biometric screening with their PCP and participate in all Healthy Lives Coaching Programs.



## **What must be done before my PCP wellness visit?**

Complete your Healthy Lives Health Risk Assessment Questionnaire on the Screening tab, no more than 90 days before your PCP visit.

- If you already have an account on the inHealth mobile app or web-based portal, enter your email address and password and click 'Login' to complete your questionnaire.
- If this is your first time using the inHealth mobile app or web-based portal, download the inHealth Well-being App from the App Store or Google Play. Search 'inHealth: Well-being.' Click 'here' to create an account under First Time Here? and enter the Company ID code: FMOLHS.

## **How do I know if Healthy Lives received results from my PCP wellness visit?**

Log into the app or portal and go to the Rewards tab. If your PCP Visit and Health Risk Assessment Questionnaire have a green check then Healthy Lives has received your screening results. The green checks are required to allow you to earn and redeem points for rewards under the Total Rewards Health and Wellness Program.

## **What if I recently completed my PCP visit in the prior year?**

You will receive credit in 2023 for any PCP wellness visit completed from Dec. 16, 2022, to Dec. 31, 2022. However, you must complete the HRA questionnaire in 2023 to be eligible for redeeming earned points as well as schedule and complete your PCP Wellness visit in 2023 as this is required annually under the Wellness Program. If you are covered under the FMOLHS Health Plan, you may schedule your wellness visit with your PCP anytime during the 2023 program year regardless of the date of your wellness visit in 2022. It is not necessary under the FMOLHS Health Plan to wait 365 days between your wellness visits as you are allowed one wellness visit per calendar year. Please check your specific health plan if you are not covered under FMOLHS.



## HEALTH AND WELL-BEING ACTIVITIES

### What are the approved activities?

The approved wellness activities focus on five categories of well-being: physical, social/emotional/spiritual, financial, professional and community. Each category has a maximum point value to support engagement in all the areas of well-being. Listed below are the categories with the maximum point value available within that category:

- Physical Well-being – maximum of 150 points
- Social/Emotional/Spiritual Well-being – maximum of 100 points
- Financial Well-being – maximum of 100 points
- Professional Well-being – maximum of 100 points
- Community – maximum of 100 points

A catalog of these approved activities is available for your review on our Total Rewards website under My Health and Well-being at [fmoths.org/total-rewards/my-health-and-wellbeing](https://fmoths.org/total-rewards/my-health-and-wellbeing). The catalog will list each activity along with its associated point value and how to document your participation in the activity.

### When can I get credit for receiving my flu vaccine?

Credit for annual flu shot will only be given during the healthcare worker mandated time-frame (September 1 - March 31).

## VOLUNTEER ACTIVITY GUIDELINES

### What is volunteering?

Volunteering is a voluntary act of an individual or group freely giving time and labor for community service (Wikipedia). Volunteer service is unpaid and involves help that is given to someone or others without any expectation in return. It should be completed on your own time and not during your regular working hours. If you receive compensation for the volunteer activity, it is not an eligible activity under our Health and Well-being program.

Volunteering is one way we come before others with the simple expectation of being present to them. Volunteerism can be love made visible.

### What are some acceptable examples of volunteering?

We invite you to consider volunteering for the reason that feeds your spirit. We have suggested the following for your consideration as we strive to present a diverse and vibrant volunteer list that is reflective of our Catholic identity. With many volunteer activities, the time commitment typically involves a minimum of 30 minutes.

Examples:

- Salvation Army volunteer
- Food Bank and homeless shelter volunteer
- Work the phones during Lake Children's Hospital radio-a-thon
- Volunteer in church nursery or teach/assist with Sunday school/religious education at local church
- Clean up community after natural disaster – disaster relief assistance
- Coaching a recreational sports team
- Babysit at a school for Parent teacher conference day or at a church for Parent Night out.
- Special Olympics volunteer
- Participate in a neighborhood clean up
- Volunteer at your local animal shelter – caring for the animals
- Assisting disabled or elderly neighbor with yard work, picking up groceries, meds etc.
- Tutoring kids in school such as foreign languages, math, science
- Be a translator if you speak another language or know sign language
- Mentor and help students (other than those children to whom you are the guardian) with homework
- Reading to children, organizing books, assisting with technical issues on the computer at your local library
- Help maintain grounds and gardens, flower beds for community center, churches, senior citizens, local FMOLHS facilities
- Volunteer as a companionship buddy or run bingo game for retirement homes and long term care facilities
- Assist with a health fair in the community
- Work St. Vincent De Paul
- Work Catholic Charities Community agency volunteer
- United Way community agency volunteer
- Children's Coalition volunteer
- Homeless Coalition volunteer
- Habitat for Humanity volunteer
- American Red Cross volunteer
- Volunteer at local Community Center or Boys & Girls Club during events



