

FAQs

What is the Staff Rewards Programme?

It is a scheme managed by the team at CIH, that will offer staff in stores the opportunity to earn a monetary reward if they sell qualifying products to customers during a promotional period. *Please note that this is intended as a reward scheme for individual staff, so please ensure that you do not have a single person claiming within your business on anyone else's behalf.*

How can the store participate?

We need the permission from the store proprietor to ensure that they are happy with the terms of the scheme, before we can accept staff into the scheme. We reached out to them earlier this year, and many have already responded with their approval for staff to participate.

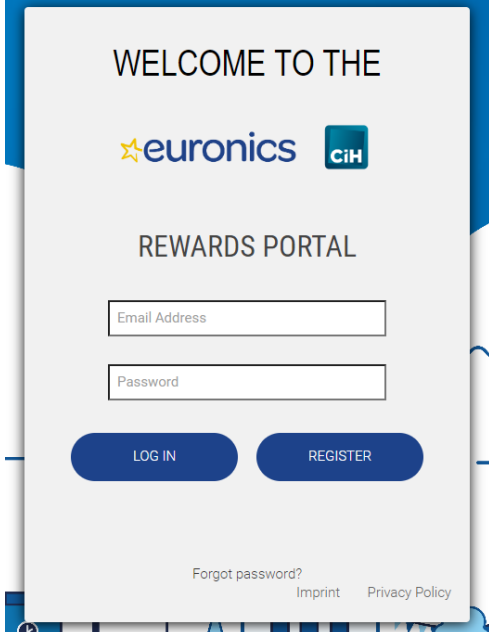
If your proprietor hasn't currently responded, they can opt in at any time by contacting their Member Support Manager:

Ben Forester
Kayne Whitehead
Laura Hudson

Do staff need to do anything?

Staff will need to register for their own individual account, using the link below and clicking the "REGISTER" button. In order to complete the form, they will need to provide:

- **An email address**
Personal is fine as long as they are comfortable with this, it will only be used for communications relating to the rewards programmes.
- **National Insurance number**
We will pay the basic rate of tax & national insurance, see the T&Cs on page 7-9 for more details on this.
- **Home or Business address**
- **Birth Date**
- **Store Name**



