



**Community Rewards  
Registration & Renewal  
Customer Handbook**

Click on Sign In/Register from www.kroger.com.

The image shows a screenshot of the Kroger website homepage. At the top left is the Kroger logo. To the right of the logo are navigation links: WEEKLY ADS, FIND STORES, Rx REFILLS, and PLUS CARD. Below this is a dark blue navigation bar with links for Home, Great Meals, Healthy Living, Fresh Foods, Gift Center, Services, Pharmacy, In Store, and See All. A search bar is located below the navigation bar, with a dropdown menu set to "All Sites" and a "go" button. To the right of the search bar, the text "Welcome! Sign In/Register" is circled in red. Below the search bar is a large banner for "Kroger Community Rewards" featuring a photo of a man and the text "Fill up your tank for less with special fuel savings. Give back to your community with our Community Rewards Program." Below the banner are buttons for Digital Choice Rewards, Fuel, and Community Rewards. Below the banner is a "SPECIAL FEATURES" section with a yellow background and a red starburst containing the text "More than \$50 in savings!". To the right of the banner is an "ADVERTISED SPECIALS" section with two offers: "Buy One, Get One FREE Hormel Bacon" and "10 for \$10 Kroger Vegetables".

Kroger

WEEKLY ADS FIND STORES Rx REFILLS PLUS CARD

Home Great Meals Healthy Living Fresh Foods Gift Center Services Pharmacy In Store See All

Search For  in All Sites  Welcome! Sign In/Register

kroger community rewards  
Fill up your tank for less with special fuel savings.  
Give back to your community with our Community Rewards Program  
Learn more. Michael, Huntington Beach, CA

Digital Choice Rewards Fuel Community Rewards

SPECIAL FEATURES

ADVERTISED SPECIALS

More than \$50 in savings!

digital coupons click. load. save.

Buy One, Get One FREE  
Hormel Bacon  
Any Variety, 16 oz  
of Equal or Lesser Value Save U...

10 for \$10  
Kroger Vegetables  
Frozen, Select Varieties...[more](#)  
With Card

If you already have an Online Account, simply enter your information and click “Sign In”. If you don’t have an online Account, click “Sign up Today!”. If you’ve forgotten your password, just click on “Forgot your Password!”.

The screenshot shows the Kroger website's user interface. At the top, there is the Kroger logo and navigation links for WEEKLY ADS, FIND STORES, Rx REFILLS, and PLUS CARD. Below this is a blue navigation bar with tabs for Home, Great Meals, Healthy Living, Fresh Foods, Gift Center, Services, Pharmacy, In Store, and See All. A search bar is located below the navigation bar. The main content area is divided into three columns. The left column, titled "My Kroger", contains links for My Account, Shopping List, and My Coupons. The middle column, titled "Sign In", contains a form with fields for Email Address (with the example "craig.gearding@kroger.com") and Password, a "Remember me" checkbox, a "sign in" button, and a "Forgot your password?" link. The right column, titled "New Online Customer?", contains a registration process overview and a "Sign up today!" link. Red circles are drawn around the "Forgot your password?" link, the "Sign up today!" link, and the entire sign-in form area.

**My Kroger**

- My Account
- Shopping List
- My Coupons

**Sign In**

\* Required

\* Email Address:

\* Password:

Remember me.

[sign in](#)

[Forgot your password?](#)

**New Online Customer?**

Registration is quick and easy. When you set up an account, you can:

1. Sign up to receive email, including your weekly ad
2. View your Kroger Plus Card points, including Fuel Points
3. See what's happening at your Kroger store
4. Create and save a shopping list

[Sign up today!](#)

**Special Offers & Promotions**  
Sign up to receive our monthly newsletter.  
[go](#)

**Company Information**  
About The Kroger Co.  
Company News  
Investor Relations  
SEC Filings  
Community  
Kroger Real Estate  
Careers/Jobs  
Express HR/Associates

**Services**  
Recall Information  
Specialty Grocery  
School Programs  
Phone Services  
Partners  
Kroger Personal Finance

**Help**  
Contact Us  
Customer Comments  
FAQs  
Site Map  
Kroger Plus Card  
Account Help

**Stores**  
Store Locator  
Weekly Ads

You should arrive on the My Account page. Insure that your Kroger Plus Card Information and Contact Information are complete and correct. Then scroll to the bottom of this page.

