

「綠綠賞」積分兌換「易賞錢」積分 常見問題

FAQ for “GREEN\$” and “MoneyBack” Point Conversion

| | 問題 Questions | 答案 Answer |
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| <p>「綠綠賞」積分轉換「易賞錢」積分計劃 “GREEN\$” and “MoneyBack” Collaboration Program</p> | | |
| 1 | 「易賞錢」是什麼平台？ | <p>「易賞錢」是屈臣氏集團旗下的跨品牌電子積分獎賞計劃，支援旗下超過 500 個零售點（包括百佳、屈臣氏、豐澤），及超過 8,000 家 O+O 合作伙伴。</p> <p>「易賞錢」用戶可透過在集團旗下店鋪購物獲得「易賞錢」積分，並可直接使用積分在旗下店鋪消費、兌換現金券或禮券等獎賞。</p> |
| | What is “MoneyBack”? | <p>“MoneyBack” is a cross-brand reward programs established by AS Watson Group. “MoneyBack” provides rewards to members in the form of “MoneyBack” Points (MBP), which could be earned upon purchase at MoneyBack associated outlets. Present and scan the member QR Code on “MoneyBack” App before checkout to earn Points. The MBP could be directly spent as cash and used to redeem coupons.</p> |
| 2 | 「綠綠賞」和「易賞錢」合作是甚麼？ | <p>「綠綠賞」和「易賞錢」以積分兌換形式推出試驗計劃。「綠綠賞」手機應用程式用戶可以以 100「綠綠賞」積分兌換 50「易賞錢」積分。用戶兌換「易賞錢」後，可直接在全港超過 500 家支援「易賞錢」的商鋪或電子平台（包括超級市場、個人用品店和電器店）中自由選擇所需的禮品，讓「綠綠賞」更生活化。</p> |
| | What is the Collaboration between “GREEN\$” and “MoneyBack”? | <p>GREEN\$ collaborate with MoneyBack to launch a point conversion trial program. GREEN\$ App users can convert GREEN\$ to MBP in conversion rate of 100 GREEN\$ = 50 MBP. MBP could be used to redeem various products across 500+ MoneyBack associated outlets and e-Platform, e.g. supermarkets, personal care stores, electronic appliances stores etc.</p> |

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| <p>「綠綠賞」積分與「易賞錢」積分的兌換 “GREEN\$” and “MoneyBack” Points Conversion</p> | | |
| 3 | <p>如果我希望將「綠綠賞」積分兌換成「易賞錢」積分，需要甚麼準備？</p> | <p>用戶需先安裝「綠綠賞」及「易賞錢」手機應用程式，並註冊成綠綠賞及易賞錢會員。</p> <p>完成會員註冊後，於綠綠賞手機應用程式綁定易賞錢帳戶，兩方帳戶需使用相同的手提電話號碼註冊，並保持登入狀態。成功綁定帳戶後，便可以於將「綠綠賞」帳戶內的積分轉換成「易賞錢」積分。</p> <p>成功轉換的易賞錢積分會按兌換率自動匯入至已綁定的易賞錢帳戶中，並於易賞錢手機應用程式內顯示。兌換率為每 100「綠綠賞」積分兌換 50「易賞錢」積分。不足 100「綠綠賞」積分將不能進行兌換。</p> |
| | <p>What do I need to prepare if I wish to convert “GREEN\$” to “MoneyBack” Points?</p> | <p>Users are required to install GREEN\$ and MoneyBack mobile application, and register as GREEN\$ and MoneyBack members.</p> <p>After registration, users are required to link up GREEN\$ and MoneyBack accounts in GREEN\$ app. Please note both accounts shall be registered under same mobile number and remain logged in to start point conversion.</p> <p>The successfully converted MBP will be automatically credited to the linked MoneyBack account and shown in MoneyBack mobile application. Conversion rate from GREEN\$ to MBP is 100 GREEN\$ = 50 MBP. Accounts with a balance of less than 100 GREEN\$ could not proceed with the conversion.</p> |
| 4 | <p>如何以「易賞錢」積分兌換及使用「易賞錢」積分「易賞錢」平台提供的獎賞及專屬優惠？</p> | <p>「易賞錢」會員可於「易賞錢」手機應用程式內的「會員優惠及獎賞頁面」兌換優惠及獎賞。每個獎賞在兌換及使用流程上都會有所不同，建議用戶到「易賞錢」手機應用程式內的「會員優惠及獎賞頁面」，再點擊各獎賞的橫額以了解「兌換方法」、「使用方法」及條款及細則。</p> |