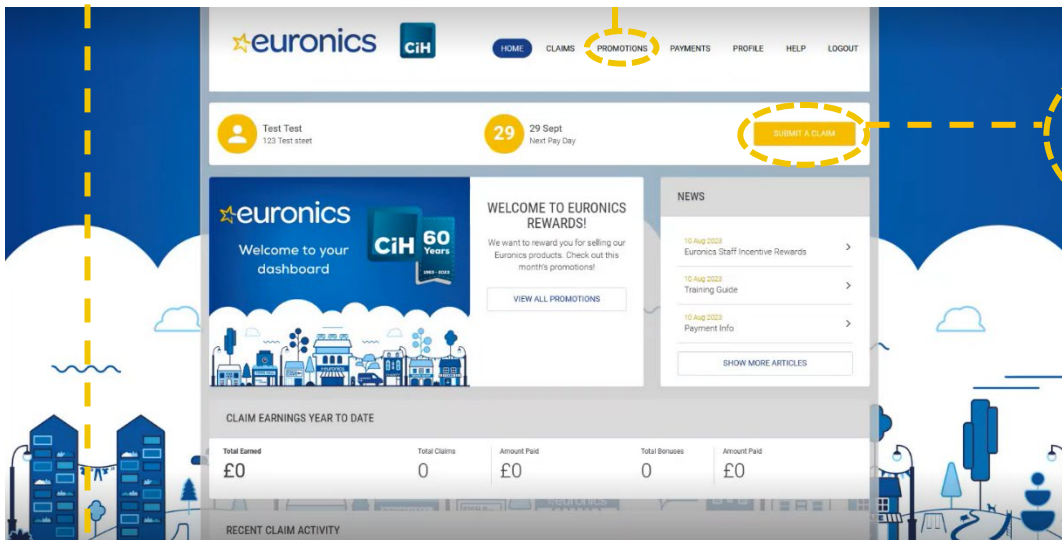
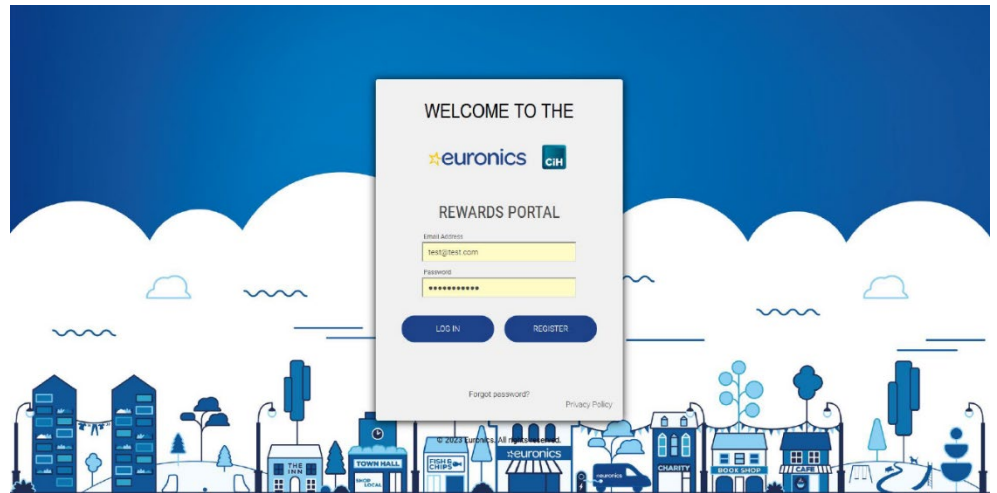
The screenshot shows a web page titled "WELCOME TO THE" with the Euronics and CIH logos. Below the logos is the heading "REWARDS PORTAL". There are two input fields: "Email Address" and "Password". Below these fields are two buttons: "LOG IN" and "REGISTER". At the bottom of the page, there are links for "Forgot password?", "Imprint", and "Privacy Policy".

www.euronicscihstaffrewards.co.uk

When we've received their account request, they will need to wait for a few days to get started (around 8-10), to allow our Member Support Managers to verify and approve the accounts. Once approved, they will receive an email confirming, and can start claiming!

How staff can claim

1. They will need to log on to their account at www.euronicscihsta.ffrewards.co.uk



2. Once online, they can click on the '**SUBMIT A CLAIM**' button.

If they can click on "**PROMOTIONS**", and can then view all of the current programmes.

Here they can use the **search bar** to find a particular model or category, or they can click on the programme for **full details**, which also includes a copy of the T&Cs.

