FAQs

Q. Where do I download the app and how to do I set up an account?

The app is available for android or iphone and can be downloaded like any other app. If you do curbside pick-up for your groceries, make sure the email you use to set up your account for the app is the same as the email address that you use for curbside.

Q. What do I do with the box tops from packages that we have been collecting?

Turn them in! Box Tops will continue to accept them.

Q: Who can download the new Box Top for Education App?

ANYONE! The new app allows friends and family who would normally have to mail you their box tops, to just scan their receipts.

Q: What if I don't have a smart phone or do not want to scan my receipts due to privacy concerns?

You can send your grocery receipts to school with your children and the Box Tops coordinator is able to scan them into the app. We are able to scan 50 receipts per account per day, so please if you can scan them, please do. Receipts are good for 14 days and are picked up every Friday.

Q. What if I do if do curbside pick up or online orders?

When you get the email with your order, forward it to receipts@boxtops4education using the same email that is associated with the app. Right now it will take up to 10 business days for it to be credited to your account. It will show up in the MY EARNINGS section of the app.

Q. How can my child get credit?

A. Unfortunately Box Tops is still working out the kinks and there is no way for us to know from the app who submitted what. So it will have to be done manually. After you submit your receipts, you will get an email from box tops confirming your earnings. You can either forward that email directly to our box tops email **birchlaneboxtops1@gmail.com**, email a screen shot from your phone showing that you earned it or on the app click on My Earnings and email a screen shot of that. I know, it's more work unfortunately. But hopefully they will work out the kinks with the app and make it easier in the future.

Q. How long do I have to scan receipts?

A. 14 days from date of purchase. You can also scan up to 50 in a day! Get your coworkers and family involved. There are some AWESOME bonuses that box tops is offering right now that are items that you may already purchase.