



King Soopers Reloadable Gift Cards: PROGRAM DETAILS AND FREQUENTLY ASKED QUESTIONS

Q. How do I get a King Soopers card?

A. To obtain a King Soopers reloadable gift card, please complete an Order Form at the STEM Launch Main Office or contact Cristina Rackliffe at cristinarackliffe@hotmail.com or 303.842.1148. You may pay for the \$5 card with cash or check made payable to STEM Launch PTO.

Q. How do I use the card?

A. The grocery cards come preloaded with \$5. PRIOR to checkout, reload (add value to) your card, in a separate transaction, at the cash register or customer service desk*. You can reload your card with any amount up to \$500. You can reload your cards an unlimited number of times. Time saving tip: Reload your card monthly with the amount you budget for groceries and gas.

*If you reload your card at the customer service desk there is an approximately 5-minute delay for your card to be processed, so it is easier to simply hand your card to the clerk at the register before they scan your groceries.

Q. Where can I (or family and friends) use my card?

A. Please see the list of merchants on the back of the card. The value can be used on goods and fuel at any of the stores/stations listed.

Q. What if I lose my card?

A. Like all gift cards, please safeguard and treat as cash. King Soopers does not guarantee the card value if it is lost, stolen, damaged or destroyed.

Please keep record of the # on the back of your card (the STEM Launch PTO will do so as well). Each card has an ID # that keeps track of your balance. If your card is lost, your money isn't gone (provided someone did not find the card and use it immediately). If your card is lost the balance can be retrieved from the computer, your old # retired and a new card is issued with the balance from your lost card. Remember that the balance needs to be transferred to a card linked to STEM Launch PTO.

Q. How do I check the balance on my card?

A. There are four ways to check the balance: the bottom of your most recent receipt; online at www.gcbalance.com; by calling 1-866-822-6252; or your cashier can check the balance.

Q. What can be purchased with King Soopers reloadable cards?

A. Any merchandise in King Soopers and City Market stores including groceries, prescriptions, gasoline, gift cards to restaurants & retailers, etc. (Services such as Western Union, lottery tickets, stamps, etc. are exempt.)

Q. Can I use my King Soopers card to purchase gasoline?

A. Yes – In Colorado, your card can be used at King Soopers Fuel Centers or Loaf 'N Jug locations.

ADDITIONAL INFORMATION:

- Cards with a zero balance for 90 days become inactive. If this happens you will need to obtain a new card from the STEM Launch PTO.
- Only gift cards purchased through STEM Launch PTO will be linked to our school for the 5% rewards.
- If a card gets demagnetized you will need to use the remaining balance on the card and then get a new card.
- You can continue to earn frequent flyer miles or reward points when using a credit card to reload your King Soopers card.
- Friends and family, even those in other states, can support STEM Launch. Cards linked to the STEM Launch PTO can be purchased and distributed to anyone wishing to support our school. Since King Soopers cards are accepted at most Kroger affiliated stores including City Market, Loaf & Jug, Ralphs, Smith's, Food 4 Less, Dillons, Foodco, QFC, Fred Meyer, Baker's, Scott's, Owen's and Fry's, there is likely a store near friends and family living outside of the state.