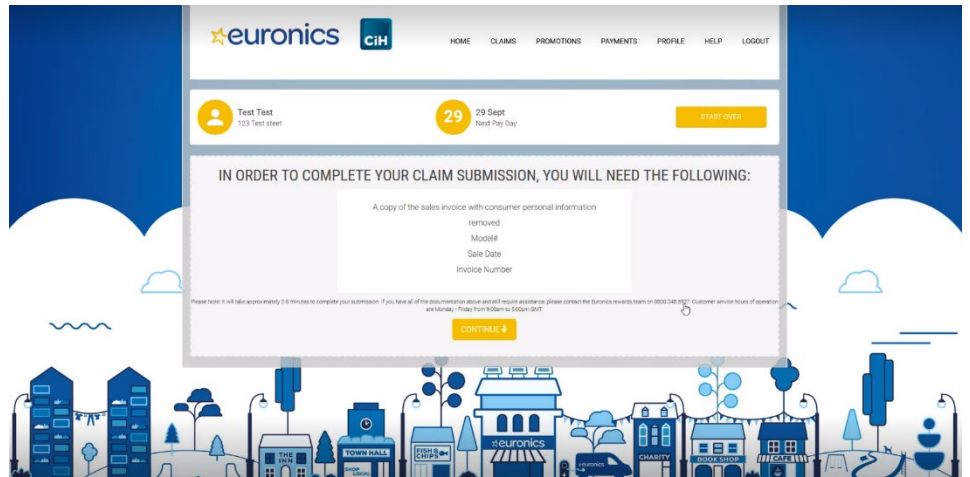


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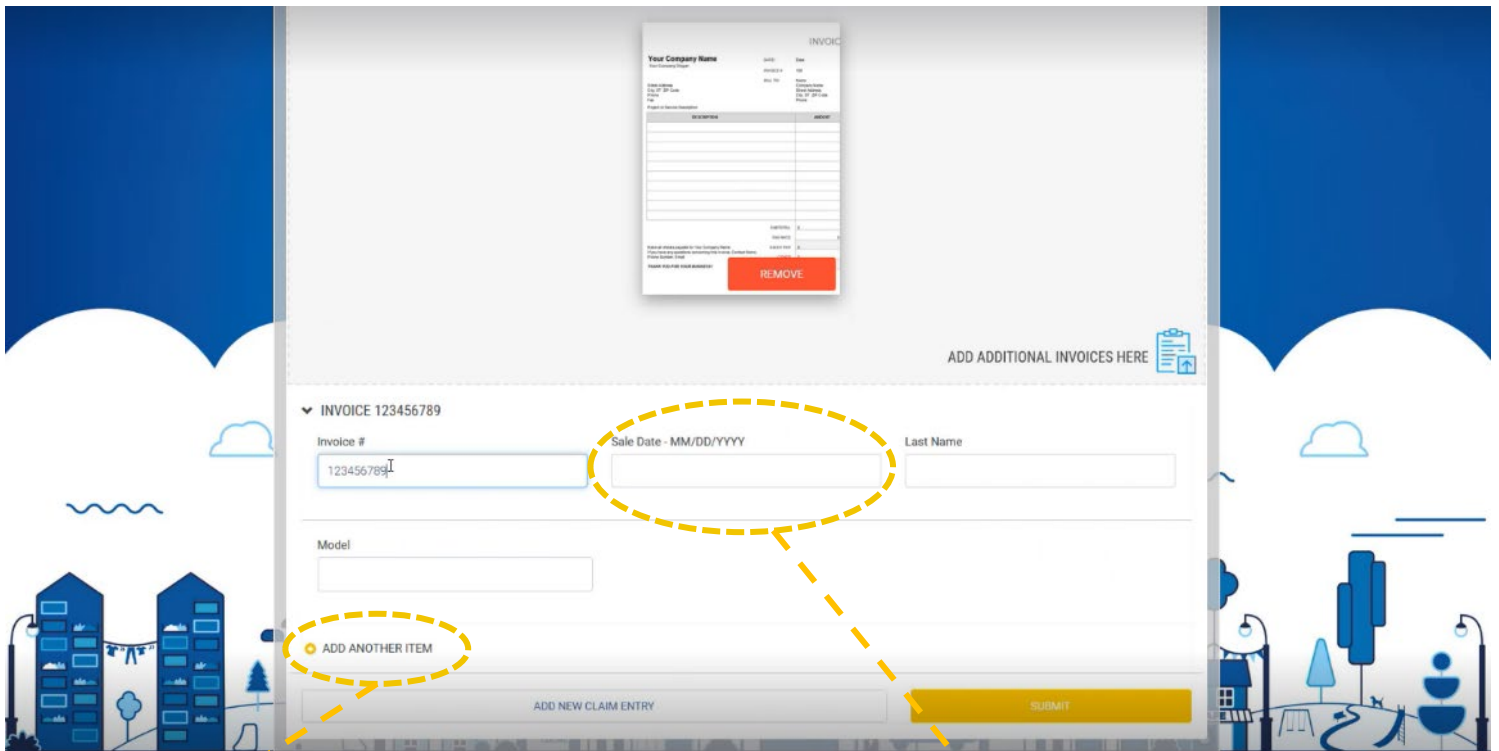
How staff can claim

3. To complete the claim, they will need either to upload either **an image of sales receipt or a PDF** which includes:

- Model number
- Sale date
- Invoice number



4. They will then need to confirm the **invoice number, sale date, surname of the customer, and model number**. Once completed they can click on **"SUBMIT"**.

