

## CARDS Special Discount Program FAQ

### Program Overview:

In partnership between Kroger and the University of Louisville we are EXCITED to share with you an employee exclusive special discount program. The CARDS Special Discount Program is available for regular-status faculty and staff of the University of Louisville. Throughout the year we will have special extra discounts available at our local Kroger and/or Jay C Food store.

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### How it works:

1. Present your UofL faculty/staff id card to the cashier.
2. Cashier will verify eligibility and then scan your Plus card loading special discounts to your card.
3. Discounts will automatically come off during the transaction.



**It's that easy!**

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### Frequently Asked Questions:

#### Who is eligible to participate in the CARDS Special Discount Program?

- The CARDS Special Discount Program will be offered to all current University of Louisville regular-status faculty and staff (full and part time). Temporary employees, student employees, retirees and students are not eligible for this program.

#### How do I get signed up?

- Sign up is easy! All you do is present your faculty/staff ID card to the cashier at checkout and they will load the current discount directly on to your Kroger Plus or Jay C Plus card.

#### How do I get a Kroger Plus or Jay C Plus card?

- There are two ways to get a Plus card.
  - Stop by the Customer Care Desk and sign up the next time you are in the store.
  - Sign up anytime at [Kroger.com](http://Kroger.com) or [JayCfoods.com](http://JayCfoods.com).

#### Will my Kroger Plus alternate id work?

- Yes, the alt id (phone number) you use can be used to redeem the CARDS Special Discount Program. Just present it when asked for your Plus card each time you check out.

#### Can I scan my card for friends or other customers?

- No, the special discounts are only available for active, regular-status University of Louisville faculty and staff (full and part time).

**How do I find out what the current discounts available are?**

- We will have special discounts each month, just check the most recent monthly flyer.

**Where will the discount show on my receipt?**

- The discount will appear on the cash register receipt, item by item.



**If I have an issue at the store who is the contact for support?**

- If your Plus card is enrolled into the program and the discount did not come off, please call our Customer Service Center at 1-800-KROGERS (576-4377).

**Who can I contact at UofL with questions about the program?**

- For any questions about eligibility or the program, please contact Brian Buford at [brian.buford@louisville.edu](mailto:brian.buford@louisville.edu).

**Will the CARDS Special Discount Program work at self-checkout or at Pickup?**

- Yes, the CARDS Special Discount Program will work at self-checkout and at Pickup.
  - Self-checkout – present your UofL id card to the self-checkout operator.
  - Pickup – present your UofL id card to the car side attendant. You will not see the savings online when placing your order, it will come off when you pick up your order.

**Do I have to present my UofL id card each time I make a purchase with a special discount?**

- Yes, when you want to receive your CARDS Special Discount offer you must present your UofL faculty/staff id card to the cashier.

**Which Kroger or Jay C stores is this discount available at?**

- The CARDS Special Discount program is available at all Kroger and Jay C stores in the following counties.

Indiana	Kentucky			
CLARK	ANDERSON	HARDIN	MCCREARY	ROWAN
CRAWFORD	BOYLE	HOPKINS	MEADE	SHELBY
FLOYD	BULLITT	JEFFERSON	MERCER	TAYLOR
HARRISON	CARROLL	JESSAMINE	MUHLENBERG	WOODFORD
SCOTT	FAYETTE	MADISON	NELSON	
WASHINGTON	FRANKLIN	MARION	OLDHAM	

