



Frequently Asked Questions about FOOD 4 LESS & FOODS CO Community Rewards Program

Question: Can I enroll my Fuel Rewards Card with my organization?

Answer: Yes, we prefer that you register your Fuel Rewards Card and link it to your organization.

Question: I am a new organization signing up for the program. How long will it take for Food 4 Less/Foods Co to assign an NPO (non-profit organization) number and how will I be notified?

Answer: You will be emailed your NPO number within 5 business days of Food4Less/Foods Co receiving all required documentation.

Question: Can I give to more than one organization at a time?

Answer: Only one organization can be contributed to at a time. However, if you choose to give to two organizations, please change your NPO designation after 6 months and then you can give to one organization for six months and the other for six months.

Question: After I enroll my Rewards Card and link it to my organization, how long before my purchases start counting towards the donation?

Answer: Your purchases will begin counting for your designated organization within 72 hours of signing up your card online.

Question: How do I change my card to contribute to a different organization?

Answer: Just go online at www.food4less.com or www.foodsco.net , click on Sign In, click on My Account, click on Community Rewards, click on Edit Community Rewards then complete the information with your new organization number.

Question: How do I know my card is registered?

Answer: After you successfully register your card online, you will see your organization information on your profile page. Also, just look on your receipt and you will see 'At your

Request, Food 4 Less is donating to *your organization name* within 7 business days of online registration.

Question: Can the Organization Coordinator register Club Cards for everyone in the group?

Answer: No. Due to our secured website format, each individual person must register his or her own card.

Question: How do I make an address change for my organization?

Answer: This request must be made in writing on the organizations' letterhead. Please include the prior address and the new address and mail or fax to:

Food 4 Less

Attention: Gift Services

P.O. Box 54143

Los Angeles, CA 90054

Fax 1-310-884-2648

Question: I am the new contact person at our Organization, how do I update that information?

Answer: Mail, email or fax the following information for your new contact person on your organizations' letterhead: Name, Title, Phone Number and Email Address and please include the name of the person you are replacing to:

Food 4 Less

Attention: Gift Services

P.O. Box 54143

Los Angeles, CA 90054

Fax 1-310-884-2648

Community.programs@ralphs.com

Question: I am the organization coordinator, how do I get my quarterly reports?

Answer: Quarterly reports will be emailed to the email addresses shown on the Enrollment Application or the Primary/Secondary contact already on the account.

Question: Can I view my quarterly reports online?

Answer: No. They will only be sent to the authorized coordinators via the email address shown on file.

Question: How do members register if they don't have Internet access?

Answer: There are a couple of options

- The public library has computers with Internet access that you can use.

- Get assistance from one of your members who has a computer.
- Your organization coordinator can request the NPO Scan bar and you can swipe the Scan bar in conjunction with your Food4Less/FoodsCo Rewards Card.

Question: Privacy is important to me. What information will you share with the organizations?

Answer: The quarterly reports will show your Food4Less/FoodsCo Community Card Number, your first name, your last name and your donation amount. Your information will not be shared with anyone else. Please read our Privacy Policy online at www.food4less.com or www.foodsco.net .

Question: Does everything in my shopping cart count towards my donation to my organization?

Answer: Supporters can earn donations on almost every thing, every time they shop! However, there are specific items that cannot be included such as purchases of alcohol, tobacco, pharmacy, postage stamps, gift cards, gift certificates, lottery and promotional tickets, fluid milk and milk products, fuel, CRV and Sales Tax.

Question: As an organization coordinator, can I recruit people to sign-up with our organization at one of our public events or in front of a Store?

Answer: Unfortunately, no. This program is designed for your members, friends, supporters and family members. No solicitation to the general public is allowed.

Question: How much does my organization earn?

Answer: The 'Term' beginning 9/1/11 through 8/31/2012 is based on a sliding scale of household monthly purchases as follows:

Up to \$500 per month of eligible purchases	4%
Over \$500 per month of eligible purchases	5% of amount over \$500

F4L/FoodsCo Community Contributions limits their quarterly contributions to a maximum of \$200,000 to be distributed among all participating eligible organizations, and \$150 per individual Card or household. In the event that total earned contributions exceed the maximum contribution limit, F4L/FoodsCo will prorate and reduce the contributions based on the total contributions earned by all participating organizations and their members.

Question: When will my organization receive the statements and checks?

Answer: The quarterly payment/donations schedule is:

Quarter 1: September 1st–November 30th – Statements and donations sent by December 31st

Quarter 2: December 1st – February 28th – Statement and donations sent by March 31st

Quarter 3: March 1st – May 31th – Statement and donations sent by June 30th

Quarter 4: June 1st – August 31st – Statement and donations sent by September 30th