



Kroger Community Rewards Program

Frequently Asked Questions (FAQs)

What is the Kroger Community Rewards Program?

The Kroger Community Rewards Program is a fundraising program that affords local organizations the opportunity to raise funds through the purchasing that their supporters and members already do each day. Essentially, for each purchase made, Kroger customers can arrange to have a portion of Kroger's proceeds diverted to an organization of their choosing.

This sounds great! How can I sign up?

Start by creating a Kroger account via the Kroger website or mobile app. Once you have logged in, navigate to the Community Rewards page to enroll. **Scan the QR code in the bottom corner** to watch a detailed video on how to enroll AFTER you have created your Kroger account.

I already have a Kroger Plus Card. Can I still participate in the program?

Yes! When you create an account, you will be given the opportunity to connect your existing Kroger Plus Card number or your phone number (alternate ID) to your account.

How do I ensure that Kroger's donations go directly to Timothy?

Be sure to enroll under Timothy Baptist Church in Athens, GA 30606. Also, ensure that the phone number (alternate ID) or Kroger Plus card you use at check out matches the phone number and card that you used or connected to your account during enrollment. You can check the bottom of your receipts for the following contribution confirmation statement: **"On your behalf, we are contributing to TIMOTHY BAPTIST CHURCH, INC."**



The statement confirming my contribution is not showing up at the bottom of my receipts. Am I doing something wrong?

If you do not see TIMOTHY BAPTIST CHURCH, INC. at the bottom of your receipt, this could mean one of three things:

1. **You did not correctly complete** your enrollment.
2. **There is a mismatch** between the Kroger Plus Card or phone number that you used at the register versus the Kroger Plus Card or phone number you used during enrollment. The Kroger Plus Card or the phone number (alternate ID) that you use must match the one that you used during enrollment. OR
3. Your purchase solely contains items from a **short list of items that do NOT qualify** for contributions. *(least likely reason)*

My family members want to use my Kroger plus card or phone number instead of their own while shopping at Kroger. Is this okay?

Yes! This is acceptable. Be sure that your family members are using the correct phone number or Kroger Plus Card that you used when enrolling under Timothy Baptist Church as your preferred organization.

How do I know how much I have contributed each month?

At the end of each quarter, navigate back to the page where you originally clicked the “enroll” button, then scroll down to the bottom of the page under the section entitled “**Previous Quarter.**” You must be enrolled for at least 1 full quarter for your contributions to populate.

Do I absolutely need to create an account on Kroger’s website or within Kroger’s app to participate in this program?

Yes. Currently, enrollment must be done manually through an account created within the app or on Kroger’s website. Having a Kroger Plus Card is not synonymous with having a Kroger account.



Are out of town family members able to participate?

Yes! Individuals out of town may need to input an Athens zip code for Timothy to show up as an organization.

Are there items that do not qualify for contributions?

Purchase of Alcohol, Tobacco, Government Assisted Pharmacy Expenses, Postage Stamps, Kroger Co. Family of Stores Gift Cards, Green Dot Prepaid Reloadable Products, MoneyPaks, 1-2-3 Rewards Reloadable Visa PrePaid Debit Card, ReCharge Cards, American Express Variable Load Gift Cards, Visa Variable Load Gift Cards, MasterCard Variable Load Gift Cards, Bottle Deposits, Lottery and Promotional tickets, Money Orders, Western Union, Fuel, and Sales Tax are excluded from eligible purchases.

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