## REDEMPTION OF POINTS EARNED

### **If I completed the required steps and earned points by participating in approved well-being activities, when can I redeem my points?**

After Healthy Lives validates earned points, your points will be converted into rewards equaling \$1 per point. Your rewards will be available for you to redeem at Awardco on the 15<sup>th</sup> of each month.

### **Who do I contact if my points aren't showing?**

Contact Healthy Lives at

- URL: [OurHealthyLives.org](https://OurHealthyLives.org)
- Phone: 1 (855) I AM HEALTHY (426-4325)
- Email: [healthylives@fmlhs.org](mailto:healthylives@fmlhs.org)
- Fax: (225) 765-9576

### **How do I redeem my earned points?**

Log into the Healthy Lives InHealth Portal. On the Today page, click on the "Redeem Points" button to connect to our Awardco website. Once on their website, go to "Spend Points" and select how you want to redeem your points. The choice is yours!

### **What are my choices for the redemption of my points?**

The following options are available to redeem earned points:

- Amazon items
- Entertainment tickets
- Travel
- Prepaid gift cards
- E-gift cards
- Cash-out on a paycheck

### **Do I have to pay taxes on my redeemed points?**

Yes. Redeemed rewards are considered taxable income, subject to both federal and state taxes, and as such are included on your paycheck for W2 purposes.

## KINESICS EVALUATION

### What is a Kinesics evaluation?

The Kinesics evaluation is a series of range of motion measurements used to identify joint and muscle restrictions that can cause pain or limitations with movement and overall function. A professional will guide you through a series of simple movements and measure joint angles with a digital measurement device. It shouldn't hurt, but if you feel any pain or discomfort with a movement, you can tell the professional, and he/she will not proceed with that measurement.

### How can I prepare for my evaluation?

We recommend not stretching or performing strenuous activities before arriving for your appointment. You can remain clothed in your work attire if it's a shirt and pants – no dresses or skirts, please.

It's best to wear non-restrictive clothing and remove any outerwear (blazers, jackets) before your evaluation to ensure you have a full range of motion to capture accurate measurements.

You will be asked to remove your shoes for a portion of the evaluation.

### How long does it take to complete the Kinesics evaluation?

The Kinesics assessment can take up to 15 minutes and includes a brief review of your results with your evaluator in the Kinesics app.

### How do I download the Kinesics app?

The Kinesics app is available for download in the Apple and Google Play App Store.

**Step 1:** Tap the App Store application on your device, then enter 'Kinesics' in the search box. Tap on the Get or Install button to download.

**Step 2:** Create a password. Make sure you can access your email to open the email from Kinesics with your temporary password in it. (If you didn't receive an email from Kinesics, check your spam or junk folder.) Click on the link in your email to create a password. Enter your new password into the data fields, then tap the set new password button to save. The link to create a new password will expire within 24 hours after account creation.

**Step 3:** Log in to the app. Open the Kinesics app on your device, enter your username and password, and then tap the login button.

### How can I reset my password on the Kinesics app?

Go to [kinesicshealth.com/password](https://kinesicshealth.com/password) and enter your FMOLHS email address. Kinesics will send an email with a link to reset your password. Follow the directions in your email to reset your password.

### Where can I get my Kinesics Evaluation?

You can get a Kinesics Evaluation onsite in each of our markets. For more information on market locations and screening times, visit the Total Rewards My Health and Well-being page or TeamLink.

## HEALTHY LIVES PORTAL AND MOBILE APP

### How do I access the Healthy Lives Portal?

Healthy Lives website  
([portal.inhealth4change.com/](http://portal.inhealth4change.com/))

### How do I access the Healthy Lives mobile app?

The app is searchable on the Apple App Store or Google Play store by searching for “inHealth: Well-being.” The app is free to download and there are no in-app purchases.

### Are there any devices that are not supported?

The app targets iPhones running iOS 10.0 or higher and Android phones running Android 6.0 Marshmallow or higher.

