



Classroom Rewards FAQs:

How does anyone sign up for Staples Classroom Rewards?

As of July 1, 2021, to participate in Classroom Rewards, parents, supporters, teachers, and school administrators must enroll in the Classroom Rewards program. First download the Staples Connect app on an Apple mobile device, text APP to 555444 or visit app.staplesconnect.com from any browser, sign into the app, and then enroll in Classroom Rewards.

If someone is already a Staples Rewards member, are they automatically enrolled in the Classroom Rewards program?

Everyone, regardless of whether they have a Staples Rewards account or not, must specifically enroll in the Classroom Rewards program by downloading the app on a mobile device, or by visiting app.staplesconnect.com on any browser.

If a teacher or school administrator was enrolled in the old Classroom Rewards program, are they automatically enrolled in the new program?

Teachers and school administrators enrolled in Classroom Rewards prior to 6/15/2021, do need to enroll in the new app. To help facilitate the process, they will receive an email asking them to log into the app to complete their enrollment in the new program. If that email is not received, enroll by downloading the app on a mobile device, or by visiting app.staplesconnect.com on any browser.

Do parents/supporters still need to submit receipts like with the old program?

As of July 1, 2021, Classroom Rewards participants no longer need to submit receipts. Enrolled parents and supporters earn Classroom Rewards by shopping in-store and applying their Staples Rewards number to their purchase when checking out. They then give those Classroom Rewards earned to the teacher or school of their choice through the giving screens in the Staples Connect app.

How does a teacher or school administrator receive Classroom Rewards donations?

Teachers and school administrators enrolled in the program are given Classroom Rewards from parents or supporters in the Staples Connect app. Parents and supporters can find their teacher or school by searching for the school. The results will show the school and any teachers that have enrolled in the program that are associated with that school.

How does a teacher or school administrator view or access Classroom Rewards given to them?

Classroom Rewards received are listed under activity on the Classroom Rewards screen in the mobile app. The value is loaded to a virtual promo card in \$5 increments. When the teacher or school administrator is paying at the in-store register, they will show the cashier their virtual promo card from the app on their mobile device and present a photo identification. The name on the virtual promo card must match the name on the photo ID presented.

How do teachers and school administrators use their Classroom Rewards for payment?

In the Staples Connect app, navigate to the Classroom Rewards tab at the bottom of the screen. Available Classroom Rewards will display at the top of the screen along with a button to pay which will navigate to the virtual promo card. You can also turn your phone sideways in any screen and your promo card will appear. When using Classroom Rewards to make an in-store purchase, any remaining balance must be paid for with a second form of payment. Will my store accept a printed copy or screenshot of a virtual promo card?

No. Customers must display the screen within the Staples Connect app with barcode to be scanned by the cashier. Customers must provide a picture ID that matches the name on the in app virtual promo card.

Do Classroom Rewards expire?

Earned Classroom Rewards that are available to donate to a teacher or school expire after 90 days of inactivity (no donation or new earning). For teachers and school administrators, the value on virtual promo cards expires 180 days from the most recent contribution.

Do I still earn Staples Rewards if I enroll in Classroom Rewards?

Yes, everyone is still eligible to earn up to 5% back in Staples Rewards on in-store and online purchases per that program. The Classroom Rewards program is specifically to support teachers and schools and is earned on in-store purchases only.

How do I share this program with teachers, school administrators, parents, and supporters?

There are three ways to share this program:

- Text "app" to 555-444
- If you have an Apple mobile device go to the app store. All others visit app.staplesconnect.com through any browser.
- Visit your local store and scan any of the QR codes around the store

Why can I not find my school or teacher listed in the app?

Schools list as a Google location under the education category are automatically eligible to receive Classroom Rewards. Teachers must be enrolled in Classroom Rewards through the Staples Connect app in order to earn and receive Classroom Rewards.

For parents/supporters who have more than one child, can they use the same purchase for multiple teachers?

Yes. Classroom Rewards earned can be split between multiple teachers or schools. Simply choose to "give", select the school or teacher, choose a value less than the total available to give, and complete that process. Then go back and do the same thing to give the remaining balance to additional schools or teachers you choose.

Are there any products or services which are not included in earning 5% back in Classroom Rewards?

Amounts spent on postage stamps, prepaid phone cards, gift cards, purchases made on third-party websites, taxes, and shipping fees do not count toward earning the 5% back in Classroom Rewards.

What are the full program disclaimers? Where can a customer find them?

Terms and Conditions can be found at staplesconnect/terms-conditions.

What is the maximum amount a teacher can earn?

Teachers and schools can receive up to \$1,000 every 180 days in Classroom Rewards from contributions made to themselves or from parents or supporters who are enrolled in the program.

Can a parent/supporter apply purchases made prior to enrolling in Classroom Rewards?

Purchases prior to enrolling in Classroom Rewards cannot be retroactively applied to total earnings. Customers must be enrolled prior to making a purchase in order for value earned to appear in their app. Additionally, enrolled customers must apply their Staples Rewards number when cashing out in order to earn Classroom Rewards.

Need more information?

Please fill out our [Contact us](#) form and someone will be in touch with you soon.

Do each of my supporters need to have their own Staples Connect app account?

Yes, every parent or supporter that wants to donate to a teacher or school must enroll in Classroom Rewards through one of the Staples Connect apps.

Will the Classroom Rewards balance appear with my Staples Rewards Account details as well as with my Staples Connect Account?

Since Classroom Rewards are different from Staples Rewards, only your Staples Rewards can be managed on Staples.com/Rewards. Classroom Rewards can only be managed through the Staples Connect app.

Do I earn Classroom Rewards and Staples Rewards?

Yes, Classroom Rewards enrolled parents/supporters, teachers and school administrators earn both Classroom Rewards to donate to a teacher or school and Staples Rewards for themselves.

I currently do all my business online at staples.com. Will these orders qualify for Classroom Rewards?

They will not. Only purchases made in store by supporters enrolled in Classroom Rewards are eligible to earn Classroom Rewards. Orders placed online and picked up in store are eligible to earn Classroom Rewards. Delivery orders placed on Staples.com are not eligible to earn. The Classroom Rewards is a Staples store, retail only program.

What are the benefits of Classroom Rewards?

Earn 5% back in Classroom Rewards. Teachers and schools can be awarded up to \$1000 from supporters every 6 months.

Where can I find additional information on Classroom Rewards?

Additional Classroom Rewards information can be found at www.staplesconnect.com/c/classroomrewards.

If my school is not appearing in Classroom Rewards how can it be added to the list?

For a school to be listed in the Staples Connect Classroom Rewards app, it must be classified under

Education category with Google. Once the school administrator updates the school information on Google and Google confirms the education category, the school will automatically appear in the Staples Connect Classroom Rewards app.

How do I donate my Classroom Rewards to a school or teacher?

Enrolled parents and supporters earn Classroom Rewards by shopping in-store and applying their Staples Rewards number to their purchase when checking out. They then give those Classroom Rewards earned to the teacher or school of their choice through the giving screens in the Staples Connect app.