



FREQUENTLY ASKED QUESTIONS AND ANSWERS FOR GROUP ADMINISTRATORS

10. 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.
 - You as the organization administrator can request the organization number Scan Bar. Your group member can then swipe this Scan Bar in conjunction with her or his Kroger Plus Card/phone number at checkout to automatically link her or his Kroger Plus Card with your organization.

KEEPING TRACK OF QUARTERLY REWARDS:

11. Question: How much can my organization earn?
Answer: Kroger will pay up to \$1,250,000 on a quarterly basis to participating organizations based on their percentage of spending as it relates to the total spending of all participating *Kroger Community Rewards* organizations.
- Kroger limits its quarterly contributions to a maximum contribution of \$1,250,000 to be distributed among all participating eligible organizations.
 - Kroger limits a participating organization's earned rewards to a maximum of \$50,000 quarterly.
 - Kroger limits a participating household's earned rewards to a maximum of \$300 quarterly.
 - The minimum quarterly reward payout is \$25 per organization. In the event that an organization earns less than \$25 in a quarter, Kroger will hold the amount until the next quarter that the reward exceeds \$25 or until the end of the program term, whichever comes first.
 - Your quarterly rewards check will be mailed or personally delivered to your organization by a Kroger representative within one month of the close of each quarterly cycle.
12. Question: When will my organization receive the statements and rewards checks?
Answer: The quarterly payment/donations schedule is:
- Quarter 1: May 1 – July 31: Statements and donations sent by August 31
 - Quarter 2: August 1 – October 31: Statement and donations sent by November 30
 - Quarter 3: November 1 – January 31: Statement and donations sent by February 28
 - Quarter 4: February 1 – April 30: Statement and donations sent by May 31
13. Question: Does Kroger have any restrictions on how our group uses the rewards we earn?
Answer: All proceeds derived from *Kroger Community Rewards* must be used for charitable purposes within the communities Kroger serves and cannot be used for political, legal or administrative purposes. *Kroger Community Rewards* has the discretion and right to terminate any organization from the program at any time if it is determined that any of the proceeds are used for political, legal or administrative purposes.
14. Question: I am the organization administrator; how do I get our quarterly reports?
Answer: Quarterly reports will be emailed to the email addresses provided on the Enrollment Application.
15. Question: Can I view my quarterly reports online?
Answer: No. They will only be sent to the authorized administrator via the email address submitted on the Enrollment Application.

CHANGING YOUR ORGANIZATION'S INFORMATION:

16. Question: How do I update information that may change for my organization (primary contact, new address, etc.)?
Answer: Mail or fax updates on your organization's letterhead to:

The Kroger Co.
Gift Services Department
4111 Executive Pkwy
Westerville, Ohio 43081
Phone: 1-800-837-4483
Fax: 614-898-3386