

# FAQ



## 1. What is Florida State College at Jacksonville Perks?

By leveraging the purchasing power of all employees, save on some of your favorite shopping categories and brands, from travel and electronics to movie tickets and apparel. In addition to receiving discounts, earn rewards points that can be used for future purchases.



## 2. How do I access Florida State College at Jacksonville Perks?

1. Visit: <http://perksatwork.com>
2. Login with work email and password  
*\*First time users: click “Register for Free”*
3. Start saving!

*\*If you don't have a work email address:*

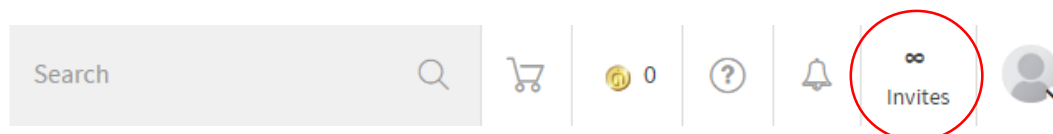
1. Enter your personal email under “Work Email” section
2. Enter your company name
3. Enter your company code

## 3. Can my friends and family use it?

Yes! Once you have registered your account, you can invite up to **5 friends and family members** to join the program.





















To invite friends and family to the program, click on the invites button in the nav bar.

Nav Bar:



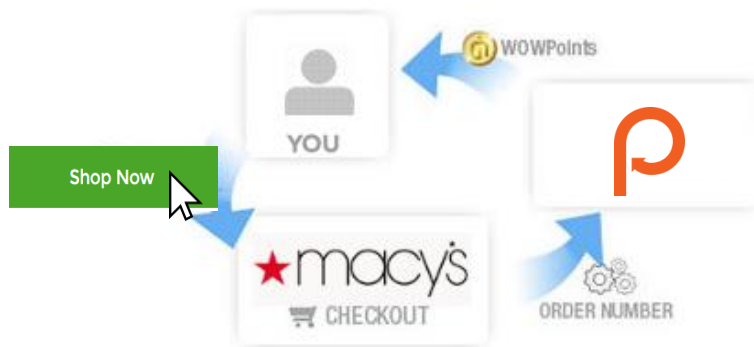
#### 4. What are WOWPoints?

WOWPoints are rewards points you can earn on purchases made on Perks at Work. They never expire, and many offers feature WOWPoints multipliers. Once you earn WOWPoints, you can redeem them at a rate of 100 WOWPoints = \$1.00 for cash credit to a linked card.

WOWPOINTS		
Get Rewarded For Shopping		
 <b>AS GOOD AS CASH</b> As Valuable and Flexible		100 WOWPoints = \$1
 <b>NEVER EXPIRE</b>		No Expiration Date
 <b>NO BLACKOUT DATES</b>		No Blackouts
<b>3x</b> <b>TRIPLE DIP</b> [?]		Earn WOWPoints on Top of Rewards like Airline Miles
 <b>EARN EVERYTIME</b> you make a purchase		Earn WOWPoints on Top of Regular Offers
 <b>SHOP FOR FREE</b> across thousands of merchants		Burn for as little as 250 WOWPoints
 <b>INSTAEarn</b> ™ [?]   		WOWPoints are Credited to Your Account Instantly
 <b>EARN 50% MORE</b>		With 5 STAR Status
 <b>EARN WHEN YOU BURN</b> [?]		With 5 STAR Status

