

## **Sizzling Platter Value Passport Rewards Card**

### **Frequently asked Questions**

#### **Q. How do I earn points?**

**Answer:**

You get 1 point for every dollar you spend on food, non-alcoholic beverages, or mercantile at Sizzling Platter, LLC restaurants. Points are not awarded on tax and gratuity but on the subtotal of your purchase. For example, if the subtotal of your purchase is 12.51 then you would earn 12.51 points for that purchase. And for every 350.00 points you accrue, you'll qualify to receive a \$25 food gift certificate. There is no limit to the number of points you can earn and your points will never expire. Points will accrue every time you dine, as long as you present your card at the time of payment. You just need to be the one paying the check.

#### **Q. Where can I earn points?**

**Answer:**

To find participating locations, please visit [www.sizzlingplatter.com](http://www.sizzlingplatter.com). Click on "locations" and enter your zip code. Please note that Dunkin Donuts and Little Caesars are currently not part of the Value Passport program so your card will not work at any of those locations. Sizzling Platter is a restaurant management company so we operate franchise locations of some national brands and therefore value passport points can only be earned at select stores.

#### **Q. What are lifetime points?**

**Answer:**

Lifetime points are the total points you have earned since you started the Value Passport program. Lifetime points consist of both redeemed points and current points.

#### **Q. I can't log in.**

**Answer:**

Your log in must match the e-mail address on file and your password is case sensitive. If you are logging in for the very first time, you will need to set up a password by clicking on the "forgot your password" link and entering your e-mail address associated with your account. A password reset e-mail will be sent to you. If you do not receive the password reset e-mail, please check your junk mail or spam filter.

If you can't log in because you forgot your password or don't have an e-mail address on file with us, please e-mail us at [valuepassport@splat.com](mailto:valuepassport@splat.com). We will e-mail your log in information to you.

**Q. I can log in but when I do I don't see any information.**

**Answer:**

Your internet/web browser may not be compatible with [valuepassport.com](http://valuepassport.com). Valuepassport.com is compatible with all major internet browsers including Internet Explorer version 8 or newer, Safari, and Firefox. If you are having problems, please make sure you are using one of these internet browsers.

You may have created a new account instead of logging into your existing account. If this is the case, please e-mail us at [rewards@splat.com](mailto:rewards@splat.com) with your name and card number and we will send you your log in information.

**Q. When I tried to add my card to my account, I get an error message that says my card is already linked to another account.**

**Answer:** It is likely you signed up for a new account instead of setting your password for your current account. Your card is already registered and linked to a current account. Please click "forgot password" to set up a password to access your account or e-mail us at [valuepassport@splat.com](mailto:valuepassport@splat.com), provide us with your name and card number, and we will e-mail you with your log in information.

**Q. Where can I use my \$25 reward certificate(s)?**

**Answer:**

You can use your reward certificate at any participating Sizzling Platter location (excludes Little Caesars and Dunkin Donuts). When you receive your \$25 rewards certificate; the locations where it can be redeemed are listed on the back.

**Q. How do I check my points?**

**Answer:**

- Go to [www.valuepassport.com](http://www.valuepassport.com). Log in with your username (e-mail address that is on file) and your password. Points will be listed on the "dashboard" page.
- . For those that do not have internet access, you may call 1-800-767-8512 ext. 230 and leave a message. Someone will call you back with your point information.

\*\*\*Please note that some of our locations are able to give you a copy of your receipt with showing you how many points you. Please be aware that since it take 48-72 hours for your points to post to your account, your receipt will only show you the points you have not including that days transaction(s).

**Q. I have had my card for a long time and have never received anything.**

**Answer:**

- Gift Certificates are not automatically sent out. For every 350.00 points you earn you will qualify for a \$25 gift certificate. These gift certificates are not automatically sent out. You must request your certificate to be sent to you by calling 1-800-767-8512 ext. 230 or by logging in to [www.valuepassport.com](http://www.valuepassport.com), and clicking on the “redeem points “ button. \*If no button appears but the site says you have unclaimed rewards, please call the help line at 1-800-767-8512 ext. 230 to request.
- There is an outdated address on file. If this is the case, please log into [www.valuepassport.com](http://www.valuepassport.com) and update your address by clicking on “account”. If you don’t have a computer then please call 1-800-767-8512 ext. 230 and leave a message with your name, card number, phone number and current address.

