



CalFresh + Online EBT

What CalFresh Advocates and Outreach Workers need to know

June 2nd, 2020



Welcome!

Goal: share updates and details about the new online EBT purchasing policy for CalFresh in California.

Ask questions! Use the chat box on right of screen to ask questions at any time.

Topics for Today

1. Overview and Updates from CDSS
 - Rocky Givon, *Bureau Chief, Automation & Client Initiatives*
2. Shopping with CalFresh on Amazon
 - Kristina Herrmann, *Director, Underserved Populations*
3. Shopping with CalFresh on Walmart
 - Willie Sugay, *Technical Program Manager*
4. Opportunities for advocacy from WCLP
 - Jessica Bartholow, *Policy Advocate*
5. Learnings from San Francisco-Marin Food Bank
 - Marchon Tatmon, *Government Affairs Manager*
6. Q&A

Recap of Webinars:

CalFresh + COVID-19 Webinars:

- April 9th: CalFresh + COVID-19, Part 1.
 - [PPT deck](#), [webinar recording](#), [Q&A](#)
- April 16th: CalFresh + COVID-19, part 2.
 - [PPT deck](#), [webinar recording](#), [Q&A](#)

Today's webinar materials will be posted here:

<http://www.cafoodbanks.org/calfresh-advocates>



EBT Online Purchasing

Rocky Givon

Bureau Chief
Automation & Client Initiatives
CA Department of Social Services



Background and Timeline

- ▶ FNS has been running the Online Purchasing Pilot since 2018 in a handful of other states
- ▶ COVID-19 Emergency response allowed for expedited implementation nationwide
- ▶ Applied and received approval from FNS in April
- ▶ ACWDL Issued on April 14, 2020; full implementation April 28, 2020

Online Purchasing Implementation



Parameters outlined by FNS



Currently operating retailers in pilot states



Significant development and testing process with counties, FIS, and retailers



Outreach campaign to counties, advocate network, and clients



All flyers, Q&A, and social media campaigns are on the CDSS website:
<https://www.cdss.ca.gov/ebt-online>

Current Model & Future Expansion

- ▶ Statewide with Amazon and Walmart
- ▶ Is this a “pilot”?
- ▶ CalFresh/food benefits accepted at both current retailers
- ▶ CalWORKs/cash assistance also accepted at Walmart
- ▶ P-EBT cards CAN be utilized for online purchasing also



Current Model & Future Expansion

- ▶ Many other retailers are interested in joining
- ▶ CDSS has no part in the approval of online retailers
- ▶ Applications and approvals solely conducted by FNS
- ▶ Working closely with the Safeway group
- ▶ Kroger, Raley's group, and Instacart are in discussions with FNS
- ▶ Hot meal delivery from restaurants not included, per FNS



Amazon SNAP EBT Program Overview & FAQs

June 2, 2020



Introduction

Kristina Herrmann
Director, Underserved Populations

Amazon has been partnering with the USDA since 2017 because we believe in the goals of this program and its potential to significantly extend the value of SNAP benefits.

In addition to enabling SNAP EBT as a payment method, Amazon has made Amazon Fresh available to SNAP recipients without a Prime membership, and has made free shipping available on Amazon Fresh and Amazon Pantry for SNAP customers.



What can customers use SNAP to buy on Amazon?

Customers can use SNAP EBT to purchase food items across Amazon's three grocery services



amazon



amazon pantry



amazonfresh

(Available in select regions)

Larger packs, every day food

Everyday items, everyday sizes

Groceries and fresh produce

Free shipping on orders of \$25 or more

Free shipping on orders of \$35 or more

Free shipping on orders of \$35 or more
(\$50 in New York City)

What other benefits are available for SNAP customers?



15% off select 365 Everyday Value groceries

[See all >](#)



15% off select Happy Belly food products

[See all >](#)



15% off select Mama Bear baby products

[See all >](#)

50% Off

prime

Prime is just \$5.99/month* for qualifying customers with an EBT or Medicaid card.

GET STARTED

How do customers use SNAP EBT on Amazon?