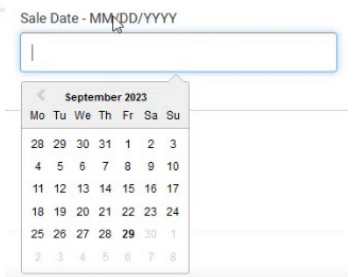


ADD ANOTHER ITEM

Sale Date - MM/DD/YYYY

Staff have the ability to add multiple claims at one time, by clicking on this button.

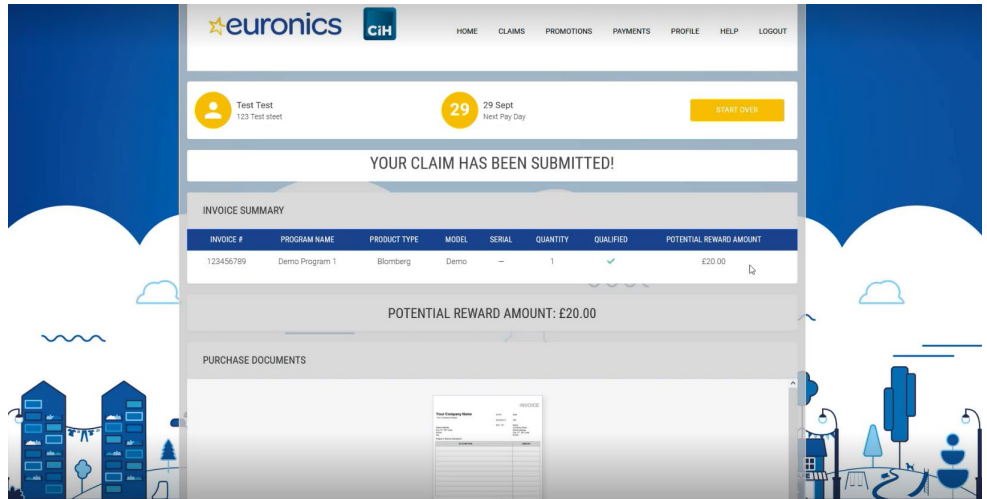
Please note: The date field is currently setup to have the **month first** (we are trying to work on a fix for this). If they click on the date field, a calendar view will pop up to make it easier to select the correct date.



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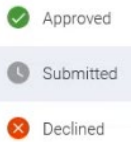
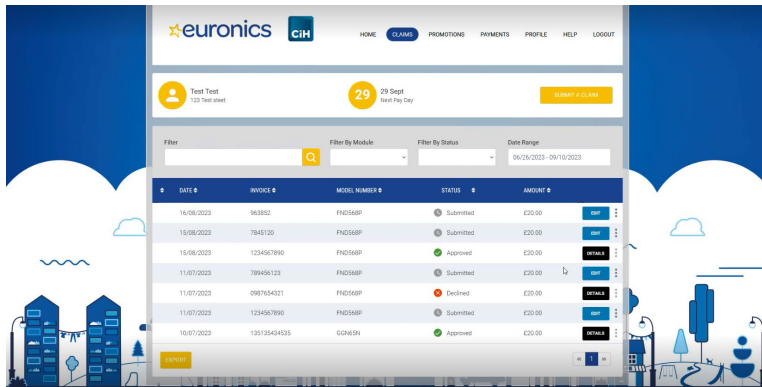
How staff can claim

