

F.A.Q

How can I download the gogreenback mobile app?

The gogreenback mobile app can be downloaded from both the App Store for iOS devices and the Play Store for Android devices. Simply search for "**gogreenback**", download the app, log in and start saving!

What are the minimum requirements for both the Android and iOS gogreenback mobile apps?

There are minimum requirements to download and run the gogreenback mobile app on your smartphone. The gogreenback mobile app requires iOS 9.3 or later and is compatible with iPhone, iPad, and iPod touch. For Android devices the gogreenback mobile app requires version 5.0 and up.

How does my customer login to the "gogreenback app"?

Once your customer has downloaded the app and selected the app icon for "gogreenback" the app will launch and the customer will be presented with a Member Login screen including text fields to enter their Email (username) and their Password (case sensitive). **Do not have them select "Register" as it is for other membership types.**

Can anyone else use my membership?

No, only one membership subscription can be used per device. Attempting to share membership on multiple devices can be detected, leading to a violation of the Terms & Conditions, EULA and the termination of the subscription.

What if a Provider (merchant) doesn't honor an offer?

There are over 300,000 savings offers available for members. There have been a few times when a merchant or their employee mistakenly neglects to grant the savings. They may not have been made aware of their location's participation in the program by their manager or business owner (new employees). If a member experiences this situation, they can call 888-279-9630 to speak with our greenback merchant/provider offer team to report the issue. The merchant/provider team will contact the business and remind them

of their agreement and obligation to participate. Remember, our Providers are helping charities by providing offers!

Do location services have to be on in the device?

In order for the greenback member to use the offers in-store they must have location services turned on in their phone and in the app.