

Welcome to the Kroger Customer Satisfaction Survey.

"... powered by service management group* ..." LINK (<https://www.smg.com/>)

- [SMG Privacy Policy](#)
- [SMG Terms of Service](#)

- [Sweepstakes Winners](#)
 - [Sweepstakes Rules](#)
 - [Privacy Policy](#)
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Welcome to the Kroger Customer Satisfaction Survey.

Please fill in the following information from your receipt.

Date:

 / / 18

Time:

 :

Entry ID:

 - - - -

- [Español](#)

- [SMG Privacy Policy](#)

- [SMG Terms of Service](#)
- [Sweepstakes Winners](#)
- [Sweepstakes Rules](#)
 - [Privacy Policy](#)
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Customer interaction page > HTML code

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xml:lang="en" lang="en" xmlns="http://www.w3.org/1999/xhtml">

<head>

<title>Kroger Customer Satisfaction Survey - Welcome</title>

<meta content="text/html; charset=UTF-8" http-equiv="Content-Type" />

<script type="text/javascript">var AcceptedURLsArray = 'https://id.services.smg.com';</script>

<link rel="icon" type="image/x-icon" href="/Projects/KRO\_CSI/images/favicon.ico" />

<link rel="shortcut icon" type="image/vnd.microsoft.icon"
href="/Projects/KRO\_CSI/images/favicon.ico" />

<script type="text/javascript" src="/Common/jscript/Library.js"> </script>

<script type="text/javascript" src="/Common/jscript/DisallowIFrames.js"> </script>

<link rel="stylesheet" type="text/css" href="/Common/controls/BrandedInputs/BrandedInput.css" />

<script type="text/javascript" src="/Common/controls/BrandedInputs/BrandedInput.js"> </script>

<link rel="stylesheet" type="text/css" href="/Common/css/GlobalDesktop.css" /><!--[if lte IE 7.0]><link
rel="stylesheet" type="text/css" href="/Common/css/ie7.css" />

<![endif]-->

<!--[if lte IE 6.0]><link rel="stylesheet" type="text/css" href="/Common/css/ie6.css" />

<![endif]-->

<script type="text/javascript" src="/Common/jscript/AutoTab.js"> </script>

<link rel="stylesheet" type="text/css" href="/Projects/KRO\_CSI/css/Styles.css" /><!--[if lte IE 7.0]><link
rel="stylesheet" type="text/css" href="/Projects/KRO_CSI/css/IE7.css" />

<![endif]-->
```

```
<meta name="description" content="Welcome to the Tell Kroger Customer Satisfaction Survey. We  
value your candid feedback and appreciate you taking the time to complete our survey.  
www.tellkroger.com" />  
  
<meta name="keywords" content="www.krogersurvey.com, *krogersurvey.com, Kroger Survey" />  
  
</head>  
  
<body class="IndexPage CouponEntry_Complex CouponEntry_Kroger CouponEntry_Kroger  
CouponEntry_Kroger CouponEntry_Complex_Kroger KrogerUS US US ComplexUS PharmacyStatus_N  
Show_Kroger_Receipt lightSurvey PreValidation DesktopMode">  
  
<div id="outerframe" class="BrandedRblEnabled-JS BrandedOptEnabled-JS">  
  
<div id="headerpush"></div>  
  
<div id="header">  
  
<noscript>  
  
<p>Kroger Customer Satisfaction Survey - Welcome</p>  
  
</noscript>  
  
</div>  
  
<div id="middle">  
  
<div id="middleextratop"></div>  
  
<div id="content">  
  
<form method="post" id="surveyEntryForm" action="Survey.aspx?c=311014" autocomplete="off">  
  
<div id="surveyQuestions" class="SurveyHolder"><!-- Modules --><input type="hidden"  
id="JavaScriptEnabled" name="JavaScriptEnabled" value="0"/><script type="text/javascript">if  
(document.getElementById("JavaScriptEnabled")) {  
document.getElementById("JavaScriptEnabled").value = "1"; } </script><input type="hidden" id="FIP"  
name="FIP" value="True"/><p class="IndexHeader">Welcome to the <span style="font-  
weight:bold;">Kroger</span> Customer Satisfaction Survey.</p>  
  
<p class="IndexText">Please fill in the following information from your receipt.</p>  
  
<p class="ItemOne IndexText00"><label for="InputMonth">Date:</label></p><p class="ItemOne  
IndexText01"> <select id="InputMonth" name="InputMonth" title="Month">  
  
