



## QDOBA REWARDS | CATERING FAQs

1) **How do I reactivate my account on the new Rewards program?**

Log in at <https://www.qdoba.com/sign-up> with the original email linked to your old account and complete the required fields. In the password field, you may use your original password or create a new one. You are not required to enter your card number and EPIN (this is for new registrants only or those that have not yet tied an email address to their Rewards card). View our [video](#) on how to log in to the new Rewards program.

2) **How do I earn catering points?** Earn 1 point for every dollar you spend (pre tax, gratuity, and delivery) on qualifying catering orders for you to redeem on these great prizes: Free Entrée (100 points), \$50 Catering Discount (1,000 points) and \$50 Visa® Gift Card (1,000 points).

3) **I forgot my Rewards card; can I still get my catering points?** Yes. Request a claim ID at the register when you pay for your purchase and hold on to your receipt. Log in to your Rewards account at <https://www.qdoba.com/sign-in> and select 'Manage Rewards.' Choose the 'Catering Rewards' tab to claim your points and enter the claim ID exactly as you see it on your receipt. Don't delay – claim IDs expire after 30 days. If your receipt does not have a claim ID, send a request for your points to be added to your Rewards account through our Talk To Us page at <https://www.qdoba.com/talk-to-us>. Have a photo of your receipt or proof of purchase ready to provide.

4) **How do I redeem my catering points and what can I redeem them on?**

Catering points can be redeemed on our website only by signing into your account at <https://www.qdoba.com/sign-in>. Simply sign in, click 'Manage Rewards', select the 'Catering Rewards' tab, then click on 'Redeem Points.' A minimum of 1,000 catering reward points are required to redeem for Catering Discounts or Visa® Gift Cards. A minimum of 100 catering points are needed to redeem for Free Entrée Rewards.

### Catering Discount

For every 1,000 catering points, you can get a \$50 Catering Discount. You must redeem and claim the discount on your account prior to use. The discount cannot be banked, and will be automatically applied to your next QDOBA Catering order. Catering discounts cannot be retroactively applied.

### Free Entrée Reward

For every 100 Catering points, you can get 1 free entrée. Free Entrée Rewards will be instantly attached to your account once you redeem and claim it online, and will be automatically applied to your future visit(s). Free Entrée Rewards will not appear in the QDOBA Rewards mobile app, but scanning the mobile app barcode, scanning a physical reward card, or ordering online after signing into your account will all allow you to claim your reward at checkout.

### Visa® Gift Card

For every 1,000 catering points, you can get one \$50 Visa® Gift Card. Visa® Gift Cards are sent via mail, and typically arrive within 6-8 weeks. For instructions on how to redeem catering points for Visa® Gift Cards, please sign into your account and visit the 'Redeem Rewards' page.

5) **How do I check and manage my catering points?**

Log in to your Rewards account at <https://www.qdoba.com/sign-in> and select 'Manage Rewards.' View the 'Catering Rewards' tab to redeem your catering points and claim points if you did not to scan your Rewards card at checkout.

- 6) **Can I access my catering points through the mobile app?** No. Managing and redeeming catering points are not available via the mobile app, but can be done through your online account at <https://www.qdoba.com/sign-in>. However, you can scan the barcode on your Qdoba Rewards mobile app at the register to earn points toward your catering order(s) and use your Free Entrée Rewards if you have redeemed your catering points on that item online prior to your visit.
- 7) **I have an Online Catering account, how do I link my Rewards number to this?**  
To link your Rewards number to your Online Catering account, sign into your Online Catering account at <https://catering.qdoba.com>. Once signed in, click 'My Loyalty Card,' which is listed within the 'My Account' dropdown. Here, enter your 14-digit account number and click the 'Add Account' button.
- 8) **Can catering points be transferred into restaurant points and vice versa?** No. Catering points and restaurant points are accrued differently, and the redemption options vary between the two. Therefore, catering points cannot be converted into restaurant points, and restaurant points cannot be converted into catering points.
- 9) **Do my catering points expire?** Yes. You must place at least one catering transaction every 12 months from the date of your last catering transaction in order to continue to redeem catering points. If you do not place a catering transaction within a 12 month period, all catering points will be removed from your account.
- 10) **Do my catering orders count as visits toward my in-restaurant Reward tier perks?** Yes. Your catering orders now count as visits toward your tier perk for your in-restaurant Rewards and can be managed online or via the Qdoba Rewards mobile app. Visit <https://www.qdoba.com/rewards> to learn more about how to earn and redeem in-restaurant points, and receive in-restaurant perks based on your tier level as part of your Rewards program.
- 11) **How do I update my password?** Simply go to <https://www.qdoba.com/sign-in> and click 'I forgot my password.' This will prompt you to enter an email address. Make sure to use the email address that is associated to your Rewards account and we'll send you instructions via email to reset your password.