1. Create an Amazon account
2. Visit Amazon.com/SNAP and add a valid SNAP EBT card
3. Start shopping

Amazon accepts SNAP EBT in select states

FREE shipping available • Low prices every day • Freshness guaranteed

Add your SNAP EBT card

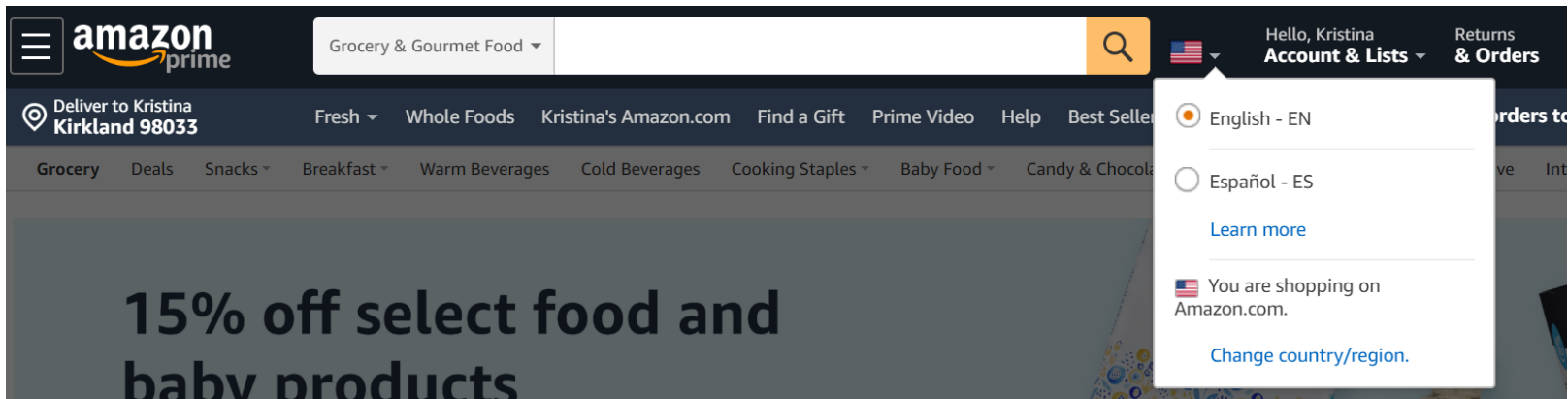


Amazon accepts SNAP EBT in select states*. See [FAQ](#) for more information.

*Alabama, Arizona, California, Colorado, District of Columbia, Florida, Idaho, Iowa, Kentucky, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Nebraska, New Jersey, New Mexico, New York, North Carolina, Oregon, Texas, Vermont, Virginia, Washington, West Virginia and Wisconsin

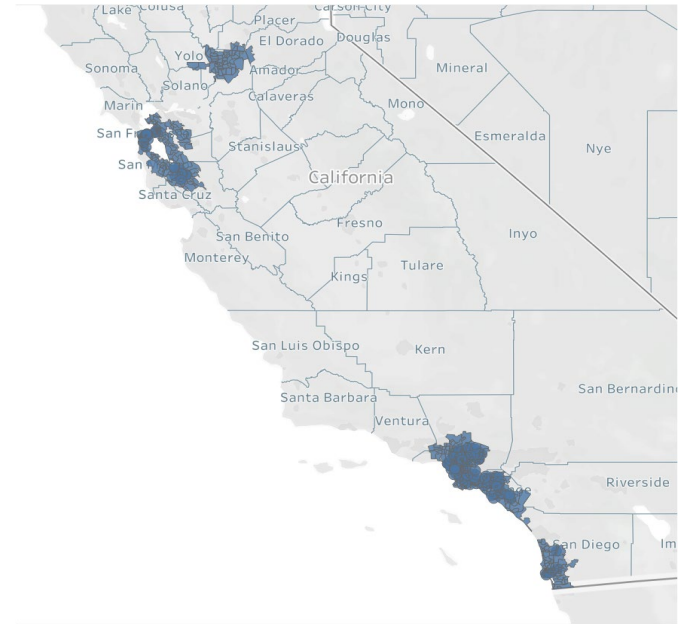
Can customers shop in other languages?

Amazon.com allows customers to choose between English and Spanish as their language of preference



Amazon service regions

- Amazon's Grocery and Pantry selection are available for delivery to the entire state.
- Customers who are not Prime members must save a valid EBT card to their account to access Amazon Fresh.
- Amazon Fresh serves 633 zip codes in CA
 - [Map](#) & [list of ZIP codes](#)



How can customers identify products eligible for purchase with SNAP EBT?