The screenshot displays the Kroger My Account page. At the top left is the Kroger logo. To the right are navigation links: WEEKLY ADS, FIND STORES, Rx REFILLS, and PLUS CARD. Below this is a blue navigation bar with links: Home, Great Meals, Healthy Living, Fresh Foods, Gift Center, Services, Pharmacy, In Store, and See All. A search bar is located below the navigation bar, with a dropdown menu set to 'All Sites' and a 'go' button. To the right of the search bar, a welcome message reads 'Welcome back, Barney!' with links for 'Logout', 'My Kroger', 'My Weekly Ads', and 'My Account'. On the left side, under 'My Kroger', there are links for 'My Account', 'Shopping List', and 'My Coupons'. The main content area is divided into several sections: 'Sign-in Information' (Email: 018csc@gmail.com, Password: \*\*\*\*\*) with links to 'Change Email Address' and 'Change Password'; 'Preferred Store' (Store Location: Kroger, 1916 Davison Rd, Flint, MI 48506; Store Phone: 810-238-3402; Pharmacy Phone: [redacted]) with a link to 'Edit Preferred Store'; 'Kroger Plus Card Information' (Kroger Plus Card: 418535513054) with a link to 'Edit Kroger Plus Card Information'; 'Contact Information' (Name: Barney Kroger, Address: 1014 Vine St., Flint, MI 48501, Phone: 800-576-4377) with a link to 'Edit Contact Information'; 'E-mail Subscriptions' (You have not subscribed to any e-mail communications from us.) with a link to 'Edit Email Preferences'; and 'Profile Information' (Please add your profile information.) with a link to 'Edit Profile Information'. Two red arrows point downwards from the 'Kroger Plus Card Information' and 'Contact Information' sections towards the bottom of the page.

The 4<sup>th</sup> box down in the center column is Community Rewards Information. Select “Edit Community Rewards Program Information”.

**Kroger Plus Card:** 418535513054  
[Edit Kroger Plus Card Information](#)

**Contact Information**

**Name:** Barney Kroger  
**Address:** 1014 Vine St.  
Flint, MI 48501  
**Phone:** 800-576-4377  
[Edit Contact Information](#)

**Community Rewards Information**

Earn money for your school or community organization when you use your Kroger Plus Card.  
[Edit Community Rewards Program Information](#)

**E-mail Subscriptions**

You have not subscribed to any e-mail communications from us.  
[Edit Email Preferences](#)

**Profile Information**

Please add your profile information.  
[Edit Profile Information](#)

**Special Offers & Promotions**  
Sign up to receive our monthly newsletter.  
[go](#)

**Company Information**  
About The Kroger Co.  
Company News  
Investor Relations  
SEC Filings  
Community  
Kroger Real Estate  
Careers/Jobs  
Express HR/Associates

**Services**  
Recall Information  
Specialty Grocery  
School Programs  
Phone Services  
Partners  
Kroger Personal Finance

**Help**  
Contact Us  
Customer Comments  
FAQs  
Site Map  
Kroger Plus Card  
Account Help

**Stores**  
Store Locator  
Weekly Ads

As long as your Card and Contact Information are already complete, you will be taken to the Find Your Organization page. Enter either the NPO number or title of the organization & click “Search”.

The screenshot shows the Kroger website's 'Find Your Organization' page. At the top, there is a navigation bar with links for Home, Great Meals, Healthy Living, Fresh Foods, Gift Center, Services, Pharmacy, In Store, and See All. Below this is a search bar with a 'go' button and a welcome message for 'Barney!'. The main content area is titled 'Kroger Community Rewards' and includes a search bar and a 'search' button, which are circled in red. The page also features a sidebar with links for My Account, Shopping List, and My Coupons. At the bottom, there are sections for Special Offers & Promotions, Company Information, Services, Help, and Stores.

**Kroger**

WEEKLY ADS FIND STORES Rx REFILLS PLUS CARD

Home Great Meals Healthy Living Fresh Foods Gift Center Services Pharmacy In Store See All

Search For  in All Sites  Welcome back, Barney! [Logout](#)  
[My Kroger](#) | [My Weekly Ads](#) | [My Account](#)

**My Kroger**

My Account  
Shopping List  
My Coupons

**Kroger Community Rewards** \* Required  
Select Your Organization

**1. Find Your Organization**  
Enter your organization number or at least 5 characters of your organization's name and click "search".

**2. Select Your Organization**  
Select your organization below.

Organization Name	Address	Organization Number
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**3. Save Your Selection**  
Click the Save Changes button to save your selection.

Special Offers & Promotions  
Sign up to receive our monthly newsletter.

Company Information  
About The Kroger Co.  
Company News  
Investor Relations  
SEC Filings

Services  
Recall Information  
Specialty Grocery  
School Programs  
Phone Services

Help  
Contact Us  
Customer Comments  
FAQs  
Site Map

Stores  
Store Locator  
Weekly Ads

The results of the search will be displayed in the Select your Organization section. If you've used a broad key word (like church) you will receive many results here. The NPO number will just give one.

The screenshot shows the Kroger website interface for selecting a community rewards organization. The search results table is circled in red.

