Community Rewards Registration Step-by-Step Guide

Kroger Community Rewards

Are you looking for a way to raise money for your favorite school, church or community organization?
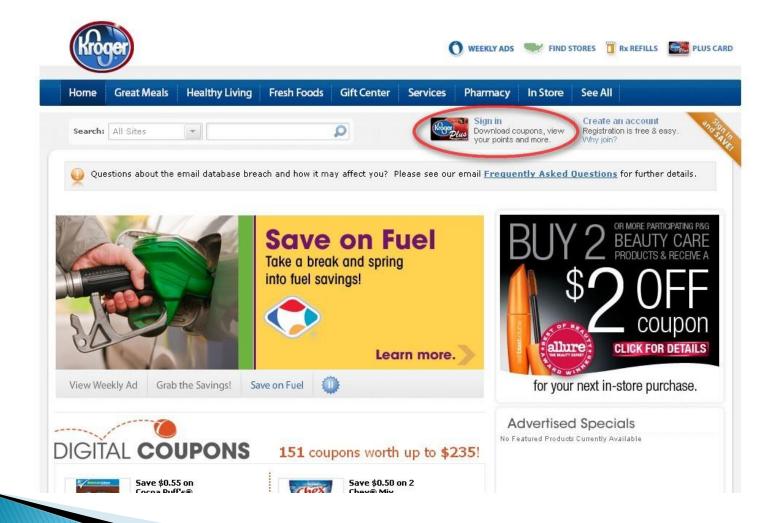
Kroger Community Rewards (KCR) makes supporting community organizations as simple as shop, scan and earn! Once you've registered, a percentage of each of your shopping trips will be contributed to the organization you've selected every time your card is scanned.

Registering is as simple as updating the Community Rewards field on your My Account page* with the information of the organization you wish to support.
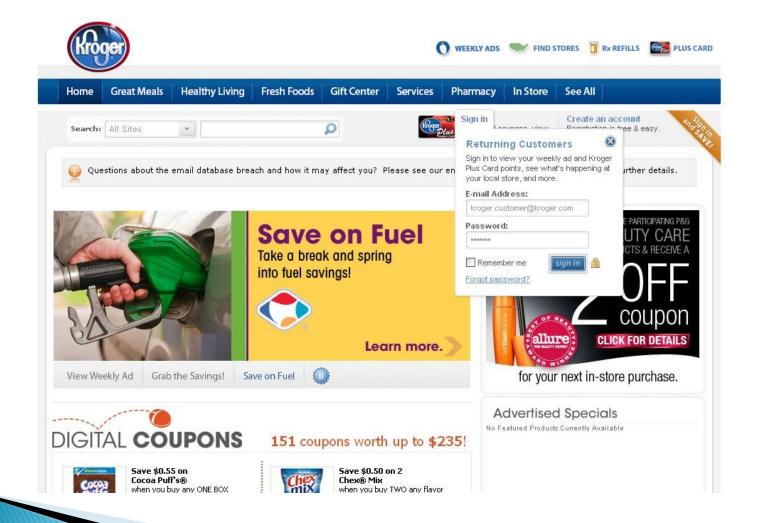
The following is a step-by-step guide to walk you through the registration process. Afterwards, there is a brief "Help Section" to answer any additional registration process questions that you may have.

*An Online Account is required to register for Kroger Community Rewards. If you have not registered an Online Account, please refer to the accompanying "Online Account Registration Step-by-Step Guide." Once you've registered an Online Account, come back to this guide to complete the Community Rewards registration process.

Select "Sign In" on our homepage.

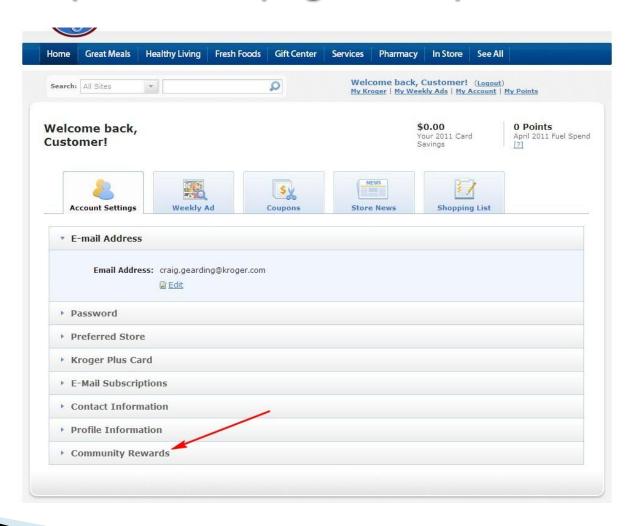# Enter your Online Account credentials.

Select My Account.

Select "Community Rewards" from the bottom of the My Account page to expand the field.

Select "Edit Community Rewards Program Information."

If you haven't registered your card number yet, enter it here
(this is how your purchases qualify for the program).
See the following "Help Section" if you have difficulties registering your card.

Enter the NPO number or name of the organization you wish to support.
Entering an NPO number is the easier choice as only the organization you wish to support will be displayed. Sometimes the NPO number may not be available.
When entering an organization name, please be as specific as possible to limit results.

Choose the button beside the correct organization and select "Save Changes."

On the My Account page, the Community Rewards information you entered is now populated.
The My Account page is also where you can manage your Community Rewards selection and update your registration for the next program year.