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| | How to redeem rewards in “MoneyBack” mobile application with “MoneyBack” Points? | “MoneyBack” members can redeem offers and rewards at the “Member Offers & Rewards” page. The process for using and collecting different rewards redeemed in “MoneyBack” mobile application may vary for each item. It is recommended to go to the brand page on “MoneyBack” mobile application to read the redemption details, method of use, and Terms and Conditions. |
| 5 | 是否在任何手機系統上(蘋果 iOS/ 安卓 Android/ 華為 鴻蒙 HarmonyOS) 均可以使用「綠綠賞」積分兌換「易賞錢」積分? | 可以。用戶可在蘋果 iOS/ 安卓 Android/ 華為 鴻蒙 HarmonyOS 系統下載「綠綠賞」及「易賞錢」手機應用程式，再透過「綠綠賞」手機應用程式將「綠綠賞」積分兌換成「易賞錢」積分。 |
| | Can “GREEN\$” be converted to “MoneyBack” Points on any mobile operating system (including Apple iOS, Android, and Huawei HarmonyOS)? | Yes. You can download both “GREEN\$” and “MoneyBack” mobile applications on iOS/Android/HarmonyOS systems and convert “GREEN\$” Points to “MoneyBack” Points in “GREEN\$” mobile application. |
| 6 | 下載「易賞錢」手機應用程式的系統要求是什麼? | 「易賞錢」手機應用程式支援 iOS 15.0 或更高版本/ Android 7.0 及更高版本的設備。 |
| | What are the system requirements for downloading “MoneyBack” mobile application? | “MoneyBack” app supports devices with iOS 15.0 or later / Android 7.0 and up. |
| 7 | 如果我是「綠綠賞」實體會員卡用戶，可以使用「綠綠賞」積分兌換成「易賞錢」積分嗎? | 「易賞錢」積分暫時只供「綠綠賞」手機應用程式用戶在應用程式內兌換。綠綠賞實體卡用戶如欲將帳號轉換至綠綠賞手機應用程式，可前往各綠在區區社區回收點，在職員協助下將綠綠賞實體卡帳戶轉移至手機應用程式。請注意，在完成積分結餘轉移至手機應用程式後，實體卡的積分結餘會即時清零，職員亦會即時收回實體卡。舊卡經過消毒處理後，會供其他新用戶使用。 |
| | Can I convert “GREEN\$” Points to “MoneyBack” Points if I am a “GREEN\$” physical card user? | The point conversion of “GREEN\$” to “MoneyBack” is currently available at “GREEN\$” mobile application only. “GREEN\$” physical card users who wish to transfer their accounts and accumulated Points to the “GREEN\$” mobile application can visit GREEN@COMMUNITY recycling Points. With the assistance of GREEN@COMMUNITY staffs, Points in “GREEN\$” physical card account can be transferred to “GREEN\$” mobile |

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| | | <p>application.</p> <p>Please note that after the “GREEN\$” physical card Points balance is transferred to the “GREEN\$” mobile application, the Points balance on the physical card will be cleared immediately, and the staff will take back the physical card. After the old card has been disinfected, it will be reissued to other new members for use.</p> |
| 8 | 已使用「綠綠賞」積分兌換的「易賞錢」積分是否可以退還，取回相應的「綠綠賞」積分？ | 除非在兌換「易賞錢」積分時出現技術問題，否則在任何情況下，「綠綠賞」及「易賞錢」積分一經兌換不設退回。用戶於兌換前應仔細考慮及閱讀計劃的細節。 |
| | Can the “MoneyBack” Point redeemed with “GREEN\$” be returned, so that the corresponding “GREEN\$” be refunded? | Unless there is a technical issue during the conversion of “MoneyBack” Points, “GREEN\$” Points cannot be returned once converted. Please consider carefully before proceeding with the conversion. |
| 9 | 我能否將「易賞錢」積分兌換成「綠綠賞」積分？ | 不可以。「綠綠賞」和「易賞錢」的合作只支持將「綠綠賞」積分兌換成「易賞錢」積分。 |
| | Can I convert “MoneyBack” Points to “GREEN\$”? | No. The collaboration between “GREEN\$” and “MoneyBack” supports only the conversion of “GREEN\$” to “MoneyBack” Points. |
| <p>「易賞錢」App 的獎賞 Rewards on “MoneyBack” App</p> | | |
| 11 | 我可以用「易賞錢」積分兌換哪些獎賞？在哪裡可以瀏覽可兌換的獎品？ | <p>易賞錢可直接在全港超過五百多個支援「易賞錢」的商舖或電子平台中，包括超級市場，個人用品店，電器店兌換多元化的獎賞。</p> <p>此外，「易賞錢」會員亦可於「易賞錢」手機應用程式內的「會員優惠及獎賞頁面」兌換優惠及獎賞，並點擊獎賞橫額了解優惠詳情。</p> |
| | What rewards can be redeemed with “MoneyBack” Points? Where can I browse the rewards available for redemption? | MBP could be used to redeem various products across 500+ MoneyBack associated outlets and e-Platform, e.g. supermarkets, personal care stores, electronic appliances stores etc. |

