

Access Perks FAQ

What is my member ID# for registration?

Your member ID# is your Grande Associate ID# (without your initials, e.g., 12345)

Can spouses use the Access Perks website?

Spouses can use the Access Perks site under the Associate's login. The account is tied to the Associate's Grande ID#, so spouses are not able to create their own personal account.

How do I register through the mobile app?

To register through the mobile app:

1. Download the "Access Perks" app on your mobile device
2. Enter your email address
3. Enter organization (Grande Cheese)
4. Enter Associate I.D. (without initials, ex: 12345) as your member number
5. Enter your information and create a password

I tried to register, but the system does not recognize my information. What should I do?

- Make sure you are registering with your full legal name (e.g., David instead of Dave)
- Make sure you are entering your Associate ID# without your initials (e.g., 12345 instead of RW12345) as your member ID#
- If you are still unable to register, please contact the Access Perks member services team between the hours of 8am and 9pm Eastern Time, Monday through Friday, at 1-877-408-2603
- You can also contact a member of the Grande Benefits team for Assistance (Bekah Wegner, Jennifer Conrad, Lisa Trepanier)

What if the vendor I want to use is not on the Access Perks site? Can I request that vendor to be added to the discount program?

Yes, you can submit a recommendation for a new retailer and Access Perks will attempt to partner with them to offer discounts on the website.

- Log in to your Access Perks account
- Click on "Help" in the upper right-hand corner
- Scroll to the bottom and click "Get Started" under "Recommend a Retailer"

I need assistance with the Access Perks program/website, who should I contact?

- Please contact the Access Perks member services team between the hours of 8am and 9pm Eastern Time, Monday through Friday, at 1-877-408-2603 or use the live chat feature on the website
- You can also contact a member of the Grande Benefits team for Assistance (Bekah Wegner, Jennifer Conrad, Lisa Trepanier)

If I leave Grande, will I still have access to the Access Perks website and discounts?

No, your access to the discount program will be terminated as of your last day at Grande.