### How do I set up an account?

You can create an account through the mobile app or on the desktop website of the the portal. On the desktop version on the login screen, an option to login or create a new account. Click “Create Account” to begin that process. On the mobile app, after you have downloaded it, the initial screen you will see has a button to login and a button to create your account. Click “Create Account” to begin the registration process. If you already have an account or created it on the website version, you can use the same information there to log into the mobile version.

### What information do I need to set up an account?

We ask for your Company ID and demographic information for account creation. Your Company ID will be FMOLHS.

### Why do you want the last 6-digits of my SSN rather than the last 4-digits?

We require the last 6-digits of your Social Security Number because it allows us to use those numbers along with your date of birth to match you in the eligibility file more quickly and accurately.

### Can I connect my health tracker/ software to the inHealth Well-being app?

Although you cannot connect the device directly to the inHealth app, your health tracking device may connect to Apple Health or Google Fit. The inHealth Well-being app supports Apple Health on iOS devices and Google Fit on Android devices, so if your device syncs data to Apple Health and/or Google Fit, then the app will pull in steps, workouts, distance and weight. Below are links to support common health tracking devices:

- FitBit – [help.fitbit.com/?cu=1](http://help.fitbit.com/?cu=1)
- AppleWatch – [support.apple.com/watch](http://support.apple.com/watch)
- Garmin – [support.garmin.com/en-US/](http://support.garmin.com/en-US/)
- Motiv Ring – [support.mymotiv.com/](http://support.mymotiv.com/)
- Google Fit – [google.com/fit/](http://google.com/fit/)

## AWARDCO REDEMPTION SITE

### How do I log in to Awardco website?

Before you log in for the first time, you will need to have the Welcome Email sent to you from Awardco available as it contains your login information as well as the web address. There are two ways to access the Awardco Site:

- Login to the Healthy Lives InHealth App or Portal and click on **Redeem Points**. This will take you to the Awardco site where you will either sign in with SSO if logging in from an FMOLHS device or enter username and password if using another device.
- Enter [fmolhs.awardco.com](https://fmolhs.awardco.com) in the internet browser (do not enter into the internet search engine) and sign in with SSO if logging in from an FMOLHS device or enter username and password if using another device.

**Note:** If you are unable to locate your welcome email, please contact Healthy Lives.

### How do I add or change a profile picture?

- Log in to your account.
- Once you've logged in, click on **My Account** under your name, on the right-hand side of the page.
- On your profile page, next to your current picture, click **Change Picture**.
  - Note: If you haven't added a picture yet, your current picture will be your name initials.
- Choose the file you want to use as your photo and click **Open**. Your new picture will be displayed for your account.



### Can I purchase additional points?

- If the item you are hoping to redeem requires more points than you currently have, the best solution is to purchase a gift card with points and pay the difference for whatever item you're hoping to buy directly from a retailer. Awardco is unable to sell additional points due to tax reporting requirements.
- If you need help locating a specific item, please contact the Awardco support team for assistance.

### How to Reset your Password?

- If logging in under SSO, you will not need to change your password on Awardco.
- Navigate to our company Awardco website – [fmolhs.awardco.com](https://fmolhs.awardco.com).
- Select forgot password
- Enter your email address and select submit
- Open the email from no-reply@fmolhs.awardco.com and click the reset link.

### What is a Virtual Prepaid Rewards Card?

A Virtual Prepaid Rewards Card is a 16-digit card account that can be used digitally for electronic shopping. The redeeming user can start shopping online, over the phone, or add the card to a favorite retailer or other mobile app, wherever debit cards are accepted.

**Note:** A Virtual Prepaid Rewards Card **cannot** be used in a physical store unless it is converted to a physical gift card. This process is explained below. Virtual cards can take 2-3 business days from the time the order is processed to arrive in the inbox of their recipient.

### When does the Virtual Prepaid Rewards Card expire?

Awardco will send the user a link to activate the card once points are redeemed for the card. The link will expire four months after its creation. After the card has been activated, the card has a seven-month usage period after which it will expire and any remaining value will be forfeited.

## Can a Virtual Prepaid Rewards card be converted to a Physical Prepaid Rewards card?

Yes. When the user receives the activation link for their virtual gift card in their email inbox, they will click the link and be taken to a page that will ask the user to select their desired card format. There is a \$3-5 processing fee for the conversion to physical gift card. Standard delivery to receive the Physical Prepaid Rewards Card is 5-7 business days but may take up to three weeks. It will be shipped in a plain white envelope.

