



## PROGRAM INFORMATION

### What is the LSO Package Points™ Rewards Program?

Our LSO Package Points™ program rewards you every time you ship, with points redeemable for stuff you love. So, every time you use LSO shipping services you earn points that can be redeemed for great rewards. That is something the “Global Shipping Giants” just can’t offer. As you accumulate LSO Package Points™, they are automatically added to your account and can be viewed on your monthly points summary/statement.

You may then use your LSO Package Points™ to purchase whatever you desire from the online Award Catalog, including brand-name merchandise, gift cards and eGift cards, travel rewards, and event tickets. LSO Package Points™ are deducted from your account as you redeem from your Award Catalog.

The LSO Package Points™ website also allows you to:

- Review your account activity via “My Account”
- Check your current points
- And much more...

When you earn points, you will also receive monthly emails to remind you to login and check out your latest LSO Package Points™ activity including:

- Points earned for the month
- Points redeemed for the month
- Available point balance

- Learn about special promotions

## FAQs

### How do I earn LSO Package Points™?

Points can be earned every time you use LSO shipping services\*

- **LSO Early Overnight** – Earn 8 points per dollar spent
- **LSO Priority Overnight** – Earn 4 points per dollar spent
- **LSO 2nd day** - Earn 2 points per dollar spent
- **LSO Plus** – Earn 4 points per dollar spent
- **LSO Mexico** – Earn 4 points per dollar spent
- **LSO Economy Next Day** – Earn 3 points per dollar spent
- **LSO Ground** – Earn 1 point per dollar spent
- **Referral Bonus Points** –Coming soon, if you refer us to another customer and they start shipping with LSO, you can earn additional points.
- **Monthly Specials** –You will also have the opportunity to earn points via our monthly specials and promotions.

\* Dollars spent exclude fuel surcharge amounts.

### Do my points expire?

LSO reserves the right to cancel the LSO Package Points™ at any time. If at any time the program is canceled, participants will be provided 90 days notice to redeem their points and complete their reward redemptions.

- Points are good for a period of 2 years.

### What if I have questions about other LSO services?

For other LSO questions, for matters not concerning this program, please contact:  
LSO PO Box 149225 Austin, TX 78714-922

## SHOPPING FAQs

### Points:

**Q. How do I know how many points I have?**

A. You can check your points online at any time in My Account.

**Q. Can I order an item that is worth more points than I have earned if I pay for the remainder of the price?**

A. You may place an order that is worth more points than you've earned so long as your earned points cover 80% or more of the order's cost. During the check-out process, you will be prompted to pay the balance of points owed using your personal credit card. **Please note: credit cards cannot be used to make up the difference in available points for Event Ticket orders.**

**Q. Can I redeem my points at any time?**

A. You may redeem your points at any time – either save up or spend them as you get them – it's your choice! Awards:

**Q. How do I redeem my awards?**

A. You select the quantity and item for the award you've chosen and click submit. We will process your order immediately.

**Q. What are some of the awards you can choose from?**

A. The online Award Catalog offers hundreds of popular, premier brand merchandise, including the latest electronics, housewares, fashion, outdoor, kids, and health-related items, and many travel and retail gift card choices. Gift Cards:

**Q. How are my gift cards shipped?**

A. Gift card orders \$200 and above in value are sent via LSO and a signature IS required. Someone must be available for signature to accept the shipment. Gift card orders under \$200 are sent by first class mail.

**Q. What can I do if my gift cards are lost or stolen?**

A. Contact Award Headquarters at 1-800-433-7712 between 9:00 am-5:00 pm ET, Monday-Friday. They will be able to inform you if your gift cards can be replaced. eGift Cards:

**Q. How quickly will I get my card?**

A. eGift Card orders are sent within 10 minutes of an order. However, email carriers and other issues can cause delays. Typically all eGift Cards are received within four (4) hours from the time you place your order.

**Q. What will I receive after I purchase an eGift Card?**

A. You will receive an email that contains a link to your eGift Card. When you receive this email, click the link to view the eGift Card. Please remember to check also your spam or junk folder for the email containing the e-gift card.

**Q. How do I use my eGift Card?**

A. You can either print the eGift Card from your computer or, in some cases, you can use it directly from your mobile device. Please contact the merchant to verify if your eGift Card can be redeemed using your mobile device. You may also use your eGift Card online during the check out process by entering your eGift Card number and PIN Code (where applicable).

**Q. Can I use my eGift Card in store locations?**

A. Yes, unless explicitly stated, all eGift Cards work at both store locations and online.

**Q. What if my eGift card is lost or stolen?**

A. If your eGift Card was lost or stolen, please contact support at 1-800-433-7712.

**Q. Can I let someone else use my eGift Card?**

A. Yes, simply have the card sent directly to the recipient's email at the time of purchase or you can forward the eGift Card to them after you send it to yourself. Additionally, you can print the eGift Card and hand it to the recipient.

**Q. Do I need a special printer or is color printing required?**

A. No. Any standard printer, color or black and white, is acceptable.

**Q. Do eGift Cards expire?**

A. Most national merchants do not have an expiration date for their gift card programs. However, each merchant may have different terms and conditions. Please review those terms prior to making your selection.

## **Shipping:**

### **Q. Do the awards include shipping?**

A. Yes. All of our awards include the cost of delivery to your location, within the 48 contiguous United States, via LSO or the United States Postal Service. Be sure to include your company's business name if you're shipping to your office.

### **Q. How do I indicate my shipping address?**

A. Once you have selected your desired rewards and begin the checkout process, you will be prompted to provide the LSO team with your desired shipping address for that order.

### **Q. How long will it take to receive my order?**

A. Gift Cards will be delivered in approximately 2 weeks from the date of the order. Merchandise will be delivered 3 to 5 weeks from the date of the order, assuming that no back order or substitution is necessary. Please note: If you order multiple items, you may receive them in separate shipments.

### **Q. What do I do if the award is delivered damaged or defective?**

A. Contact Award Headquarters at 1-800-433-7712 between 9:00 am-5:00 pm ET, Monday-Friday and the merchandise will be picked up and promptly replaced at no additional cost (provided that notice is received within 30 days of delivery).

### **Q. What if my merchandise shipment is sent freight collect due to carrier oversight and I have to pay for it?**

A. Contact Award Headquarters at 1-800-433-7712 between 9:00 am-5:00 pm ET, Monday-Friday, and you will be reimbursed for the shipping charges within 30 days of receipt of proof of payment.

## **General Questions:**

**Q. What if I have questions about the awards?**

A. You can contact the Customer Service Department at 1-800-433-7712 between 9:00 am-5:00 pm ET, Monday-Friday, or email your request for additional information [help.lsopackagepoints@dittmanincentives.com](mailto:help.lsopackagepoints@dittmanincentives.com).

**Q. Is my information secure online?**

A. Yes, your information is guarded by Verisign. Verisign is used by most major online stores.

**Q. How can I change my personal information?**

A. Please go to the My Account tab in the menu at the top right of your screen to see what personal information you are able to change/edit.

www.lso.com