



# FAQ

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# Q: How do I log in to my account?

A: If you have previously registered for Shaw Capture the Spirit, please log in with your user name and password. If you don't remember your user name or password, click "Forgot User / Password". There you will be asked to type in your email address on your account and the information will be sent to you.

## New Registration:

If you are registering for the first time, click "REGISTER" on home page. There, please fill out the registration form and click "register" at bottom of form. The Internal Revenue Service requires Shaw to issue tax Form 1099 to each award recipient. You must now register using your Social Security number. Federal Tax IDs will no longer be accepted. You will be responsible for paying taxes on this additional income. You must register for the ShawCTS program even if you were previously enrolled in any prior Shaw programs. If you participate at multiple locations, you must register the account numbers of each of those locations with Award Headquarters by calling 1-888-609-SHAW (1-888-609-7429).

Every registration must go thru an approval process. You will not be able to login to [www.shawcts.com](http://www.shawcts.com) until your application for participation is approved. Please allow 7 - 10 business days for review. You will be sent an email confirmation once your application is approved.

## Need help?

If you can't remember any of your login information, or if you are experiencing problems when trying to log in, please call ShawCTS Customer Support at 1.888.609.7429 or email [shawcts@targetawards.com](mailto:shawcts@targetawards.com).

# Q: How do I claim my invoices?

A: You can claim invoices one of two ways:

Log in to [www.shawcts.com](http://www.shawcts.com). Click on “My CTS” in the navigation bar at the top of the Home page. Click on the “Track An Invoice” button from the drop down menu.

Check the boxes next to the Shaw Invoice Numbers you want to claim, and click the “Track” button toward the bottom of the page.

# Q: Where is my invoice?

A: Don't see your Invoice? Here are some possible reasons why it isn't appearing on the Available Invoices list.

The Shaw Invoice has not been loaded into our system. Please allow 1-2 weeks from the Shaw Invoice Date (located on the top of the Shaw Invoice form) for your order to appear for tracking. Example: The Shaw Invoice date is 1/21/15. The earliest the invoice will be loaded is 1/28/15 (one week later).

The style on the Shaw Invoice is not a qualifying style. Not all Shaw styles qualify for the ShawCTS program. To check if a particular style qualifies, view the style lists on the Featured Styles page. If the style does not appear on the current style list, it does not qualify for tracking.

The Shaw Invoice has expired. For all cut orders, participants have 45 days to track the Shaw Invoice before it expires. For all roll (stock) orders, participants have six months (approx. 180 days) to track the Shaw Invoice before it expires.

Another participant accidentally claimed your invoice. If the Shaw Invoice has not already been redeemed, we can reverse if consent is given by the participant who tracked the invoice and if the points are still available. Please contact ShawCTS Customer Support with the Shaw Invoice Number for help with this issue.

Please contact ShawCTS Customer Support (1-888-609-7429) for more information.

# Q: Where can I view my statement & tracking history?

A: Your statement is located on the “VIEW STATEMENT” page, underneath the MY CTS drop down menu on the navigation bar.

# Q: What if I accidentally claimed an invoice that's not mine?

A: If the Shaw Invoice has not already been redeemed, we can reverse if consent is given by the participant who tracked the invoice and if the points are still available. Please contact ShawCTS Customer Support with the Shaw Invoice Number for help with this issue.

If you have already redeemed the points from the Shaw Invoice in question (either for a product on the website or for funds on a Shaw CTS card), we cannot reverse it.

# Q: How do I redeem my points?

A: Once you reach the minimum point increment required to redeem, you have a choice of what you want to do with your points. You can redeem them for products in the online catalog, or you can choose to have funds put on your Shaw CTS MasterCard.

To redeem your points, go to “Redeem My Points” at the drop down menu under My CTS. Use the links on the left to look through the online catalog, or select “ShawCTS Prepaid Card” to have funds loaded on to your card.

To have funds put on your Shaw CTS MasterCard, choose the number of increments you want to put on your card (i.e. quantity: 1 = \$100, quantity: 2 = \$200, etc.). Click “Add to Cart.” View your cart via the link on the left-hand side of the page, verify the information there, and click “Checkout.” If you do not complete the checkout process, your request for funding will NOT be transmitted, and you will not be funded.

# Q: How does funding work?

A: If you choose to have funds put on your Shaw CTS MasterCard, funding will occur weekly. However, you must log on to the website and redeem your points in order for funding to take place.

Redemptions made Monday mornings through Sunday nights will be funded the following Tuesday. For example:

Points redeemed on Monday, 6/1/15 at 9am

→ Funding will occur the following Tuesday, 6/9/15

OR

Points redeemed on Sunday, 6/7/15 at 11:59pm

→ Funding will occur the following Tuesday, 6/9/15

Funds will be loaded on to your existing Shaw CTS MasterCard. If you do not have this card, we will send you a new one - just contact us. If you are unsure or cannot find your card, please contact Customer Service at [shawcts@targetawards.com](mailto:shawcts@targetawards.com) to inquire.

# Q: How do I check my card balance?

To check the balance on your Shaw CTS MasterCard, call 1-855-428-7243 (listed on the back of the card), or go to [www.agileprepaid.com](http://www.agileprepaid.com).

# Q: How do I know which styles qualify?

A: Go to the “Featured Styles” page to view, download, and print complete style lists for each type of Shaw product:

Shaw Carpet (Anso, Evertouch, Cleartouch, Clearly Chic & Carpt Pad) style  
Tuftex styles  
Shaw Floor Studio styles  
Caress Styles

**PLEASE NOTE:** Not all styles qualify under the above categories. Please consult the style lists (updated regularly) for qualifying styles.

If you do not see the style you’re looking for on the current style list, that means it does not qualify for Shaw Capture the Spirit in 2016.

For questions about how the style list is compiled, please contact your Shaw Sales Representative.

# Q: Where can I get info about 1099 Tax Forms?

A: 1099s are issued directly by Shaw Industries. Participants who earned a combined total of \$600.00 or more across ALL Shaw programs can expect to receive a 1099 tax form. ShawCTS does not have access to your final 1099 totals.

# Q: Who is registered under my Shaw Account No.?

A: To view who is registered under your company's Shaw Account Number, log in to [www.shawcts.com](http://www.shawcts.com), and click "My Account" in the upper right-hand corner of the page. Click the link on the left - "Your Stores & Participants." There, you can see who else is participating under your Shaw Account Number.

If you notice a participant on the list who is no longer employed at your store, please have your Store Manager/Store Owner contact ShawCTS Customer Support at [shawcts@targetawards.com](mailto:shawcts@targetawards.com) as soon as possible.

# Q: How do I change my Shaw Account No.?

A: To view which Shaw Account Number you are listed under, log in to [www.shawcts.com](http://www.shawcts.com), click on "My Account" in the upper right-hand corner of the page, and click "Your Stores & Participants" on the left.

If you have changed employers and are no longer at the Shaw Account Number listed on your "My Account" page, please contact ShawCTS Customer Support at 1.888.609.7429 or email [shawcts@targetawards.com](mailto:shawcts@targetawards.com).