**Note:** For orders outside of the U.S., delivery times vary.

## How is the Virtual Prepaid Rewards Card activated?

- In order to access the gift card code, the user must first click through the link in the Prepaid Card Reward email they will receive. If they have not received this email within three days of placing their order, the user may contact [support@awardco.com](mailto:support@awardco.com) for assistance.
- Following the redemption link contained in the order confirmation email, the user will be brought to Prepaid Digital Solutions' website.
- Here the user will select between keeping the gift card as a Virtual Prepaid Card or transferring it to a Physical Prepaid Card.
- The Virtual Prepaid Card option offers instant delivery and retention of the full value of the award. This virtual card cannot be used in stores or where virtual payment processing is not available. This option is used online or can be added as a payment option to apps.
- The Physical Prepaid card option is delivered in 7-10 business days . Converting the Virtual Prepaid Card to a Physical Prepaid Card requires a \$3-5 fee. This fee is not assessed by Awardco and covers the creation of a physical card and the delivery of the card. This card may be used online or in person.

## Are there any other steps if I choose the Virtual Prepaid Card?

- Yes. When the Virtual Prepaid Card option is selected, the user will be taken to the Review and Confirm page where they will be asked to enter their physical address. This information is required to assign a functioning billing address to the virtual card. In some cases, a billing address will be required in the check-out process for an online retailer. The address entered here will operate as the billing address that should be entered in the billing address field when required.
- Once the address is entered for the Virtual Prepaid Card, a product terms page will appear that requires agreement before the user will be taken to the page displaying the card details.
- Once the user agrees to the terms, they will be taken to a final screen where the card details will be displayed. At this point, an access code will be emailed to the email account originally entered when the order was placed. This code will let the user access the site at a later date so there will be no need to write down the card information. At the bottom of the page, the user will be given the choice to "Secure Payment." Securing payment is not necessary and is simply an option made available by Prepaid Digital Solutions to create an account with their site in order to store the card details. Storing a card inside an account allows the user to access the card details without entering the access code that is sent in the final confirmation email. Creating an account may also be a good option for users who will have multiple cards to track as they will be able to access the details for multiple cards in one place instead of being required to search for the cards individually using the access codes.
- Once the "Secure Payment" option is chosen, the user will create an account by determining their own username and password that will be used in the future to access the card details through the [prepaiddigitalsolutions.com](http://prepaiddigitalsolutions.com) site.

## Are there any other steps if I choose the Virtual Prepaid Card?

- Yes. If the user would like to receive a Physical Prepaid Card, after clicking on the activation link in the email containing the initial confirmation, they will be taken to the same selection page displayed above. The associated fees and SLAs for the physical option will be displayed under the Physical Visa Card option.
- Once the Physical Prepaid Card option is selected, the user will be asked to enter personal information and an address that will function as a billing address. All listed fields are required.
- Once the address is entered for the Physical Prepaid Card, a product terms page will appear that requires agreement before the user will be taken to the page confirming the placement of their request for a physical card.
- Once the product terms have been agreed to, the user will be taken to a page that communicates the expected delivery time for the card and lists the current balance. At this point, the transfer fee will have been removed from the card balance. The same option to secure payment is made available at this point but having selected a physical card, it may not be as necessary to create an account to store the card details as those details are not available online.
- Should a user with a physical card elect to create an account, the balance will be displayed once the user logs into the Prepaid Digital Solutions account.

## How do I contact the card vendor's Customer Service?

For the user's security, once the prepaid card is activated through either the virtual or physical options, Awardco Support is no longer able to contact the card vendor on the user's behalf.

Any issues with the card service or delivery of the physical card option will need to be handled by the user contacting the vendor directly.

While Awardco Support can no longer initiate the service request with the card vendor on the user's behalf, the user may copy [support@awardco.com](mailto:support@awardco.com) on the email chain created with the vendor so that Awardco can remain apprised of the situation and provide assistance in requesting help from the vendor.

The card vendor's Customer Service team can be reached through the Contact Us link on [prepaiddigitalsolutions.com/](https://prepaiddigitalsolutions.com/) or by email and phone.

