

Smart Dollars – Support FAQ

What are Smart Dollars?

Smart Dollars are reward credits Members earn through activity on the platform. They can now be used to purchase products directly in the One Marketplace Store.

Where can Smart Dollars be used?

Smart Dollars can be used on any product available in the One Marketplace Store.

Can Smart Dollars be used to pay for subscriptions?

No. Smart Dollars cannot be used to pay for subscriptions. They can only be applied to product purchases.

How do Members use Smart Dollars?

At checkout, the system automatically detects the Member's available Smart Dollar balance. Members can choose to apply Smart Dollars by selecting the option shown at checkout.

Are Smart Dollars mandatory to use?

No. Using Smart Dollars is always optional. Members remain in full control of how and when they use them.

Can Smart Dollars be removed after being applied?

Yes. Smart Dollars can be removed at any time before the order is completed.

What happens if Smart Dollars don't cover the full order amount?

Smart Dollars are applied up to the available balance. The Member simply pays the remaining amount.

Do Smart Dollars cover shipping or taxes?

Smart Dollars apply to product value only. Shipping and applicable taxes are calculated separately.

Will Smart Dollars expire?

Any expiration rules will be clearly visible in the Member's account. Members are encouraged to use Smart Dollars regularly.

Why don't I see the Smart Dollar option at checkout?

The Smart Dollar option only appears if the Member has an available Smart Dollar balance and the products in the cart are eligible.

Is this feature live for all Members?

Yes. Smart Dollars are now live and available for use by all eligible Members in the One Marketplace Store.