<option value=""> -- </option><option value="01">01</option><option  
value="02">02</option><option value="03">03</option><option value="04">04</option><option
```

```
value="05">05</option><option value="06">06</option><option value="07">07</option><option value="08">08</option><option value="09">09</option><option value="10">10</option><option value="11">11</option><option value="12">12</option>

</select>

/ <select id="InputDay" name="InputDay" title="Day">

<option value=""> -- </option><option value="01">01</option><option value="02">02</option><option value="03">03</option><option value="04">04</option><option value="05">05</option><option value="06">06</option><option value="07">07</option><option value="08">08</option><option value="09">09</option><option value="10">10</option><option value="11">11</option><option value="12">12</option><option value="13">13</option><option value="14">14</option><option value="15">15</option><option value="16">16</option><option value="17">17</option><option value="18">18</option><option value="19">19</option><option value="20">20</option><option value="21">21</option><option value="22">22</option><option value="23">23</option><option value="24">24</option><option value="25">25</option><option value="26">26</option><option value="27">27</option><option value="28">28</option><option value="29">29</option><option value="30">30</option><option value="31">31</option>

</select>

/ <select id="InputYear" name="InputYear" title="Year">

<option value=""> -- </option><option value="17">17</option><option value="18" selected="selected">18</option>

</select>

</p><p class="ItemTwo IndexText00"><label for="InputHour">Time:</label></p><p class="ItemTwo IndexText01"> <select id="InputHour" name="InputHour" title="Hour">

<option value=""> -- </option><option value="01">01</option><option value="02">02</option><option value="03">03</option><option value="04">04</option><option value="05">05</option><option value="06">06</option><option value="07">07</option><option value="08">08</option><option value="09">09</option><option value="10">10</option><option value="11">11</option><option value="12">12</option>

</select>

: <select id="InputMinute" name="InputMinute" title="Minute">

<option value=""> -- </option><option value="00">00</option><option value="01">01</option><option value="02">02</option><option value="03">03</option><option value="04">04</option><option value="05">05</option><option value="06">06</option><option value="07">07</option><option value="08">08</option><option value="09">09</option><option value="10">10</option><option value="11">11</option><option value="12">12</option><option
```

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value="13">13</option><option value="14">14</option><option value="15">15</option><option value="16">16</option><option value="17">17</option><option value="18">18</option><option value="19">19</option><option value="20">20</option><option value="21">21</option><option value="22">22</option><option value="23">23</option><option value="24">24</option><option value="25">25</option><option value="26">26</option><option value="27">27</option><option value="28">28</option><option value="29">29</option><option value="30">30</option><option value="31">31</option><option value="32">32</option><option value="33">33</option><option value="34">34</option><option value="35">35</option><option value="36">36</option><option value="37">37</option><option value="38">38</option><option value="39">39</option><option value="40">40</option><option value="41">41</option><option value="42">42</option><option value="43">43</option><option value="44">44</option><option value="45">45</option><option value="46">46</option><option value="47">47</option><option value="48">48</option><option value="49">49</option><option value="50">50</option><option value="51">51</option><option value="52">52</option><option value="53">53</option><option value="54">54</option><option value="55">55</option><option value="56">56</option><option value="57">57</option><option value="58">58</option><option value="59">59</option>

</select>

&nbsp; <select id="InputMeridian" name="InputMeridian" title="Meridiem">

<option value=""> -- </option><option value="AM">AM</option><option value="PM">PM</option>

</select>

</p><p class="ItemThree IndexText00"><label for="CN1">Entry ID:</label></p><p class="ItemThree IndexText01"><input type="text" autocomplete="off" id="CN1" name="CN1" title="CN1" maxlength="3" style="width:2.31em;" value="" /> - <input type="text" autocomplete="off" id="CN2" name="CN2" title="CN2" maxlength="3" style="width:2.31em;" value="" /> - <input type="text" autocomplete="off" id="CN3" name="CN3" title="CN3" maxlength="4" style="width:2.98em;" value="" /> - <input type="text" autocomplete="off" id="CN4" name="CN4" title="CN4" maxlength="3" style="width:2.31em;" value="" /> - <input type="text" autocomplete="off" id="CN5" name="CN5" title="CN5" maxlength="4" style="width:2.98em;" value="" /> - <input type="text" autocomplete="off" id="CN6" name="CN6" title="CN6" maxlength="5" style="width:3.65em;" value="" /></p><div id="Buttonholder"><input type="submit" id="NextButton" name="NextButton" value="Start" /></div><ul class="languageOption"><li><a href="Index.aspx?LanguageID=es-US">Español</a></li></ul></div>

</form>

<div id="contenttrailer" class="pusher"> </div>

</div>

<div id="middleextrabottom"> </div>
```

