

## King Soopers Community Rewards Q&A Update:

### **Q: The link sent isn't working**

A: The [www.kingsooperscommunityrewards.com](http://www.kingsooperscommunityrewards.com) is working now, an alternate link is [www.kingsoopers.com/communityrewards](http://www.kingsoopers.com/communityrewards)

### **Q: If I am currently enrolled in the gift card reload program will I still need to register, or can you roll it over?**

A: We can't roll it over. All organizations who haven't signed up for this new program should do so soon. There is no deadline. However, the new program starts April 1<sup>st</sup>.

- Once signed up you will receive a 5-digit account number to share with your supporters

### **Q: Is the new program every month like the old one was?**

A: It is now quarterly (4 times a year)

### **Q: When I follow the steps, Learn More, Enrollment Application, then Apply, it asks me to sign into my personal account...why is this?**

A: This is just a gateway to get your organization enrolled. If your login and password don't work and you aren't able to retrieve your forgotten password, please click the "create an account".

### **Q: Is the payout still 5%?**

A: The payout is more than \$2.5 million each quarter. Your organization receives the percentage of spend when compared to all others enrolled. As an example, if you earn 1% of the total you would receive around \$25,000.

- The max payout is \$125,000 to keep any one organization from taking too much of the pie

### **Q: What happens to gift cards we currently have?**

A: They have no expiration. Any funds loaded between now and March 31<sup>st</sup> will credit your organization 5%. After April 1<sup>st</sup> they will be the same as cash with no link to the org. They can still be reloaded and used however they won't credit the org. We can't refund gift cards.

### **Q: Can I still support multiple organizations?**

A: Yes, however not at the same time. You can change your support under the enrollment option here [www.kingsoopers.com/communityrewards](http://www.kingsoopers.com/communityrewards)

### **Q: How do I link my card to an organization?**

A: Ask your org for their 5-digit account number. Once received, go to [www.kingsoopers.com/communityrewards](http://www.kingsoopers.com/communityrewards) click on enroll then enter the account number.

**Q: How will I be credited for my contribution if my org doesn't keep 100% of the donation?**

A: Your quarterly statement will show how much you earned for the org. It is up to each org on how they distribute the funds. Organizations will not receive anything broke out by individual due to privacy laws.

**Q: Are organizations or individuals able to track their earn throughout the quarter?**

A: No, you will only see the total each quarter on your statement after the quarter ends.

**Q: How will statements work?**

A: The org. will receive their statement via email every quarter. Each supporter will access theirs via the app or on their computer (digital account)

**Q: When was the last day I could purchase new reloadable gift cards?**

A: Friday March 22<sup>nd</sup> by the end of business (5pm)

**Q: We like to purchase gift cards for donating to various causes...are we still able to after April 1<sup>st</sup>?**

A: Absolutely, please purchase at your local King Soopers or go to [giftcards.kroger.com](http://giftcards.kroger.com)

**Q: What happens to my balance in my account as an organization (that hasn't met threshold)?**

A: We will pay back 5% of your cause related balance even if the threshold wasn't met.

**Q: Do we need a new loyalty card to enroll?**

A: Only if you don't have an alternate ID or have never had a King Soopers loyalty card. (The guest service desk has new cards if needed)

**Q: Will I still get my fuel points if I am enrolled in this program?**

A: Yes, you will still earn fuel points for qualifying store purchases.

**Q: What purchases are excluded from the program?**

A: Fuel, RX (unless out of pocket), Alcohol, Tobacco, Kroger CO. family of gift cards, Postage stamps, Green dot prepaid reloadable products, Money paks, 1-2-3 rewards reloadable visa prepaid debit card, recharge cards, American Express, Visa, Mastercard variable load gift cards, bottle deposits, lottery and promotional tickets, Money Orders, Western Union, and sales tax.

**Q: IF I purchase fuel can I get credit to my org?**

A: No, fuel purchases don't credit the organization.

**Q: How long does it take to get an answer once I have applied my organization?**

A: Within 24-48 hours.

*For technical issues with loyalty aka King Soopers "Sooper Cards" call 1-800-847-0683*

*For questions with the new King Soopers Rewards program please email [www.kingsooperscommunityrewards.com](http://www.kingsooperscommunityrewards.com)*

Here is the payout/statement schedule:

<b>Earning Period</b>	<b>Rewards Check &amp; Statement Received by</b>
January 1- March 31	April 30
April 1 – June 30	July 31
July 1- September 30	October 31
October 1- December 31	January 31