5. Once submitted, staff will see an on-screen confirmation and will also receive an email.

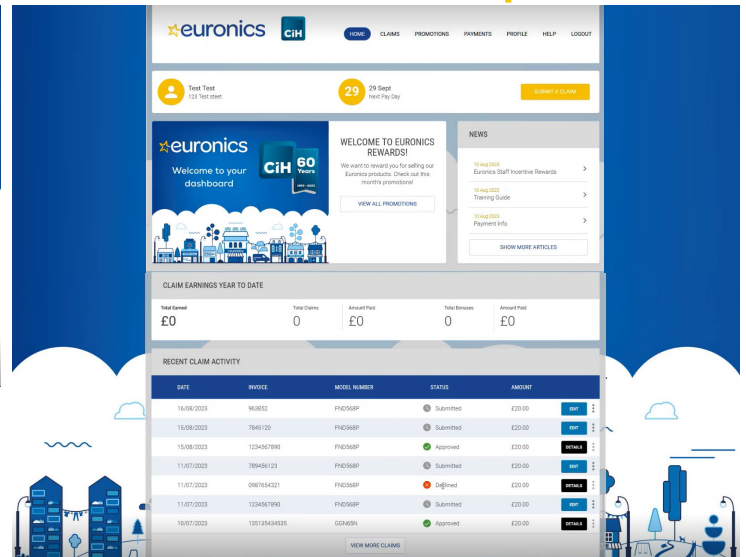


The claims will then go through validation checks with the redemption agency, before the reward can be credited to their account.

6. To check the status of their claim, staff can either click on the **homepage**, or select the **"CLAIMS"** link at the top of the page.



Staff will be able to quickly identify the status of their claims, with the colour coded icons.



7. After their first claim & setting up their digital wallet (see point 11 in the [T&Cs](#)), staff will be sent a **physical Euronics prepaid Mastercard**, which will have been loaded with the reward credit.

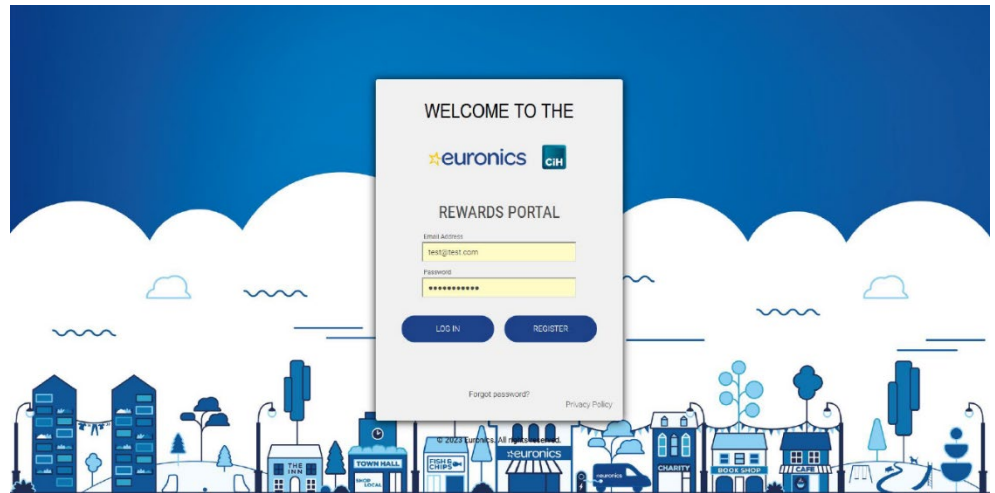
The cards last 5 years, and future reward credits will be automatically uploaded onto the same card, so please ensure staff keep their card.



