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Q: What is Patcraft Next Level Rewards?

A: Patcraft Next Level Rewards is Shaw's rewards program designed to incentivize Commercial Sales Associates to sell patcraft products.

Q: How does it work?

A: When a Commercial Sales Associate sells qualifying Patcraft products, the invoice can be claimed when the product is sold. For more details, see the "How do I claim my invoices" section. Points can be redeemed for items in the redemptions catalog. See the "How do I redeem my points" section for more details.

Q: When should I track an invoice?

A: Invoices should be tracked when Patcraft products are sold to an end-use customer (e.g., designer, contractor, or end-user client).

Q: How do I log in to my account?

A: If you have previously registered for the patcraft program, please log in with your user name and password. If you don't remember your user name or password, click "Forgot User / Password". There you will be asked to type in your email address on your account and the information will be sent to you.

New Registration:

If you are registering for the first time, click "REGISTER NEW ACCOUNT" on home page. There, please fill out the registration form and click "register" at bottom of form. The Internal Revenue Service requires Shaw to issue tax Form 1099 to each award recipient. You must now register using your Social Security number. Federal Tax IDs will no longer be accepted. You will be responsible for paying taxes on this additional income. If you participate at multiple locations, you must register the account numbers of each of those locations with Award Headquarters by calling 678-835-5818.

Need help?

If you can't remember any of your login information, or if you are experiencing problems when trying to log in, please call Patcraft Next Level Rewards Customer Support at 678-835-5818 or email lucy@targetawards.com.

Q: How do I claim my invoices?

A: Log in to www.patcraftnextlevel.com. Click on the "Track An Invoice" button from the drop down menu.

Check the boxes next to the Patcraft Invoice Numbers you want to claim, and click the "Track" button toward the bottom of the page.

Q: Where is my invoice?

A: Don't see your Invoice? Here are some possible reasons why it isn't appearing on the available Invoices list.

Only first quality styles are eligible. Promotional Goods do not qualify.

The Patcraft invoice has not been loaded into our system. Please allow at least 3 business days from the Patcraft Invoice Date (located on the top of the Shaw Invoice form) for your order to appear for tracking. Example: The Invoice date is 01/01/2025. The earliest the invoice will be loaded is 01/06/2025 (3 business days later).

The style on the Patcraft Invoice is not a qualifying style. Not all Patcraft styles qualify for the program. To check if a particular style qualifies, view the style lists on the Featured Styles page. If the style does not appear on the current style list, it does not qualify for tracking.

The Patcraft Invoice has expired. Sales Associates have 60 days from the invoice date to track the invoice.

Another participant accidentally claimed your invoice. If the Patcraft Invoice has not already been redeemed, we can reverse if consent is given by the participant who tracked the invoice and if the points are still available. Please contact Patcraft Next Level Rewards Customer Support with the Patcraft Invoice Number for help with this issue.

Please contact Patcraft Next Level Rewards Customer Support at 678-835-5818 for more information.

Q: Where can I view my statement & tracking history?

A: Your statement is located on the "STATEMENT" page, underneath the menu on the navigation bar.

Q: What if I accidentally claimed an invoice that's not mine?

A: If the Patcraft Invoice has not already been redeemed, we can reverse if consent is given by the participant who tracked the invoice and if the points are still available. Please contact Patcraft Next Level Rewards Customer Support with the Patcraft invoice number for help with this issue.

If you have already redeemed the points from the Patcraft Invoice in question (either for a product on the website or for funds on a Patcraft Next Level Rewards Card), we cannot reverse it.

Please note: Shaw Industries asserts its right to protect the integrity of the Patcraft Next Level Rewards program. Any misuse of the program by a participant may result in permanent removal from the program.

Q: How do I redeem my points?

A: Once you reach the minimum point increment required to redeem, you have a choice of what you want to do with your points. You can redeem them for products in the online catalog, or you can choose to have funds put on your Patcraft Next Level Rewards VISA. (Disclaimers: Due to seasonal color changes & availability, some products & colors may be different from what is shown (i.e., television color & manufacturer may vary).

To have funds put on your Patcraft Next Level Rewards VISA, choose the number of increments you want to put on your card (i.e. quantity: 1 = \$100, quantity: 2 = \$200, etc.). Shaw loads cards in \$100 increments for every 10,000 points redeemed. Click "Add to Cart." View your cart via the link on the left-hand side of the page, verify the information there, and click "Checkout." If you do not complete the checkout process, your request for funding will NOT be transmitted, and you will not be funded.

Q: How does funding work?

A: If you choose to have funds put on your Patcraft Next Level Rewards VISA, funding will occur weekly. However, you must log on to the website and redeem your points in order for funding to take place.

Redemptions made Monday mornings through Sunday nights will be funded the following Friday For example:

Points redeemed on Monday, 9/1 at 9am

→ Funding will occur the following Friday, 9/12

OR

Points redeemed on Sunday, 9/7 at 11:59pm

→ Funding will occur the following Friday, 9/12

Funds will be loaded on to your existing Patcraft Next Level Rewards VISA. If you do not have this card, we will send you a new one - just contact us. If you are unsure or cannot find your card, please contact Customer Service at lucy@targetawards.com to inquire.

Q: How do I check my card balance?

To check the balance on your Patcraft Next Level Rewards VISA, call 1-833-848-5768 (listed on the back of the card), or go to www.mydashcard.com

Q: How do I know which styles qualify?

A: Go to the Featured Styles page to view a complete list of styles that qualify.

Q: Where can I get info about 1099 Tax Forms?

A: 1099s are issued directly by Shaw Industries. Participants who earned a combined total of \$600.00 or more across ALL Shaw programs can expect to receive a 1099 tax form. Patcraft Next Level Rewards does not have access to your final 1099 totals.

Q: Who is registered under my Shaw Account No.?

A: To view who is registered under your company's Shaw Account Number, log in to www.patcraftnextlevel.com, and click "My Account" in the upper right-hand corner of the page. Click the link on the left - "Your Stores & Participants." There, you can see who else is participating under your Shaw Account Number.

If you notice a participant on the list who is no longer employed at your store, please have your Store Manager/Store Owner contact Patcraft Next Level Rewards Customer Support at lucy@targetawards.com as soon as possible.

Q: How do I change my Shaw Account No.?

A: To view which Shaw Account Number you are listed under, log in to www.patcraftnextlevel.com, click on "My Account" in the upper right-hand corner of the page, and click "Your Stores & Participants" on the left.

If you have changed employers and are no longer at the Shaw Account Number listed on your "My Account" page, please contact Patcraft Next Level Rewards Customer Support at 678-835-5818 or email lucy@targetawards.com.