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</div>

<div id="footer">

<ul id="footerL">

<li id="footerPP"><a href="Projects/\_globalconfigs/text/pdf/smprivacypolicy/SMG\_PP\_US.pdf" onclick="window.open(this.href); return false;">SMG Privacy Policy</a></li>

<li id="footerPP"><a href="Projects/\_globalconfigs/text/pdf/termsofservice/SMG\_TOS\_US.pdf" onclick="window.open(this.href); return false;">SMG Terms of Service</a></li><br/>

<li id="footerPP"><a href="PContent.aspx?Page=Winners&c=311014"{TargetBlank=""}>Sweepstakes Winners</a></li>

<li id="footerPP"><a href="DContent.aspx?Page=SweepstakesRules&c=311014"{TargetBlank=""}>Sweepstakes Rules</a></li>

<li id="footerPP"><a href="PContent.aspx?Page=PrivacyPolicy&c=311014"{TargetBlank=""}>Privacy Policy</a></li>

<li id="footerCR">&copy; 2018 <a href="https://www.smg.com" target="_blank">SMG</a>. All rights reserved.</li>

</ul>

</div><div id="footerpush"></div></div><div id="footerframe"></div></body>

</html>
```

[end]

Survey screen shot captures here START

Next

Picture here

Next 3

Picture here

The screenshot shows a web browser window for the Kroger Customer Satisfaction Survey at <http://www.krogerfeedback.com>. The page title is "Kroger Customer Satisfaction Survey". The main content area has a light blue background with dark blue vertical bars on the left and right sides. At the top, it says "Welcome to the Kroger Customer Satisfaction Survey." Below that, a message reads "Please fill in the following information from your receipt." There are three numbered fields for input:

- ① Date: / /
- ② Time: : :
- ③ Entry ID: - - - - -

Below these fields are two buttons: a blue "Start" button and a redacted "REDACTED" button. At the bottom left, there is a link to "Español". The browser interface includes standard navigation buttons (back, forward, search) and a status bar showing the URL.

