

## Kroger Community Rewards Program

As was announced earlier, the Kroger program has changed significantly. St. Francis applied for and was accepted as a member organization in this program. We have agreed to participate in the program for one year at which time we will re-evaluate the program.

Each family will need to decide if they want to participate in this program. There is not a set percentage that you will earn and we can not guarantee a minimum dollar amount that will be credited to you. Kroger will be allocating a portion of \$1.25 million per quarter to each of its registered organizations based on the number of points that each organization has accumulated within that quarter. Each point represents \$1.00, so the more participants that use the program, the higher the quarterly payout to the organization will be. Kroger will send a quarterly report to us. This report will list the names and points earned per family. We will then determine how much each point will be worth based on the amount of the check that Kroger sends to us. With this equation, we will be able to allocate the funds/points that were earned in that quarter. There are limitations on what qualifies for points. Fuel, lottery tickets, alcohol and tobacco are items that do not earn points.

The way that Kroger will track and issue funds to an organization is by the usage of a registered Kroger Plus card. Each family can link one Kroger Plus card number to their online account. This means that if you have friends or family members that want to help you earn "points", they will need to complete two steps:

- 1) They **MUST** complete a registration form with the Parish Office in the TRIP program and indicate that they are donating to you. If we receive a report with a name that is not associated with a registration form, those points will go to our Parish Charity account which helps offset the tuition costs for families who face financial difficulties. This review will be conducted on a quarterly basis and once the quarter has been reconciled, we will not be able to alter the allocations.
- 2) The person will need to create their own online Kroger account and register their Kroger plus card.

You begin earning points on the day that you register your Kroger Plus card. Kroger will not give you credit for purchases that were made prior to the date that your card is registered.

Below are the directions to register your Kroger Plus card. Please note, St. Francis can not register Kroger Plus cards on behalf of individuals.

TO USE THE KROGER COMMUNITY REWARDS PROGRAM:

To begin registration, go to [krogercommunityrewards.com](http://krogercommunityrewards.com)

- Be sure to have your Kroger Plus card
- Click on Sign In/Register
- Most participants are new online customers, so they must click on SIGN UP TODAY in the 'New Customer?' box.
- Sign up for a Kroger Rewards Account by entering zip code, clicking on favorite store, entering your email address and creating a password, agreeing to the terms and conditions
- You will then get a message to check your email inbox and click on the link within the body of the email.
- Click on My Account and use your email address and password to proceed to the next step.
- Click on Edit Kroger Community Rewards information and input your Kroger Plus card number.
- Update or confirm your information.
- Enter the name of the organization, select organization from list and click on confirm. (our organization number is 80346)
- To verify you are enrolled correctly, you will see your organization's name on the right side of your information page.
- **REMEMBER, purchases will not count until after you register your card.**
- Do you use your phone number at the register? Call 877-576-7587 to get your Kroger Plus card number.
- You must swipe your registered Kroger Plus card or use the phone number that is related to your registered Kroger Plus card when shopping for each purchase to count.

# Kroger Rewards

## Frequently Asked Questions

*TRIP Users: This list of FAQ's was developed from the Kroger Community Rewards website to help you through the enrollment process. If you would like to read the FAQ's in their entirety, please go to [http://www.kroger.com/mykroger/016/Documents/community\\_rewards/FAQ.pdf](http://www.kroger.com/mykroger/016/Documents/community_rewards/FAQ.pdf).*

1. Question: Can our administrator just fax or mail a list of group participants to Kroger?  
**Answer: No, enrollment for all-group members must be processed through our secure website at [www.krogercommunityrewards.com](http://www.krogercommunityrewards.com).**
2. Question: Can the organization administrator just register Kroger Plus Cards for everyone in the group?  
**Answer: No. Each individual person must register his or her own Kroger Plus Card. This information is also used to update their Kroger Plus Card information and needs to be extremely accurate. Incorrect information would impact offers in the mail, fuel rewards and other special promotions.**
3. Question: How do my group members register if they don't have Internet access?  
**Answer: There are several options:**
  - **The public library has computers with Internet access that they can use.**
  - **They can seek assistance from one of your members who has a computer.**
4. Question: Why do members have to re-register each year if they were already participating prior to May 2010?  
**Answer: The *Kroger Community Rewards Program* will be evaluated every year and changes will be considered based on the success of the program. By making a one-year commitment to Kroger, Kroger is also making a one-year commitment to you, the organization and your members. It also gives each organization an opportunity to refresh their membership by spreading the word to new members and keeping the previous members informed about any changes to the program. The annual re-enrollment will also help you and Kroger maintain an updated list of your group members' current address information, etc.**  
***NOTE: This program will also be evaluated by St. Francis annually.***
5. Question: After I sign up my Kroger Plus Card with an organization, how long before my purchases start counting towards the rewards?  
**Answer: Your purchases will begin earning rewards for your designated organization within 7-10 business days of registering your Kroger Plus Card online (after the program's official start date of May 1).**
6. Question: How do I know my Kroger Plus Card is registered?  
**Answer: Within 7-10 business days of successfully registering your Kroger Plus Card, you will see at the bottom of your Kroger receipt "At your request, Kroger is donating to 'your organization name'."**
7. Question: Does everything in my shopping cart count towards my donation to my organization?  
**Answer: Supporters can earn rewards on almost everything, every time they shop! However, there are specific purchases that cannot be included: alcohol, tobacco, government-assisted pharmacy expenses, postage stamps, Kroger gift cards and Green Dot Prepaid Cards, gift certificates, bottle deposits, lottery and promotional tickets, fuel, fuel center purchases, office services and Sales Tax. Eligible pharmacy purchases include out-of-pocket co-pays for non-government-assisted pharmacy programs.**