



Lab Cards Program - FAQ

Q: How do I obtain an Outdoor Lab Student Fee/School Scholarship/General Fund Card?

A: You can order online or download a form from our website: www.outdoorlabfoundation.org.

Q: How much does a card cost, and can I get money loaded onto the card prior to receiving it from the Foundation?

A: Each card costs \$5.00, and comes pre-loaded with \$2.50 on it. The other \$2.50 you are paying for is to cover administrative fees and postage. You cannot load more money onto the card prior to receiving it from the Outdoor Lab Foundation. You must take the card into the grocery store to load it (up to \$500 at a time).

Q: How many cards can I order?

A: You can get as many as you like. Just remind all your friends and family they can RELOAD the cards at any time to continue using them.

Q: Can my friends and family use the cards all over the country?

A: Yes. Most Kroger affiliates will take the King Soopers card and all Safeway stores will take the Safeway card. Kroger affiliates include: Barclay Jewelers, Baker's, City Market, Dillons, Food 4 Less, Foods Co, Fred Meyer, Fred Meyer's Jewelers, Fry's Food and Drug, Gerbes, Hilander, JayC, Littman Jewelers, Owen's, Pay Less Supermarkets, QFC, Ralphs, Scott's Food and Pharmacy, Smith's Food and Drug, Turkey Hill Minit Markets, and Tom Thumb Food Stores.

Q: Once I get my card, can I use it right away?

A: Yes, you can use the card(s) as soon as you receive it in the mail. It is already loaded with \$2.50, so remember to RELOAD it with as much cash as you wish to put on it and keep using it! You can load your card at the grocery store checkout or at the customer service desk.

Q: How do I check the total donated from my card(s)?

A: We receive monthly reports from King Soopers and Safeway with your card loads. Once we have this information in our system we send out an update email to families and school financial secretaries.

Q: What happens if my child changes schools while we are participating in this program?

A: We can change this information in the database as long as it is a Jeffco school attending Jeffco's Outdoor Lab program. Please contact the Foundation with your student's current information and the name of the updated school.

Q: My card stopped working. Why?

A: Cards with a zero balance for 90 days or more will be deactivated by King Soopers and Safeway. You will need to order a new card if you want to continue participating. If this is not the case, then it could be

that the magnetic strip has gone bad. If you have a bad magnetic strip please contact the Foundation for a new card.

Q: Can twins share one card and then have the money split 50/50 for their outdoor lab fees?

A: No, we can only link one student ID to each card. You will need to have a card for each child.

Q: Can I use food stamps to load the cards?

A: No, food stamps cannot be used to load the cards.

Q: Can I use the cards to purchase other gift cards?

A: No, the cards cannot be used to purchase other gift cards.

Q: How do I apply my donations to my child's tuition?

A: King Soopers and Safeway send monthly checks to the Outdoor Lab Foundation. The Foundation in turn cuts a check directly to the elementary school after your school's fundraising cutoff date. The school will apply it to the student's Jeffco account. Please talk with your school's financial secretary about how they would like to handle any remaining portion of the fee, each school is different in how/when they collect payment.

Q: After raising funds for one student, can I switch the card over to another child?

A: No, each Student Fee card can only be linked to one student ID number. As such you cannot change the card from one person to another. Instead you will need to order a new card.

Q: Where does the money go when I am finished donating toward my tuition?

A: Money accumulated after the total fee is reached or after the card fundraising cutoff date has passed will go into the Foundation's general fund account to help support the Outdoor Lab program as a whole.

Q: If my student moves out of the school district, can I redirect my card donations?

A: No, as the donation is being made by King Soopers and Safeway card users are not allowed to direct where funds are used. If funds are not used for the intended student the Foundation will still send the funds to the intended school for use as Outdoor Lab scholarship money.

More Questions? Call us at 720-403-8241 or email info@outdoorlabfoundation.org.