**Q: The website says I have over 700.00 lifetime points but says I only have \$25 in unclaimed rewards.**

**Answer:**

Lifetime points are all the points you have earned since you first registered your card. Lifetime points include both reward points that have been claimed and current point totals.

How information is displayed on the website...

*Lifetime Total points earned = 701.05*

*Total points earned toward your next reward = 1.05 (Current points)*

*You may claim your next reward after earning an additional 348.95 points (points needed)*

*Total value of unclaimed rewards = \$25*

**Q: How do I redeem my points?**

**Answer:**

You can claim your rewards by...

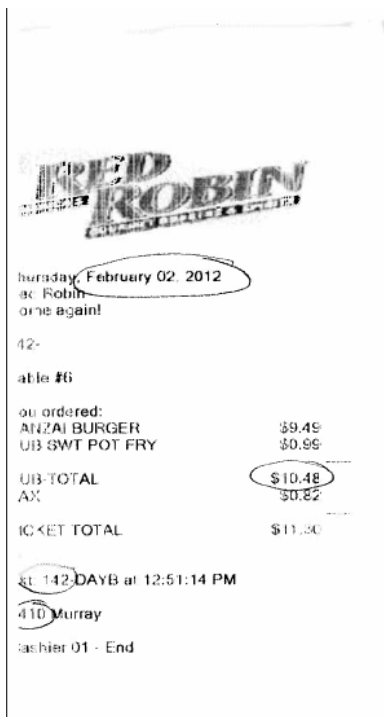
1. Logging into [www.valuepassport.com](http://www.valuepassport.com) using your username (e-mail) and password. When you have met the required 350.00 points a “redeem” button will appear on the main “dashboard” of your account. Click “redeem”, verify your address and then we will place a reward certificate in the mail for you.

2. E-mailing us at [valuepassport@splat.com](mailto:valuepassport@splat.com). Please include your name, card number and current mailing address in your e-mail.

3. Calling us at 1-800-767-8512 ext. 230. Leave a message with your name, card number and current mailing address and we will place your reward certificate in the mail for you.

**Q: How do I add points to my account?**

\*\*When adding points a copy of the store receipt is required. You will need the following information to add points to your account: Date of transaction, ticket number, store number, and subtotal of your purchase.



1. **Sign in** to [www.valuepassport.com](http://www.valuepassport.com) using your username (e-mail) and password.
  - Click “transactions”.
  - Click “add points manually”.
  - Enter in the information from your receipt. Please make sure you are entering the subtotal (pre-tax) amount. If you are entering information for a store that has a two digit store number such as 80 you will need to add a zero before that store number such as 080.

2. **E-mailing** us at [valuepassport@splat.com](mailto:valuepassport@splat.com). With the store number, date of purchase, subtotal amount and ticket number.

3. **Calling** us at 1-800-767-8512 ext. 230

\*\*\*Please note that whether your card was swiped at the store or your points were entered online, it will take 48-72 hours for your new points to post to your account.

- If your card was swiped at the store, it will take 48-72 hours for the transaction to appear and the points to post to your account.
- If your points were entered manually online, the transaction date will post immediately to your account but your points will show 0 for 48-72 hours while the information you entered is verified. After 48-72 hours the 0 will then change to reflect the points you entered for that visit. After 72 hours, if a 0 still shows for that transaction then it is either a duplicate transaction (already in the system) or some of your receipt information was entered incorrectly.

**Q: My card was lost or stolen, how do I get a get new card?**

**Answer:**

1. Please log into Valuepassport.com with your username (e-mail) and password
  - click account,
  - click "Report lost or stolen" button listed under the card that is lost/stolen,
  - then click "request a new card"
2. OR call 1-800-767-8512 ext. 230 and leave a message with their name, phone number and current address. Someone will call you back to update your information and register a new card.

**Q: My receipt said I was almost at 350.00 points and then my points suddenly dropped. Did I lose my points?**

**Answer:**

No, you did not lose your points. Your receipt will only show you how many points you have working toward your next reward. So if you were close to 350.00 points and your points suddenly dropped then it is likely that you qualified for a reward certificate and your receipt is now showing you how many points you have working toward your next reward even though you have yet to request that your reward be mailed to you.

\*\*\*Please note that some of our locations are able to give you a copy of your receipt with showing you how many points you. Please be aware that since it take 48-72 hours for your points to post to your account, your receipt will only show you the points you have working toward your next reward and does not include that days transaction(s).