

Value Partner Perks Discount Card Guideline Acknowledgement

H-E-B offers Partners and an immediate family member a ***Valued Partner Perks Discount card*** which will save them **10% discount** on all H-E-B Own Brand products, including sub brands and brands available exclusively at H-E-B.

I _____ (print name here) will adhere to the following Valued Partner Perks (VPP) Discount guidelines:

1. The VPP discount card must be physically present at time of purchase to receive a discount.
 - a. Entering an account number based on verbal or hand written means is prohibited
 - b. Manual account entry may be necessary if the bar code is damaged; a manager's override is required.
2. Do not use the Price Change Key to override a price to facilitate a VPP discount. Do not utilize a refund to a DEPT key to process a VPP discount – this will contribute to shrink!
3. If an account number cannot be found or processed for any reason, you cannot extend the customer a discount. Refer Cardholder to the Partner Service Center (1-800-597-0653).
4. All eligible items are systematically flagged and the discount will be automatically applied when the VPP Discount card is processed in tender mode.
5. The VPP Discount card must be swiped or scanned prior to processing any form of payment.
6. If a VPP cardholder indicates they did not receive a discount on a potentially eligible item, call a manager to handle the situation. To avoid impacting customer throughput, do not attempt to resolve the situation at the lane.
7. Scan all merchandise because sub-department entries are not eligible for a discount.
8. A VPP card holder must use the discount card assigned to them. If a VPP card holder does not have their card at the time of the transaction, they cannot utilize another VPP member's discount card.
9. The discount card is designed only for a partner's personal use and an immediate family member deemed as a second cardholder.
10. A discount card is not a marketing vehicle and is not to be used to extend a donation to a third party.
11. Cashiers cannot scan their own discount card. An override will be required to enforce this.
12. It is the VPP member's responsibility to announce they have a discount card and ensure the cashier scans their card prior to rendering payment.
13. If necessary, the Post Order Discount will be engaged per the applicable guidelines.

I have read and understand the Value Partner Perks Discount Card Guidelines as outlined above. Any violation of the Valued Partner Perks Discount Card Guidelines listed above may lead to disciplinary action, up to and including termination of employment. *Please provide a copy of this guideline to the partner.*

Partner Signature

PeopleSoft #

Date

Trainer/Manager Signature