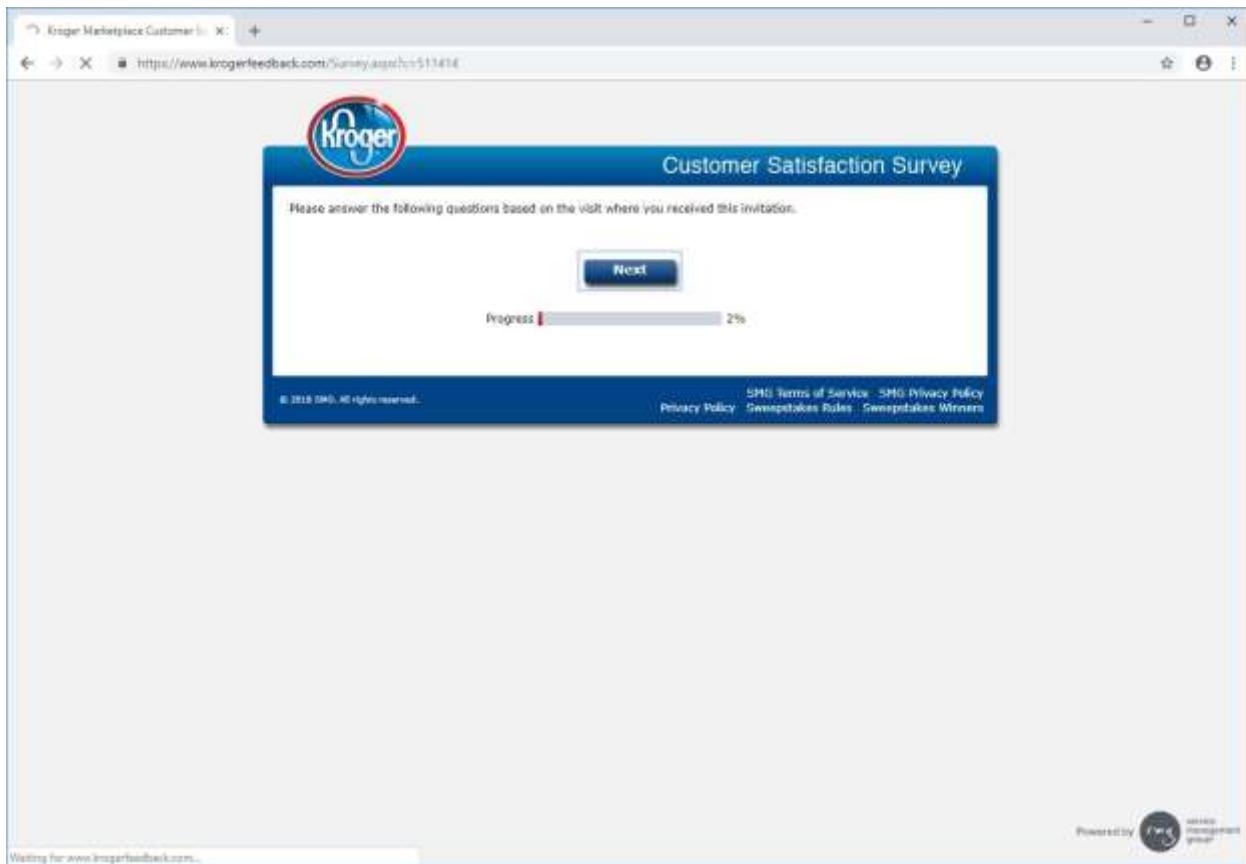
Next 4

Picture here (Survey photo 4)

The screenshot shows a web browser window for the Kroger Marketplace Customer survey at <https://www.krogerfeedback.com/Survey.aspx?c=291214>. The page features the Kroger logo and title "Customer Satisfaction Survey". It includes a note about sweepstakes eligibility and a message about receiving Fuel Points. A question asks if the user visited the Englewood location, with "Yes" and "No" radio buttons. A "Next" button is at the bottom, along with a progress bar showing 1%. Footer links include SMG Terms of Service, SMG Privacy Policy, Privacy Policy, Sweepstakes Rules, and Sweepstakes Winners. The page is powered by SMG Survey Management Group.

Next 5

Picture here



Next 6

Picture here

Next 7

Picture here

The screenshot shows a web browser window titled "Kroger Marketplace Customer". The URL is <https://www.krogerfeedback.com/Survey.aspx?c=103514>. The main content is a "Customer Satisfaction Survey" form. At the top left is the Kroger logo. Below it, a text box contains a message from a survey participant:

Please tell us why you were Highly Satisfied with your experience. Be as specific as you would like.

Store location meets our needs. Employees are GREAT. Goods are what is required. I am a former Kroger Employee (1969-1972) RETAIL CLERKS 1059. Columbus, OH. SEE my personal web site- for Resumes - Now College Graduate - retired.

I am 67, a "Union & Obama Girl" <http://honestandassay.org/> THE ONLY thing that needs work is access to this Customer Satisfaction Survey. I struggled significantly to complete. "Spectrum" internet service MAY be the problem - BUT, you should anticipate this. Please consider to place paper surveys in customer bags AND, enable response by filling out paper form and submitting. I intend to POST your survey - onto my personal web site.]

