



Frequently Asked Questions

1. Earnings To Date

- Find out how much money a school has earned on the public Together in Education website, tie.harristeeter.com/together-in-education *School Earnings* (link on left side of page).

2. Number of Participants Linked to a School

- Learn how many participants are linked to a school through the public Together in Education website, tie.harristeeter.com/together-in-education. *School Earnings* displays the number of participants.

3. Forgot User Name or Password? (to the TIE Coordinator Portal)

- Reach out to our Promotions Coordinator at tie@harristeeter.com.

4. To Link or Relink:

- Go to: tie.harristeeter.com/tie (or through the HT App), click “Link Your VIC Card”.
- Enter the email address associated with the VIC card to receive one-time passcode. Enter the one-time passcode. Enter the School Name or 4-digit School Code in School Search. Highlight the school of your choice and click “Add”. The added school will immediately display under “Schools you’re supporting”.

5. Relink Required?

- Yes. All participants need to relink their VIC card each school year.

6. Re-register Our School?

- No. A one-time registration is permanent. The 4-digit number does not change.

7. Contact Person Change:

- Contact changes can be made in the school’s TIE Coordinator account. Username and password required. Need assistance? Reach out to our Promotions Coordinator at tie@harristeeter.com.

8. Participation from outside the school area?

- Yes. Family and friends can link their VIC card to any participating school (up to 5 schools!).

9. Contribution Triggers:

- **Part I:** From 8/1/23 to 12/31/23, link, and purchase select* Harris Teeter Brand products!
- **Part II:** From 1/1/24 to 5/31/24, link and sign up for a free or paid HT Plus membership! Schools will earn \$10 for every HT Plus Membership sign-up by an already linked customer or a newly linked customer. Schools will not earn funds on in-store purchases during Part II.

10. Register an Organization, PTA, Team, or Club:

- Request a Registration Packet from our Promotions Coordinator at tie@harristeeter.com. The packet contains form W-9 (required) along with a Registration Form with Official Rules & Regulations.

11. Check Reissue

- Lost and expired payout checks can be reissued. Mail a request to TIE Reissue, PO Box 400, Matthews NC 28105-400 or make the request online by logging into the Coordinator Portal. Scroll to bottom of page for a link “Click here for the form”.

12. Linking Events – Grow Participation:

- Coordinators in NC, SC & GA can request up to five linking events per school year.
- Details can be found “TIE Coordinator Portal”

13. Mass Link

- Easily upload the results of a linking event using the “Mass Link” option as explained in the “TIE Coordinator Portal”. Questions? Reach out to the TIE Coordinator at tie@harristeeter.com.

*Select products include Harris Teeter Farmers Market, H.T. Traders, Private Selection, Simple Truth, Simple Truth Organics, Abound, Comforts, Smart Way, Heritage Farms, and Highland Crest. Also includes prescription medications purchased from the HT pharmacy. **Note:** the following products that *do not* generate a donation: randomly weighted or bulk items in produce, meat (except poultry), seafood, deli bakery, prepared foods within these brands.