Thank you!

Having difficulties with the registration process?
See the following "Help Section" for further assistance.

Do you have further questions or concerns?
Contact our Gift Services department at:
1-800-837-4483
(Monday-Friday 9 a.m.-4 p.m. EST)
Or email us at kcr16@kroger.com

Help Section

Below are the answers to our FAQs followed by some commonly encountered errors and their solutions.

DIFFICULTIES ENTERING YOUR CARD NUMBER OR ALTERATE ID

Do I have to have my 12 digit card number to register for an online account?
Registering your card number is not required; however, it is strongly recommended. Many of the benefits our website provides you are derived from registering your card number (see "Online Account Benefits" for complete details).

It's not accepting my card number or alternate ID; what's the problem?
First, make sure you're entering the whole twelve digit card number or alternate ID, with no spaces or dashes. Second, it's possible that we may have old information on your account, so the last name or zip code that you're entering may not match. If you suspect this is the case, please call our Customer Service Center at 1-866-221-4141, between 8 a.m. and 9 p.m. EST, to have your account information updated.

REGISTERING THE ORGANIZATION YOU'VE SELECTED

I didn't receive an NPO number from my organization administrator; what can I do?
You can search by organization name as well. Try to be as specific as possible to minimize results.

I've entered the organization name and the correct organization isn't listed; what can I do?
It is possible that the organization has not registered for the program yet. Were you instructed by someone from the organization to register? If so, contact them to obtain their NPO number. If they haven't registered yet, recommend that they visit the ORGANIZATION section of
www.kroger.com/communityrewards.

This error message occurs when the last name or zip code that you've entered to confirm your card number does not match your account.
Please call our Customer Service Center at 1-866-221-4141, between 8 a.m. and 9 p.m. EST, to have your account information updated.

Kroger Plus Card

○ **I don't have a Kroger Plus Card.** I'll just create my Kroger.com account without one. (Interested in applying for one?)

◉ **Yes, I have a Kroger Plus Card.** Use my card number or alternate ID to create my account. (Why should I?)

⚠ **There was a problem with the information that you entered:**

- Sorry, but we were not able to find a match using the information you provided below. Please try again, or **contact customer service** for help with your Kroger Plus Card number or alternate ID.

* 1. Please enter your Kroger Plus Card number OR 10-digit alternate ID

Kroger Plus Card Number (?): `414215283446`   Enter the 12 or 13 digits on the back of your card, **starting with the number 2 or 4.**

-OR-

Alternate ID (?): [   ]   Enter your **10-digit alternate ID** you use when you don't have your Kroger Plus Card.

* 2. Please enter your last name and US ZIP Code (Why do we ask?)

* Last Name: `Customer`   Enter the last name currently registered to your Kroger Plus Card.

* US ZIP Code: `45202`   Enter the US ZIP Code currently registered to your Kroger Plus Card.

« Previous Step   [save and continue »]

This error message is a security precaution.
Sometimes, moving back and forth between pages too quickly or entering the wrong account information multiple times will trigger our system to lock you out as a security precaution, to protect against possible malicious activity.
The good news? The lock out will be reset automatically after 30 minutes.
The bad news? Not even our Customer Service Center can unlock the system.

Create an Account

①	②	③	④	⑤
Login Information	Shopper's Information	E-mail Communication	Confirm Your Info	Activate Your Account

Select your Kroger Store

* Your store's ZIP code: `41075` [find stores]   Enter the US ZIP code of your Kroger store.

*Select your Store: `130 Pavilion Parkway Newport, KY 41071 (1.32 miles)` ▼   Please select your Kroger store.

Kroger Plus Card

> ❗ **Sorry, but this feature has been temporarily disabled for security purposes.**
>
> For security reasons, we have temporarily suspended your ability to register your Kroger Plus Card to your Kroger.com account. We allow five attempts to validate your Kroger Plus Card number or alternate ID with the correct last name and ZIP code registered to your Kroger Plus Card account.
>
> **In the meantime, you can continue creating your Kroger.com account by clicking the *Save & Continue* button below. You can return to register your Kroger Plus Card number or alternate ID to your new Kroger.com account in 30 minutes.**
>
> Please contact **customer service** if you need help with your Kroger Plus Card number or alternate ID.

« Previous Step   [save and continue »]

This error message means that an error has occurred with our system.

Please either try again later (we do everything possible to resolve issues in a timely manner),
or contact our Customer Service at 1-866-221-4141, between 8 a.m. and 9 p.m. EST, to report the issue.

Help

Contact Us

Comments

There was a problem with your request

If you feel as if you have reached this page in error, please contact
Kroger with your comments or questions:

- ▸ Email us by using our **Customer Comments form**.
- ▸ Mail us at:
  1014 Vine Street
  Cincinnati, Ohio 45202-1100
- ▸ View a contact list for our **Division Offices**.

Help Section

Additional Kroger Community Rewards
related questions or concerns?
Contact our Gift Services department at:
1-800-837-4483
(Monday-Friday 9 a.m.-4 p.m. EST)
Or email us at kcr16@kroger.com

General customer service related
questions or concerns?
Contact our Customer Service Center at:
1-800-576-4377
(8 a.m.-9 p.m. EST)
Or email us by clicking here.