Below this message, the text "Remaining / Allowed: 533 / 1200" is displayed. A blue "Next" button is centered below the message area. A progress bar at the bottom indicates "Progress" is at 52%.

At the bottom of the page, there are links for "SHG Terms of Service", "SHG Privacy Policy", "Privacy Policy", "Sweepstakes Rules", and "Sweepstakes Winners". A "Powered by" logo for "Survey Management Group" is located in the bottom right corner.

Next 8

Picture here

The screenshot shows a web browser window titled "Kroger Marketplace Customer" with the URL "https://www.krogerfeedback.com/Survey.aspx?SurveyID=543714". The main content is a "Customer Satisfaction Survey" from Kroger. At the top, there's a Kroger logo and a blue header bar. Below the header, a text box asks for additional comments about the checkout area. A large text block contains a personal message from a survey participant. At the bottom of the page, there's a "Next" button, a progress bar showing 69%, and links for "Privacy Policy", "Terms of Service", "SMG Privacy Policy", "Sweepstakes Rules", and "Sweepstakes Winners". A "Powered by" logo for "Survey Management Group" is at the bottom right.

Please provide any additional comments about the checkout area in the space provided below.

As a previous Kroger employee (Retail Clerks Local 1059) - 1969 - 1972 - I am very qualified to tell you - that THE STAFF of this Kroger Store is a credit to your company. I am being rehabilitated - after surviving a stroke (in 2012) THE staff is always patient AND helpful (to me). In fact, shopping - by myself - is an important part of my healing program. Your staff is a help in these healing efforts. My husband feels comfortable to permit me to perform shopping - by myself. Congratulations! Finally, please register and VOTE - as per President Obama's advice - on 9-7-2018 !!! U. of Illinois - Susan!

