

## **FRYS GIFT CARD PROGRAM – Frequently Asked Questions**

**Is the FRYs grocery gift card program a part of the SPIRIT scrip (school) or Joy Scrip (church) programs?** Not technically, but participants are encouraged to register through scrip before signing up for the Fry's gift card program, so the Joy finance team knows how to apply rebates. Both the scrip and Fry's programs benefit our campus by providing rebates through purchases made at retailers. Scrip is a national program through the Great Lakes Scrip Company; Fry's is a local program. However, both programs provide tuition assistance opportunities for our school families, and ministry fundraising for the church. In an effort to simplify the process for participants, we have combined opportunities to distribute information, including using the same order and pick-up schedules.

**How does the program work?** First – sign up for scrip. Visit [www.joyschool.org](http://www.joyschool.org) and click on the "SPIRIT" logo to register for the JCS school scrip program. For the church, visit [www.joyonline.org](http://www.joyonline.org) and click on the "JOYSCRIP" logo to register for the CCOJ church scrip program.

**I'm already registered for a scrip program, what do I do next to begin earning rebates thru Fry's?** School families pre-order one FRYs gift card in the coffee shop, building 16. You preload it with a minimum \$5.00 cash order. (due at the coffee shop when you pre-order your card). You reload your card each time you shop– right at the register. You can reload your card up to \$500. You earn a rebate of 3% to 6% depending on how much our organization spends every six months. The more we spend, the higher our rebate. Church families follow the same procedure, but can pre-order and pick-up their card on Sundays after the 8:15am or 9:35 services.

**Can I order a second card for my spouse?** Yes – it is often more convenient for a family to have 2 cards with different account numbers so they each have one in their wallet. You will need to make sure that you indicate to the scrip team member that you are ordering two cards. They will be issued under your family name with a #1 or #2 to assist us in accounting. Both cards will pay rebates to your personal family tuition account or selected ministry as indicated on your original scrip registration form.

**Why do I have to register for the scrip program before I can earn Fry's rebates?**

Registering for Spirit Scrip (School) or Joy Scrip (church) tells the finance team how to apply rebates. If you order a Fry's card and do not have a scrip registration on file, the rebates you earn will go into a general fundraising, pooled account to benefit the school or church and NOT your own tuition account or preferred ministry area. You must be a confirmed SPIRIT scrip member if you wish to earn rebates via FRYs for your personal tuition account.

**Do I have to order Fry's cards every week?** No, you only need one card per family. You use this card all year and recharge it at the register each time you shop.

**What forms of payment does Fry's accept to recharge my card?** Fry's accepts personal checks, debit cards, cash, or credit cards.

**How fast is the money available after I recharge my card?** Fry's tells us it can take up to 15 minutes for the funds to become available for use. However, most participants report that the funds become available instantly upon recharging. To avoid a delay in line, participants may choose to recharge their card upon entering the store as opposed to waiting until check-out.

**How can I use my Fry's gift card?** Your card is the same as cash in Fry's and may be used to purchase items at your nearest Fry's Food & Drug or Fry's Marketplace stores. Gift cards cannot be redeemed for Western Union, Western Union Money Orders, Lottery or event tickets. The gift card is accepted in all Kroger owned stores throughout the U.S. and can be sent to family and friends out of state and still benefit your organization or tuition account as long as the card is recharged.

**How much money can I earn in rebates for my tuition account or selected ministry?** Fry's rebates are paid based on sales –

3%     \$2,000–\$10,000

4%     \$10,001–\$25,000

5%     \$25,001–\$75,000

6%     \$75,001 & UP

**How often are rebates paid?** Fry's pays rebates twice per year, and your tuition account or selected ministry will receive your portion of the rebates in early April and October. Rebates are based on the total sales for our organization on the last day of each 6 month qualifying period. (Aug. 2<sup>nd</sup> thru Jan. 30<sup>th</sup> and Jan. 31<sup>st</sup> through July 31<sup>st</sup>)

**How do we maximize our rebates to receive 6%?** Simply refer your friends and family to sign up for scrip and the Fry's gift card program. If 100 families spend \$100/week at Fry's, our organization will hit the 6% level in less than 2 months. Your rebate will be paid on EVERY purchase you make using your JCS issued Fry's card – even your first purchase will be paid at 6% IF we reach the minimum on or before the last day of the 6 month qualification cycle.

**Doesn't Fry's sell gift cards similar to those found in the Joy scrip programs?** Yes. Some individuals prefer to purchase gifts cards through scrip when the vendors pay out 6% or more. If scrip vendors rebates are less than 6% (2% or 3% etc.), some families elect to purchase their gift cards at Fry's using their Fry's gift card to earn up to 6%. For example, if Wal-mart pays only a 2% rebate thru scrip, you could purchase a Wal-mart card at Fry's with your Fry's gift card and get up to a 6% rebate.

