Frequently Asked Questions

**How does the new program work?**

From here on out, individuals (parents, grandparents, and so on) can download the new BTFE app on their phones. Only a receipt—not the label on the product—gets scanned. The app records any products from participating brands on the receipt. Once scanned, the receipt’s Box Tops amounts will be assigned to the school account a participant has selected on the app.

Individuals can keep track of their own activity and can see the school’s total amount earned. The school view will show totals earned by store only.

It’s important to note that receipts need to be scanned within two weeks of purchase. This is a big difference from the traditional program in which consumers had months, even years, to redeem a box top. BTFE says the time frame is in line with other receipt-scanning programs.

**Can I still send in regular Box Tops clips?**

Yes! Keep clipping regular Box Tops and sending them to your schools as long as you continue to find them on packages. Your school will still get credit for all Box Tops validly submitted by your school’s coordinator. (Don’t send in the new Box Tops icon used to mark products that are eligible for Box Tops earnings via receipt scan in the new Box Tops App.)

Remember to scan your receipt in the Box Tops App, too: most brand teams are awarding both the receipt scan earnings and the traditional Clip earnings for a single item purchase during this time of transition.

**Our family often shops online; how will that work?**

Great news! If you shop for groceries online, you can now submit your email receipts from select retailers to earn Box Tops for your school. To ensure that earnings are properly credited to your account:

1. Make sure you have a Box Tops for Education account (you can create one via the Box Tops app or website)
2. Forward your email receipt to receipts@boxtops4education.com using the same email that’s associated with your BTFE account
3. Box Tops will be credited within 10 business days – view your earnings detail in the MY EARNINGS section of the app or website.

The following email receipts are currently eligible (as of July 17, 2019):

- Instacart
- Jet.com
- SamsClub.com
- Shipt
- Target.com
- Target Pick-Up/Drive-Up
- Walmart Grocery
- Walmart.com

For purchases from online retailers not listed above, please follow the process below.

1. Take a screen shot (or multiple) of your entire receipt from your online purchase, including retailer name, all items, transaction total, and date of purchase.
2. Open the Box Tops Contact Us form.
3. In the Comments field, please include:
   - Your email address
   - Your name
   - Your school’s name
   - The amount of Box Tops earned with the purchases from that receipt

4. At the bottom of the form, use the "Upload Image Files" feature to add the screen shot(s) of your receipt. We will process your receipt from your online purchase and award the cash earned within 2 weeks.