

## **Re-Loadable Kings: Frequently Asked Questions**

### **How does the Neighborhood Reward Card Program work?**

C2E purchases gift cards from the Gift Services Department and sells them to parents for face value. Parents then **RELOAD** (add value to) any amount up to \$500 on their Neighborhood Reward Card, in a separate transaction, each time they shop at King Soopers. C2E earns 5% on the amount of those **RELOADS**. You can **RELOAD** with credit or debit card, cash, or check.

### **How much of a profit can my organization make with the King Soopers Neighborhood Reward Card Program?**

When we reach \$5,000 or more with **RELOADS** and orders in the four-week cycle, we will earn a 5% rebate from King Soopers. Parents need to **RELOAD** their Cards at King Soopers or Loaf and Jug. **DO NOT THROW AWAY CARD AFTER VALUE IS DEPLETED.** Neighborhood Reward Cards may be **RELOADED** in any amount up to \$500.

### **How convenient is it to RELOAD the King Soopers Neighborhood Reward Card?**

Cards may be **RELOADED** at the Customer Service Desk for any amount up to \$500 OR at the register you are purchasing your groceries **BEFORE** you begin ringing up your groceries (this **MUST** be a separate transaction). When a card is **RELOADED** at the Customer Service Desk **OR** a register other than where your groceries are scanned, there is up to a 5 minute delay before the funds will be available. The Card must be **RELOADED** in a **SEPARATE TRANSACTION PRIOR TO YOUR GROCERIES BEING SCANNED.**

### **What if a parent loses or throws away their Neighborhood Reward Card?**

A new Card will need to be purchased from C2E via the Scrip program in order to have it linked to our school. **RELOADABLE** Neighborhood Reward Cards **CANNOT** be purchased at the stores. They will not be linked to C2E.

### **What can be purchased with King Soopers Neighborhood Reward Cards?**

Any merchandise in a King Soopers store, with the exception of services, (money orders, Western Union, lottery tickets, stamps, Tickets West, and other gift cards are considered services.) ***GIFT CARDS MAY BE USED AT KING SOOPERS OR CITY MARKET FUEL CENTERS!***

### **How do I find the balance on my Neighborhood Reward Card?**

There are four (4) ways to obtain the balance on your Card. The balance will be printed on the bottom of your cash register receipt; visit [www.gcbalance.com](http://www.gcbalance.com), call 1-866-822-6252, or your cashier may check your balance.

**CARDS WITH A ZERO BALANCE FOR 90 DAYS WILL BECOME INACTIVE. A NEW CARD WILL NEED TO BE PURCHASED FROM C2E.**