

Shop Online FAQ's

What are online earnings? How can I earn by shopping online?

Online earnings are another way to earn—in addition to gift cards—by shopping online through RaiseRight. Visit the Shop Online tab on RaiseRight.com or the mobile app to view brands that offer online earnings. Select a brand, click the “Shop Now” button on the brand's detail page, shop directly on their website, and earn by completing a purchase. For many brands, you can earn extra by using a gift card from RaiseRight as payment.

Can I receive online earnings and use a gift card from RaiseRight in the same online purchase?

Yes—for many brands, you can shop to receive online earnings *and* buy a gift card from RaiseRight to use as payment for your online your purchase. You'll earn in both ways on the same purchase!

Do all brands offer online earnings, in addition to gift card earnings?

While many brands offer both online and gift card earnings, certain brands only offer one or the other. On RaiseRight.com and the mobile app, you can filter your search by Earning Types to view brands that offer one or both types of earnings.

Are all items on a brand's website eligible for online earnings?

Some brands have specific exclusions where certain products or categories are not eligible for online earnings. For best practice, we recommend reviewing the Details & Exclusions for each retailer, which can be found on each brand product page on RaiseRight.com and the mobile app.

If I have items previously saved in my cart on a brand's website, then click from RaiseRight to complete my purchase, will I earn on those items?

If you have any items added to your cart from a previous visit, we recommend clearing any previously added or saved items in your shopping cart. Then, restart your shopping trip through to the brand's website from RaiseRight.

Can I earn by shopping directly on the brand's app, rather than their website?

Once you click the “Shop Now” button on a brand detail page, you must complete a purchase on the brand's *website* (not their app) to receive the online earnings.

If you do not complete a purchase on the brand's website within the same day, you will need to return to the brand's detail page on RaiseRight.com or the mobile app, re-click “Shop Now,” and then complete your purchase.

What does it mean if a brand's product page says, “Earn up to...”?

When shopping online through RaiseRight, some brands offer earnings that can vary based on the specific items you purchase. For example, a brand might offer 5% earnings on electronics but 2% earnings on clothing. When this is the case, we list these variable earnings on the brand's page under Details & Exclusions to help you understand what to expect based on what you're buying. When you see the phrase "earn up to" (e.g., "earn up to 5%"), it indicates the maximum potential earnings you can get for your organization from a particular brand.

Once I receive online earnings for a brand, can I earn again for that brand with additional online purchases?

Yes. You can return to the brand's detail page on RaiseRight.com or the mobile app and click “Shop Now” and earn by completing another purchase on the brand's website.

I see the term ‘cashback’ within my confirmation emails and order history. What does that mean?

Cashback is another term sometimes used to reference the online earnings that go back to your organization when you shop online through RaiseRight.

I clicked “Shop Now” and made a purchase on the brand's website. Where can I see my online earnings?

Visit Account > Order History on RaiseRight.com or the mobile app and select the Online tab to view your history of online earnings transactions.

I'm missing online earnings—what can I do?

If you clicked “Shop Now” on a brand detail page and completed a purchase on their website within 24 hours, the transaction will initially display under the Online tab in your Order History with an “Earn by” date, which is when the retailer will verify your purchase (typically within 48 hours). If earnings do not display after this date, you can submit a claim by clicking the Claim button next to the transaction and a team member will review. (Please note: For categories like hotels, travel, car rentals, and ticket-related transactions, online earnings may be issued up to 2 weeks after the stay or event has been completed.)

Can online earnings be combined with other coupons, promo codes, rewards, or loyalty points available for a brand?

No, any purchase made using coupons, promo codes, rewards, or loyalty points, whether available from a third party or directly from the brand, will void your eligibility for online earnings.

Do I need to make any updates to my account to take advantage of earning by shopping online through RaiseRight?

Anyone with a RaiseRight account has access to earning by shopping online through RaiseRight.com or on the mobile app. By continuing to use the RaiseRight website or mobile app, you acknowledge and accept our updated [terms of use](#) and [privacy policy](#).