Remaining / Allowed: 594 / 1200

Next

Progress: 69%

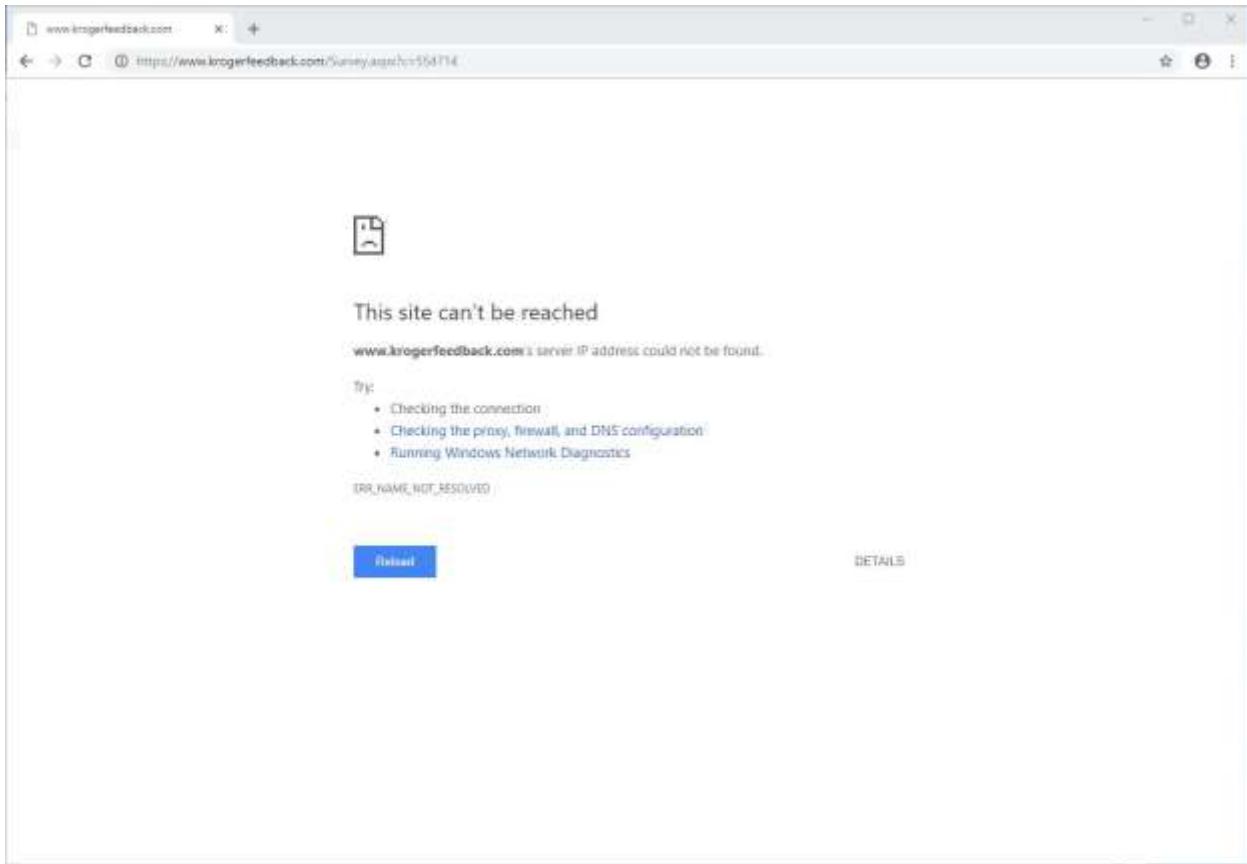
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SMG Terms of Service | SMG Privacy Policy
Privacy Policy | Sweepstakes Rules | Sweepstakes Winners

Powered by Survey Management Group

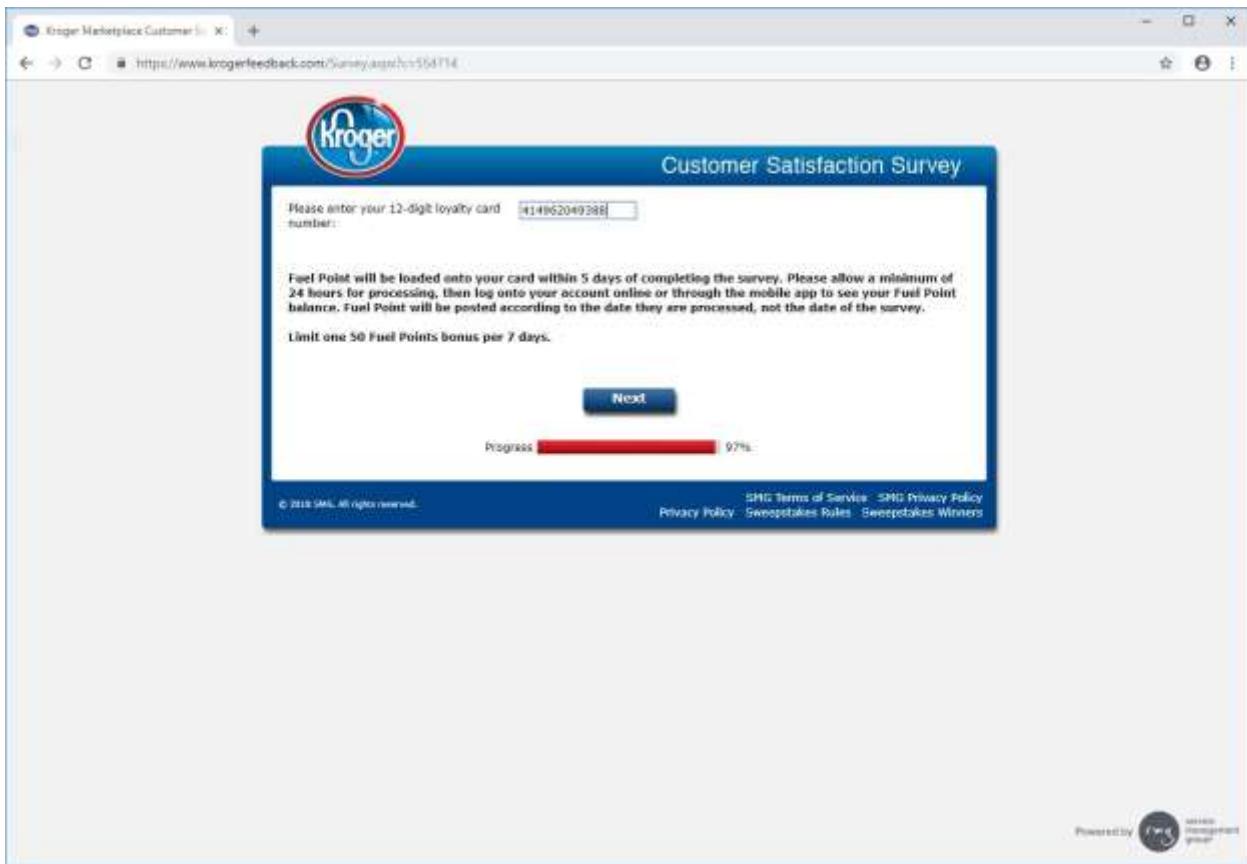
Next 9

Screen shot provided to document Customer Survey Response Issue



Next 10

Picture here



Next 11

Picture here

The screenshot shows a web browser window for a Kroger Marketplace Customer Survey. The URL is <https://www.krogerfeedback.com/Survey.aspx?ch=570015>. The page title is "Customer Satisfaction Survey". The Kroger logo is at the top left. The survey instructions ask for contact information, noting that it is being requested based on previous responses and linking to the Privacy Policy. The form fields include:

First Name:	Susan	REDACTED
Last Name:	Nezchart	REDACTED
Address:	REDACTED	REDACTED
Address: (Line 2):	REDACTED	REDACTED
City:	REDACTED	REDACTED
State:	Ohio	REDACTED
Zip/Postal Code:	REDACTED	REDACTED
Phone Number (ex. 555-555-1234):	REDACTED	REDACTED
E-mail Address:	REDACTED	REDACTED
Confirm E-mail:	REDACTED	REDACTED
Are you 18 years of age or older?	Yes	REDACTED

A "Next" button is at the bottom center. A progress bar indicates 100% completion. At the bottom, there are links for "Privacy Policy", "SMG Terms of Service", "SMG Privacy Policy", "Sweepstakes Rules", and "Sweepstakes Winners". A "Powered by" logo for Market Research Group is at the bottom right.

Next (END)