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| | | Users could also redeem offers and rewards at the "Member Offers & Rewards" page and click the offer banners to learn more about the offers. |
| 12 | 如何使用或領取我在「易賞錢」手機應用程式兌換的獎賞？ | <p>「易賞錢」手機應用程式內的獎賞在兌換及使用流程上可能因每個獎賞而有所不同。建議用戶到「易賞錢」手機應用程式內的獎賞頁面，再點擊各獎賞的橫額以了解「兌換方法」、「使用方法」及條款及細則。</p> <p>如有任何有關易賞錢積分使用的問題，請致電 21872277 或電郵至 moneybackcs@aswatson.com 向易賞錢客服查詢。</p> |
| | How to use or collect the rewards I redeemed in "MoneyBack" App? | <p>The process for using and collecting different rewards redeemed in "MoneyBack" mobile application may vary for each item. It is recommended to go to the brand page on "MoneyBack" mobile application to read the redemption details, method of use, and Terms and Conditions.</p> <p>Please contact MoneyBack CS team at 21872277 or email to moneybackcs@aswatson.com for inquiries.</p> |
| 13 | 易賞錢積分設有使用期限嗎？ | 易賞錢積分於 2 年內有效。臨近逾期積分的詳情，將顯示於百佳店內的易賞錢機、易賞錢網站或手機應用程式內的「我的易賞錢」。從其他帳戶轉移得來的積分，其原本有效日期將保持不變。 |
| | Does MoneyBack Points have an expiry date? | MoneyBack Points are valid for 2 years after issue and the earliest point expiry will be shown on MoneyBack Kiosk inside PARKnSHOP stores, "My MoneyBack" section of MoneyBack website or mobile application. Points transferred from other accounts will retain their original expiry date. |
| 14 | 如果使用易賞錢積分時遇到的問題可以如何求助？ | 請致電 21872277 或電郵至 mailto:moneybackcs@aswatson.com 聯絡易賞錢客服查詢。 |
| | How to seek for assistance if there is any issue encountered while using "MoneyBack" Points? | Please contact MoneyBack CS team at 21872277 or email to mailto:moneybackcs@aswatson.com for inquiries. |

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| 15 | 當我在綠在區區回收時，我能否同時在綠綠賞和易賞錢獲取積分？ | 不可以。由於在綠綠賞及易賞錢在獲取平台積分方面各自不同的機制，於綠在區區回收時只可獲取綠綠賞積分，不能獲取「易賞錢」積分。 |
| | Can I earn Points in both GREEN\$ and MoneyBack at the same time when I recycle at GREEN@COMMUNITY? | No. Since the acquisition of reward Points for GREEN\$ and MoneyBack are different, only GREEN\$ Points could be earned when recycling at GREEN@COMMUNITY. |
| 16 | 我能否轉移我的「易賞錢」積分至其他「易賞錢」帳戶？ | 可以。如欲轉移「易賞錢」積分至其他「易賞錢」帳戶，可在「易賞錢」手機應用程式中到「我的帳戶」頁面，點選「分享積分」並輸入其他「易賞錢」帳戶的資料及想轉移的積分即可。 |
| | Can I transfer my "MoneyBack" Points to other "MoneyBack" accounts? | Yes. If you want to transfer "MoneyBack" Points to other "MoneyBack" accounts, you can go to the 'My Account' page in "MoneyBack" mobile application, then click 'Share Points' and enter the "MoneyBack" account details and the Points you want to transfer. |