

Saks Fifth Avenue US Associate Discount FAQs

Q: What information do I need to apply for the Saks employee discount?

A: Saks 6-digit employee ID, name, address, DOB, SSN, and annual income.

Q: Where can I go to sign up for the Saks Associate discount?

A: Employees should use the following link to apply for the employee discount- <http://myassociatecardapplication.hbc.com>. Please **do not use** the regular customer portal to apply. If you do, your discount will **not** be added to the account and it will **not** be converted to an employee account. Employees must use their desktop ID (**do not** use intranet\ in front of username) and password to login. An employee can only apply for the discount on a Company device, connected to the Company network.

***Please ensure to confirm that the name on the application is correct prior to submission.**

Q: What if I am not able to log into the employee application portal (inclusive of if you receive an error message regarding Active Directory)?

A: If you are not able to log into the employee application portal, please take the following troubleshooting steps:

1. Ensure you are logging in with your desktop credentials and password, and **do not** use intranet\ in front of your username.
2. If unsuccessful, contact the Help Desk by calling **1-888-333-4871** to request a password reset for the desktop/Active Directory, and re-attempt login.

Q: What if the employee discount link is not working?

A: If the link is not working, you will need to contact the Help Desk at **1-888-333-4871** and open a ticket.

Q: Is there any other way to apply for the discount, other than the portal?

A: No, the portal is the only way to apply for the discount. Paper applications are no longer accepted.

Q: If I opened an account using the customer application versus the employee application after my employment started, what should I do?

A: Customer accounts opened after the employment started cannot be converted to employee accounts. You should call Customer Service, request to close the customer account, wait about 48 hours, and submit an employee application.

Q: What if I submit an employee application, but it's not immediately approved?

A: The bank will mail a letter providing the reason why the application could not be approved. No more than 2 applications should be submitted within 30 days.

Q: If I already have a customer Saks account prior to my employment starting, what should I do?

A: If you already have an open Saks account prior to your employment, your account will need to be switched over to employee status. Click [here](#) to submit an Atlassian Jira (JSM) request under the following path: *SFA HR > Discount Inquiry > U.S. Associate Discount Questions/Issues*. Please be sure to include the name as it appears on the account, along with **the zip code and 6-digit Saks employee ID. Please note that the discount will take up to 5 business days to reflect on the account after the update.**

Q: How long after I apply for the card do I have to wait to get the discount?

A: Your Saks account should recognize the employee discount within 3-5 business days after the account has been opened. The 3-5 business day window begins the following day after the account has been opened.

Q: Can an overpayment be made to provide additional available credit for purchases over the credit limit?

A: Yes, payments can be made to employee accounts up to \$5,000 over the credit limit. If an overpayment is not reflected as available credit, Associates should contact Customer Service at the applicable number below. Do not submit an Atlassian Jira (JSM) request in this case.

- Saks Credit Card 833-975-7257
- Saks Mastercard 833-599-7257

Q: If a new card number is created after the account has been opened, how long does it take for the discount to apply?

A: If a new card number is created, it takes about 3-5 business days for the discount to be available. The 3-5 business day window begins the following day after the account has been opened.

Q: What if the discount is working with in-store purchases, but not with online orders?

A: If the discount is not applying to online orders, you will need to contact the Help Desk at **1-888-333-4871** and open a ticket. Before you contact Help Desk, you may want to try the following troubleshooting steps:

1. Clear your cookies.
2. Delete the Saks Application and re-install it.
3. Remove your Saks card number from the payments section and re-add it.
4. If you are using the Saks application, try to use the actual site instead (e.g., from a browser).

Q: Who should I contact if the discount is not applying to any type of purchase?

A: If the discount is not applying to any type of purchase, click [here](#) to submit an Atlassian Jira (JSM) request under the following path: *SFA HR > Discount Inquiry > U.S. Associate Discount Questions/Issues*. Please be sure to include the name as it appears on the account along with the zip code, and a screenshot if possible. **Do not call Customer Service, as they are not able to assist with associate discount inquiries.** Discount adjustments cannot be made after purchase.

Q: Are terminated leased associates eligible for the Retiree/Lifetime Discount?

A: No. Per the [SFA US Discount Policy](#), terminated leased associates are **not** eligible for the Retiree/Lifetime discount.

Q: If I am no longer discount eligible, will my account remain open?

A: If you are no longer discount eligible and have a \$100 limit account, the account will be closed. If you have an account with a limit higher than \$100, the account will remain open as a customer account. Saks currently does not offer customer accounts with a \$100 limit.