- Products eligible for purchase with SNAP EBT will be labeled as “SNAP EBT eligible” on the product detail page and in search results



Cheerios, Cereal with Whole Grain Oats, Gluten Free, 20 oz

★★★★★ ~ 535

→ SNAP EBT eligible

\$4⁰⁴ (\$0.20/Ounce)

Save 5% more with Subscribe & Save

Get it as soon as **Mon, Jun 1**

FREE Shipping on orders over \$25 shipped by Amazon



Cheerios Cereal Cup, Gluten Free Cereal, 1.3 oz (Pack of 12)

★★★★★ ~ 158

SNAP EBT eligible

\$12⁰⁰ (\$0.77/Ounce)

Save 5% more with Subscribe & Save

Get it as soon as **Mon, Jun 1**

FREE Shipping on orders over \$25 shipped by Amazon



Cheerios Cinnamon Oat Crunch Breakfast Cereal, 15.2 oz

★★★★★ ~ 167

SNAP EBT eligible

\$3¹⁹ (\$0.21/Ounce)

Save more with Subscribe & Save

Get it as soon as **Mon, Jun 1**

FREE Shipping on orders over \$25 shipped by Amazon



Honey Nut Cheerios Cups, Cereal with Oats, Gluten Free, 1.8 oz, 12 Cups

★★★★★ ~ 251

SNAP EBT eligible

\$11⁴⁰ (\$0.53/Ounce)

Save 5% more with Subscribe & Save

Get it as soon as **Mon, Jun 1**

FREE Shipping on orders over \$25 shipped by Amazon

How do customers know if their order is eligible for free shipping?

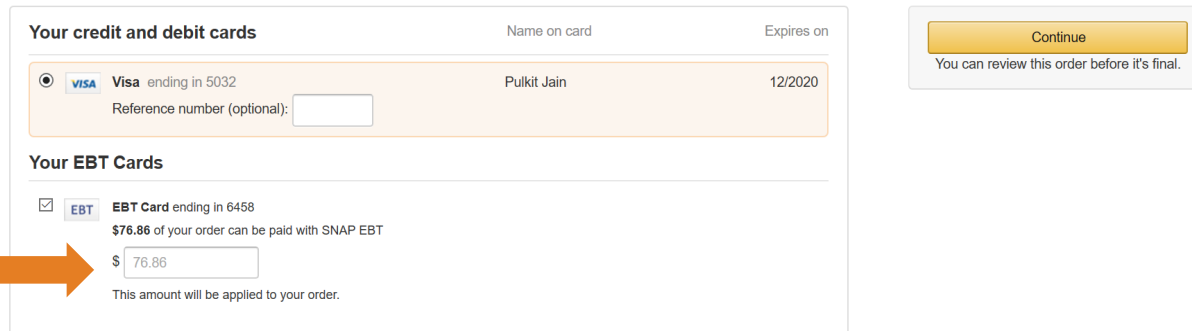
- In the shopping cart, customers can see how much is SNAP eligible and how much to add to unlock free shipping.

A screenshot of the Amazon Fresh shopping cart interface. The cart header shows "fresh (1 item)". Below the header is a single item, a green bell pepper, with a "View/Edit all items" link. On the right side, the subtotal is "Amazon Fresh \$0.79". Below this, a box highlights "\$0.79 eligible for SNAP EBT". Another box highlights "Add \$34.21 of items from Amazon Fresh for FREE Delivery". Below these are buttons for "Checkout Amazon Fresh Cart", "Delivery to Kevin Tsay- SEATTLE", and "Continue Shopping on Amazon Fresh".

A screenshot of the Amazon Fresh shopping cart interface with 12 items. The cart header shows "fresh (12 items)". Below the header are images of various items: a bowl of cherry tomatoes, a carton of eggs, a box of Darigold Butter, a carton of Amazon Two milk, and a package of Amazon Ground Turkey. A "View/Edit all items" link is visible. On the right side, the subtotal is "Amazon Fresh Subtotal (12 items): \$37.00". Below this, a box highlights "\$37.00 eligible for SNAP EBT". Below these are buttons for "Checkout Amazon Fresh Cart", "Delivery to Andrew Armstrong- SEATTLE", and "Continue Shopping on Amazon Fresh".

Can customers purchase EBT-eligible and ineligible items together?

- Customers may check out with multiple payment methods, such as EBT and credit or debit. Amazon will identify which items and what related dollar amounts are eligible for SNAP.
- SNAP customers will be prompted to enter the amount they wish to charge to their EBT card at checkout.



The screenshot displays the Amazon checkout payment selection screen. It is divided into two main sections: "Your credit and debit cards" and "Your EBT Cards".

Your credit and debit cards

	Name on card	Expires on
<input checked="" type="radio"/> VISA Visa ending in 5032 Reference number (optional): <input type="text"/>	Pulkit Jain	12/2020

Your EBT Cards

<input checked="" type="checkbox"/> EBT EBT Card ending in 6458 \$76.86 of your order can be paid with SNAP EBT	<input type="text" value="\$ 76.86"/>
---	---------------------------------------

This amount will be applied to your order.

