



Q & A for Nonprofit Organizations

Q. How long will it take for Smith's to assign my organization's number and confirm enrollment?

A. You will receive an email confirming your unique number within 7-10 business days following Smith's receiving all required documentation: Enrollment Application, Terms and Conditions, 501c 3 Letter of Determination , Form 990.

Q. Will the organization need to enroll each year? Will our supporters need to re-enroll each year?

A. Organizations will need to enroll each December so we may ensure accurate records. We will notify you when the re-enrollment period begins. Re-enrollment also gives your organization an opportunity to spread the message to new supporters and keep previous ones informed of any changes to the program for the New Year. Smith's customers will also re-enroll so they have an opportunity to reconfirm their commitment to your organization.

Q. May we enroll our supporters by submitting a list of our group participants to Smith's?

A. Enrollment for all group participants must be processed individually through our secure website: www.smithscommunityrewards.com.

Q. May one person enroll our entire membership on Smith's secured web site?

A. Each individual must enroll their Smith's rewards card and update information on the secured web site www.smithsfoodanddrug.com. Individual Enrollment may occur at any time.

Q. What is the easiest way to get the word out to our supporters and invite them to enroll?

A. Once you have received your organization's unique enrollment number, download the marketing tools offered on our web site. Use emails, newsletters, announcements, bulletins, etc. to invite new members to participate using your enrollment number at www.smithscommunityrewards.com.

Suggest that members who do not have internet access ask another person to assist, visit a public library to use the computer, or come to your office for assistance.

Q. May we recruit people to sign up with our organization at a Smith's store or public event?

A. Smith's Community Rewards has been designed to assist you and the supporters of your programs raise funds. General solicitation of Smith's customers in front of a store, or to the public in general, is not allowed.



Q. We participated in the Earn & Learn program and Smith's provided letters with barcodes that our supporters took through the check stands and presented to checkers to link their cards to our school. Will we receive letters with barcodes in the Smith's Community Rewards program?

Letters with barcodes will not be used to enroll supporters through the check stands in Smith's Community Rewards program. All individual enrollments will be completed on our secured web site www.smithscommunityrewards.com.

Q. How much is my group able to earn?

A. Smith's will pay up to \$350,000 on a quarterly basis to participating organizations, and \$1.4 million per year. The amount received is based upon their per centage of spending as it relates to the total spending of all participating Smith's Community Rewards organizations. The more members and supporters you have signed up who are shopping at Smith's, the greater your donation will be.

A single organization may earn up to \$10,000 per year (\$2,500 per quarter).The minimum quarterly payout is \$25 per enrolled organization. In the event less than \$25 is earned in a quarter, Smith's will hold the amount until the next quarter the reward exceeds \$25 or until the end of the program term, whichever comes first.

Q. When will my organization receive the rewards checks and statements?

A. Your quarterly rewards check will be mailed within 30 days after the close of each quarterly cycle. Statement will be emailed to the person listed on the Enrollment Application.

Earning Period	Rewards Check & Statement Received by
January 1- March 31	April 30
April 1 – June 30	July 31
July 1- September 30	October 31
October 1- December 31	January 31

Q. Are we able to track our rewards earning and reports online?

A. Information will only be sent to the authorized administrator via the email address submitted on the Enrollment Application on a quarterly basis prior to receiving the rewards check.

Q. Does Smith's have any restrictions on how to use the rewards money we receive?

All proceeds derived from the Smith's Community Rewards program must be used for purposes within the communities Smith's serves and cannot be used for political, legal or administrative purposes. Smith's Community Rewards has the discretion and right to terminate any organization from the program at any time if it is determined that any of the proceeds are used for political, legal or administrative purposes.



Q. How do we update our organization's contact information with Smith's Community Rewards?

A. We appreciate having your most current information. Future communication will take place through email, so please update information regularly. Send an email or fax your contact information on the organization's letterhead to:

Smith's Food & Drug
Customer Communications Coordinator
1550 South Redwood Rd.
Salt Lake City, Utah 84014
Email: smithscommunityrewards@sfdc.com
Fax: 1- 801-974-1450