## 5. How do I shop on the site?

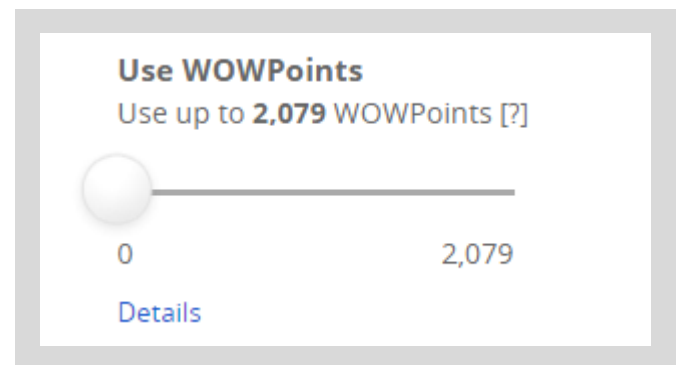
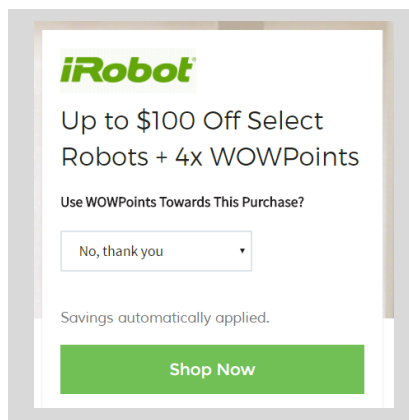
Perks at Work is similar to Amazon’s online marketplace – you can browse through dozens of categories and complete your purchase through the program. The majority of merchants are integrated onto the site through **ONECart**. With these merchants, you can complete your purchase without leaving the site. There are a handful of merchants, however, where you will be re-directed to the their site to continue your shopping experience - discounts and WOWPoints are tracked and automatically applied. Your points will automatically post to your account 5-10 business days after the purchase. For travel, points will post within 21 days upon completion of your travel.



## 6. How do I use WOWPoints?

On the offer landing page, you will have the option to use your WOWPoints. You can then specify the number of WOWPoints you would like to use.

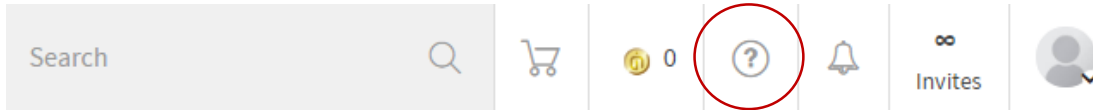
For ONECart merchants, you will be able to select the number of WOWPoints you would like to use when you start the checkout process. Drag the ticker to specify the amount you would like to use.



Your linked card will then be credited the dollar amount of WOWPoints used for the purchase within 7-10 business days after your purchase.

## 7. What if I have questions or need to troubleshoot an issue?

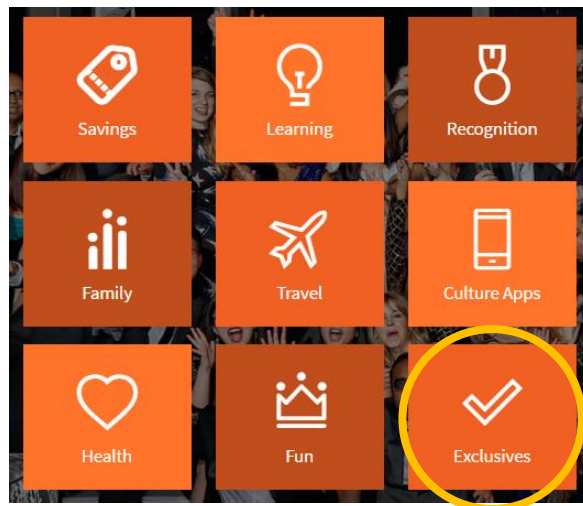
Our customer support team can be reached through the help center on Perks at Work:



Or, feel free to email the support team at [support@nextjump.com](mailto:support@nextjump.com)

## 8. Where can I find offers exclusive to Florida State College at Jacksonville Perks?

Click the **Exclusives** tile on the homepage of the site for select corporate discounts offered specifically to employees of Florida State College at Jacksonville Perks.



## 9. How do I nominate a merchant?

After logging in, access the exclusives tile and click the “Nominate a Merchant” button. You will be prompted to fill out a form on the merchant. **Please be sure to provide a valid merchant email address**, as the program will contact the merchant via email.

### NOMINATE A MERCHANT

Can't find your favourite merchant on this site? Click Nominate a Merchant to recommend a merchant that you would like to shop at. Fill out details about your merchant, so that we can negotiate a great deal for you and your fellow associates.

[NOMINATE A MERCHANT](#)