**Can I still use coupons, special offer certificates and my Fry's VIP shoppers card in conjunction with my Fry's gift card?** Yes. You can use it all!

**Is it true that Joy Christian School earned \$2,000 last year with the Fry's "Cool Cash" program?** Yes, and we can do it again and earn much more in 2009/2010! All supporters of Joy Christian School or CCOJ are encouraged to link their Fry's VIP card with the "Cool Cash" program. This program is separate from the Fry's gift card program, and the best part is we can do both! Your VIP card must be re-linked each year. When you check out, just give the cashier our school ID# 00000010653. This number is on the sticker on your Fry's gift card for easy reference at checkout. You can also ask your friends and family anywhere in AZ to link their cards to support our school. So, every time you shop, you earn money for your selected ministry or tuition account AND you earn money for the general account for JCS!

**How do I order my Fry's gift card?** Stop by the Common Grounds in building 16 and pre-order your gift card each week by 9am on Tuesday, or at the worship center on Sundays after the 8:15am and 9:35 service. Please attach \$5.00 cash to your initial order form. Cards ordered in the coffee shop will be available for pick-up each Friday at the following locations: between 8:15am and 9am or 3pm and 4pm in the coffee shop (building 16), or in Kid Kountry from 6:30am-7:30am or 4:30-6pm. Fry's gift cards ordered in the worship center may also be available for pick-up on Sundays after the 8:15am or 9:35am service.

**How often can a reload my card? Are there any limits?** You can reload as often as you wish, and at any time and in any amount up to \$500. Cards that maintain a zero balance for 90 days will become deactivated and a new card will need to be ordered in the coffee shop or after Sunday services.

**What if I forget my Fry's gift card balance?** You can always find the balance of your gift card by looking at the bottom of their latest receipt, or by calling 866-822-6252.

**What if the magnetic strip stops working on my pre-loaded card?** If this occurs, ask the cashier to manually key in the card number at the register. If this does not work, you need to replace your card. Contact consumer services department at 1-800-828-5235, option #2, and Fry's will issue another card for the balance that is on the original card. It is CRITICAL that this new card number be recorded with a Joy scrip team member in the coffee shop on Fridays (before or after school) or on Sundays after the first two services. Failure to register your new card number with a scrip team member will prevent you from earning rebates. Only registered JCS issued Fry's cards can earn rebates as indicated on your scrip registration form.

**What if I lose my card?** If you lose your card, it is like losing cash and the money you have lost cannot be replaced. If you lose a card, you will need to order a new card at Joy. New cards can be ordered in the coffee shop, building 16, or the worship center lobby on Sunday. Simply fill out a Fry's form to cancel your card and then authorize a

pre-order of a new card. You will need to provide \$5.00 cash to authorize a replacement card. The scrip representative will notify the finance team that your upcoming rebates will now be associated with a new “number”.

**Why must I pay \$5.00 cash with the order of my card?** Gift cards must be issued with a balance. Fry's has established a \$5.00 minimum to participate. This is your money, and the full \$5.00 is loaded on your card, ready for your first purchase and recharge. Outside of the \$10.00 on-time, scrip registration fee, there is no fee to participate in the Fry's gift card program.

**What happens to my rebate money if my child/ren are no longer enrolled at JCS?** If you are registered through scrip and have selected that your rebates be applied to a family tuition account, the rebates are handled like any other balance. Requests to have a check issued to you may be sent to the JCS Finance team for review. Please allow 30 days for processing.

**What if I or a friend or family member does not wish to sign-up for a scrip program, can we still participate in the Fry's gift card program AND the “cool cash” program?** Yes! We want everyone to link their Fry's VIP cards with the Cool Cash number offered above, AND we want everyone to use the rechargeable Fry's gift card program. Rebates earned by these programs by non-scrip participants offer support to the general account of Joy Christian School or CCOJ. As stated above, without a scrip registration form, the finance team is unable to credit individual tuition accounts or specific ministries.

**Should I save my Fry's receipts?** Although both Fry's and JCS makes every effort to maintain accurate records, mistakes can occur. We do not require you to retain your Fry's receipts, but participants who have designated that their rebates go to a tuition account, may consider keeping records of their recharge transactions until they receive their rebates in early April and October.

**What if I have questions about the Fry's gift card program?** School families should send their question by email to [jcsspirit@joyonline.org](mailto:jcsspirit@joyonline.org). Church participants may contact a team member via [joyscrip@joyonline.org](mailto:joyscrip@joyonline.org).