Organization Name	Address	Organization Number
<input type="radio"/> ERIE UNITED METHODIST CHURCH	1100 E. SAMARIA RD., ERIE, MI	81029

Simply select the button next to the correct organization from the list and click “Save Changes”.

The screenshot shows the Kroger website's 'My Kroger' account management page. At the top, there is a navigation bar with links for Home, Great Meals, Healthy Living, Fresh Foods, Gift Center, Services, Pharmacy, In Store, and See All. Below the navigation bar is a search bar and a welcome message for 'Barney!'. The main content area is titled 'My Kroger' and includes a sidebar with links for My Account, Shopping List, and My Coupons. The main content area is divided into three sections: 1. Find Your Organization, 2. Select Your Organization, and 3. Save Your Selection. In the 'Select Your Organization' section, a table lists organizations with columns for Organization Name, Address, and Organization Number. The first organization, 'ERIE UNITED METHODIST CHURCH', is selected, and its radio button is circled in red. Below the table, there are 'save changes' and 'cancel' buttons.

**Kroger** WEEKLY ADS FIND STORES Rx REFILLS PLUS CARD

Home Great Meals Healthy Living Fresh Foods Gift Center Services Pharmacy In Store See All

Search For  in All Sites  Welcome back, Barney! (Logout)  
[My Kroger](#) | [My Weekly Ads](#) | [My Account](#)

**My Kroger**

**My Account**  
**Shopping List**  
**My Coupons**

**Kroger Community Rewards** \* Required  
*Select Your Organization*

**1. Find Your Organization**  
Enter your organization number or at least 5 characters of your organization's name and click "search".

**2. Select Your Organization**  
Select your organization below.

Organization Name	Address	Organization Number
<input checked="" type="radio"/> ERIE UNITED METHODIST CHURCH	1100 E. SAMARIA RD., ERIE, MI	81029

**3. Save Your Selection**  
Click the Save Changes button to save your selection.

**Special Offers & Promotions**  
Sign up to receive our monthly newsletter.

**Company Information**  
About The Kroger Co.  
Company News  
Investor Relations

**Services**  
Recall Information  
Specialty Grocery  
School Programs

**Help**  
Contact Us  
Customer Comments  
FAQs

**Stores**  
Store Locator  
Weekly Ads

You will be taken back to the My Account page. The Community Rewards information will now be populated.

The screenshot displays a user's account page with several sections. The 'Contact Information' section lists the user's name as Barney Kroger, address as 1014 Vine St., Flint, MI 48501, and phone as 800-576-4377. The 'Profile Information' section prompts the user to add their profile information and provides an 'Edit Profile Information' link. The 'Community Rewards Information' section, which is circled in red, shows the user's organization as ERIE UNITED METHODIST CHURCH, organization number as 81029, and enrollment date as 4/5/2010. It also includes links to 'Edit Community Rewards Program Information' and 'Cancel Community Rewards Program Enrollment'. The footer contains links for 'Special Offers & Promotions', 'Company Information', 'Services', 'Help', and 'Stores'.

**Contact Information**

Name: Barney Kroger  
Address: 1014 Vine St.  
Flint, MI 48501  
Phone: 800-576-4377

[Edit Contact Information](#)

**Profile Information**

Please add your profile information.

[Edit Profile Information](#)

**Community Rewards Information**

Organization Name: ERIE UNITED METHODIST CHURCH  
Organization Number: 81029  
Enrollment Date: 4/5/2010

[Edit Community Rewards Program Information](#)  
[Cancel Community Rewards Program Enrollment](#)

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[go](#)

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**Stores**  
Store Locator  
Weekly Ads

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## Frequently Asked Questions

**Q: When can I sign up / renew my Community Rewards information?**

A: The Open Enrollment period for the next year is April 1<sup>st</sup> to April 30<sup>th</sup>. The new year for the program starts on May 1<sup>st</sup>. You may update your Community Rewards information at any time throughout the year.

**Q: When I entered my card number it stated “Card number is associated to another online account and can not be reassocated”. What can I do?**

A: Contact the Kroger Customer Service Center at 1-800-576-4377 in order to have your card number disconnected from the online account that it’s associated to currently.

**Q: There is no security code image for me to type into the box below where I’m entering my card number. How do I fix this?**

A: Contact the Kroger Customer Service Center at 1-800-576-4377 and mention that you’re having issues with the CAPTCHA security code.

**Q: Where do I go for help with any other Community Rewards related questions?**

A: The coordinator for your organization should be your primary point of contact. As always, feel free to contact the Kroger Customer Service Center at 1-800-576-4377 with any further questions.

**KROGER CUSTOMER SERVICE CENTER**

**1-800-KROGERS (1-800-576-4377)**

And you're done.  
Congratulations, you've successfully registered to  
support your organization of choice for another  
year.  
As always, thank you for shopping at Kroger.