## How do I spend points on Amazon?

- Sign into the Awardco platform.
- Hover your mouse over **Spend Points**
- In the drop-down menu, select **Amazon**
- Search for your desired items
- Add these items to your **cart**
- Select **Checkout** to begin finalizing your order

**Note:** Note that fluctuations in item availability may cause order delays and/or cancelations. Should this happen, our support team will be proactive in reaching out in a timely manner via email. Points will be returned for all canceled items. As always, if you require any assistance when placing your order, please contact the Awardco Support team by emailing [support@awardco.com](mailto:support@awardco.com) or by clicking the blue **Support** button in the bottom right corner of every page in the platform.

## How to I track my order of a physical item through Amazon?

- **Log in to your company's Awardco website**
- Click your name in the top right corner of the screen
- Select "Orders" from the drop-down menu
- Locate the Tracking field under your order
- Navigate to the appropriate shipping website (e.g. for UPS, Google "UPS Tracking")
- Input tracking number

*Note: The tracking information will be displayed once the order is processed. While most orders will process immediately, some orders may be pulled for manual review and may take several business days to transition to processed. When an item is shipped by Amazon Logistics, you will be unable to track this information on your own. To track an order that is being shipped via Amazon Logistics, contact the Awardco support team. Remember to check your inbox's spam folder for the card before contacting the team.*

## How to I track my order of a Amazon e-Gift Card?

- **Log in to your company's Awardco website**
- Click your name in the top right corner of the screen
- Select "Orders" from the drop-down menu
- Locate and click the "Show Claim Code" text under the value of the card

*Note: With orders placed for the Amazon eGift Card option, fulfillment to your email address should be immediate but there are cases where the fulfillment of the order can take several days. If you do not receive your Amazon eGift Card via email, you may check this orders page to see if a claim code has been generated for the card. In the screenshot below, you can see that "Show Claim Code" text has been affixed to the order details, just below the card's value. Click this text to reveal the gift card code and input this code into your personal Amazon account. If your order says processed, but no claim code is visible, you may contact the Awardco support team for additional information about your order. Remember to check your inbox's spam folder for the card before contacting the team.*

## How do I track my order of other e-Gift card and Prepaid Virtual card?

- **Log in to your company's Awardco website**
- Click your name in the top right corner of the screen
- Select "Orders" from the drop-down menu
- If the order says **Processed** under the order's date, contact the Awardco support team for additional status information

*Note: While tracking information is not shown in your order details for these items, you may contact the Awardco support team for more information on the status of your order. Keep in mind, depending on the card ordered and your location, it may take up to 15 business days for these cards to be fulfilled. If the order status shows Processed and you have not received the card, contact the Awardco support team. Remember to check your inbox's spam folder for the card before contacting the team.*

## How do I return, cancel or refund an Amazon order?

To initiate a return, order cancellation or replacement, you will then need to send in a **support ticket** to our support team. This allows our team to contact Amazon on your behalf.

In your support ticket, you will need to include:

- Your name, as it appears in your account, and the name of your organization
- When you placed your order
- The exact item(s) you need to replace/cancel/return
- The reason you need to replace/cancel/return the item(s)  
*e.g. the item was damaged, not what you expected, wrong size, etc.*
- State whether you want to return the item(s) for a refund or if you want to receive a replacement
  - If Amazon approves the return, you will likely be required to return the item to an Amazon warehouse.
  - If Amazon requires the return of the original item, the Awardco support team will send you a return label via email. Use the return label to ship the item back to Amazon.
  - Once Amazon receives the returned item, your point refund or your replacement will be sent to you.
  - If you have not received your point refund or replacement item seven business days after the day you send the item back to Amazon, please reach out to our support team again.

## How do I contact the Awardco support team?

There are three ways to contact the Awardco support team who is available 24-hours on weekdays except for recognized holidays:

- Contact Awardco support by clicking the blue “Chat” button in the bottom right corner of this page or at the bottom of any page in your company’s Awardco platform. The Chat bot will attempt to solve the inquiry; the user will be redirected to a support representative if needed.
- Create a support ticket automatically by emailing [support@awardco.com](mailto:support@awardco.com). Be sure to include as much detail as you can including your full name, company name, and a detailed outline of the issue you’re experiencing.
- You can contact the Awardco support team by phone at US: (800) 320-0893

If you terminate employment with FMOLHS and have points in your Awardco account, you must redeem your available points prior to your termination date. Once Awardco is updated with your termination date, your account will be deactivated.