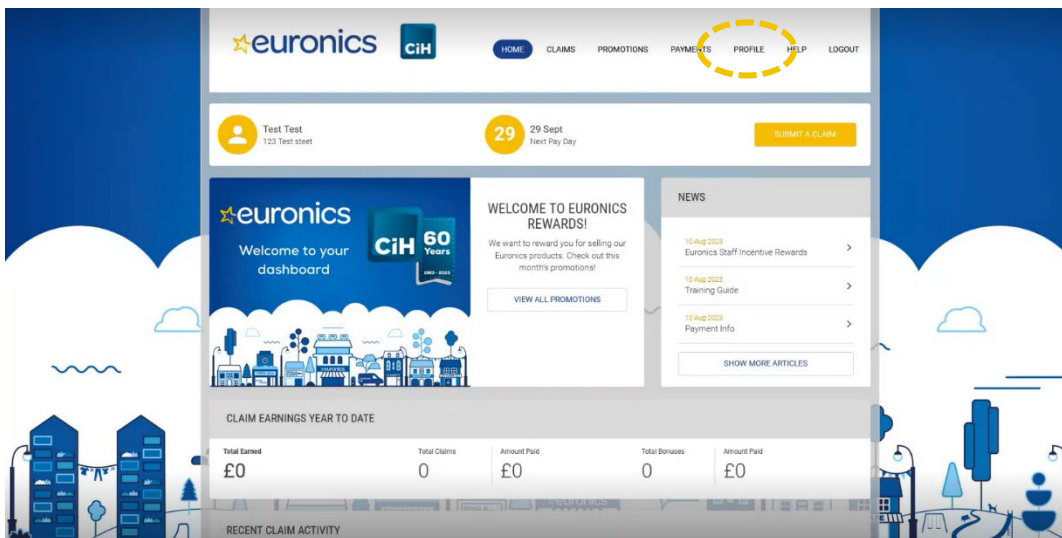
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How to find your Staff Rewards ID Number

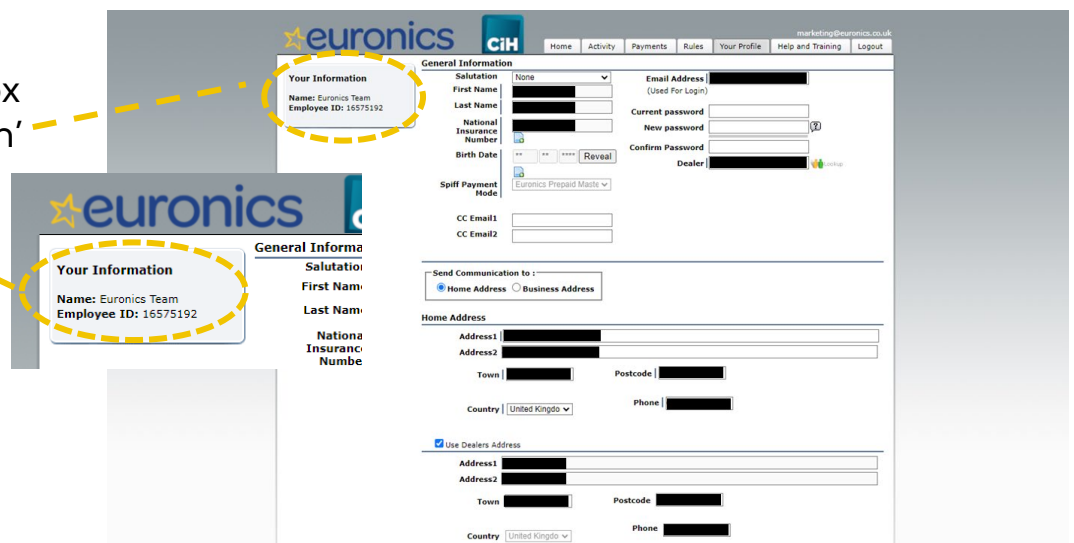
1. Log on at www.euronicscihsta.ffrewards.co.uk



2. Select 'profile' at the top of the page.



3. The top left corner will display a small box with 'Your information' and 'Employee ID'.



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