

# Frequently Asked Questions about *Ralphs Community Contributions Program*

**Question:** After I sign-up my Ralphs rewards Card with an organization, how long before my purchases start counting towards the rebate?

**Answer:** Your purchases will begin counting for your designated organization within 72 hours of signing up your card online (after the beginning date of the Term).

**Question:** How do I know my card is registered?

**Answer:** After you successfully register your card, you will get a confirmation page letting you know that your registration was successful. It's always a good idea to print this page and keep it for your records. Also, just look on your receipt and you will see 'At your Request, Ralphs is donating to 'your organization name'.

**Question:** Can the Organization Coordinator register Ralphs rewards Cards for everyone in the group?

**Answer:** No, it is not a good idea. Each individual person should register his or her own card. This information is also used to update their Ralphs rewards Card information and needs to be extremely accurate. For example, if an incorrect address is keyed, that person would no longer receive the great Ralphs rewards offers in the mail.

**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 Ralphs rewards Card/phone number at the register to link your Card with your organization.

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

**Answer:** The quarterly reports will show your Ralphs rewards 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.ralphs.com](http://www.ralphs.com).

**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:** How much does my organization earn?

**Answer:** The 'Term' beginning 9/1/08 through 8/31/09 is based on a sliding scale of household monthly purchases as follows:

Up to \$200 per month of eligible purchases 1%

Between \$200.01 and \$350 per month of eligible purchases 2% of amount over \$200

Between \$350.01 and \$500 per month of eligible purchases 3% of amount over \$350

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

Ralphs Rewards Community Contributions limits their quarterly contributions to a maximum of \$750,000 to be distributed among all participating eligible organizations, and \$150 per individual Rewards Card or household. In the event that total earned contributions exceed the maximum contribution limit, Ralphs will prorate and reduce the contributions based on the total contributions earned by all participating organizations and their members.