To the right of the payment options is a yellow "Continue" button with the text "You can review this order before it's final." below it. A large orange arrow points from the left towards the EBT card's amount input field.

How do customers checkout?

- Click on Checkout, select EBT and enter amount desired to be charged to EBT, and enter PIN associated with EBT card.
- For Amazon Fresh orders, select a delivery window. Same day windows may be available. Orders may be scheduled for delivery up to 3 days out.

Select a day

Today May 26	Tomorrow May 27	Thursday May 28
-----------------	--------------------	--------------------

Select a time

Be sure to **immediately store your chilled/frozen items and perishables upon delivery** to maintain the safety and quality of these items.

1-hour delivery windows	2-hour delivery windows
Within 60 minutes Not available	6:00 PM - 8:00 PM FREE
6:00 PM - 7:00 PM \$4.99	8:00 PM - 10:00 PM FREE
7:00 PM - 8:00 PM \$4.99	10:00 PM - 12:00 AM FREE
8:00 PM - 9:00 PM \$4.99	

Select your delivery window

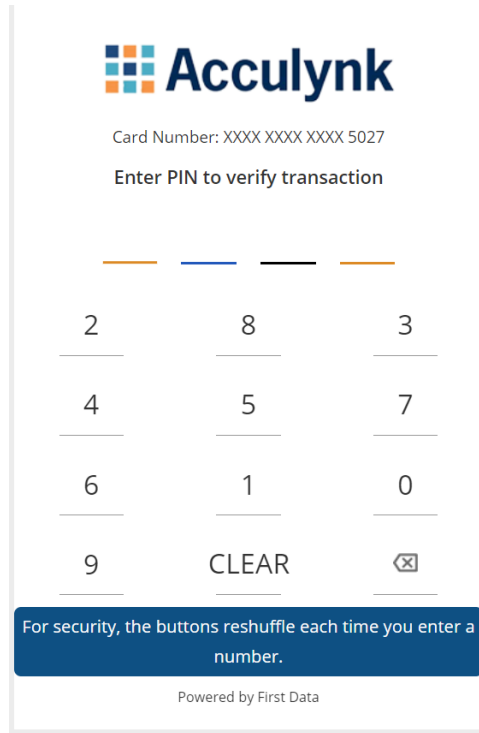
Continue

What is the PIN entry experience?

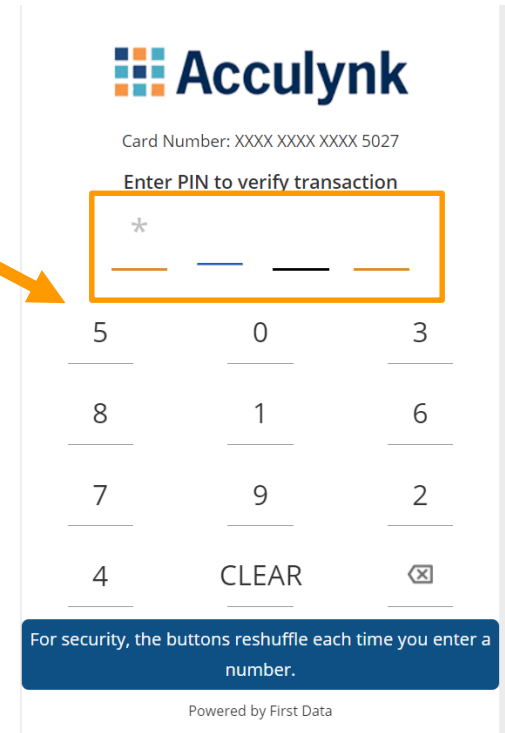
- When you click



, the Acculynk verification page



The pin pad will scramble with each entered digit:



What happens if an item goes out-of-stock after the customer completes an order?

- Amazon tracks inventory levels closely and makes every attempt not to make items available online when inventory stocking level does not support it.
- In the event that an item goes out of stock after a customer places an order, Amazon will issue a refund to the original payment method and the customer will receive an email notification of that refund.

How do returns of food purchases work?

- Amazon's [return policy](#) outlines how customers can return purchases. Customers should refer to this page for up-to-date information.
- Current return policy on grocery purchases:
 - Food items are not returnable but may be refunded or replaced.
- Generally, purchases are eligible for refund within 30 days of purchase. However, during COVID-19, Amazon has extended that window. Most current info is on the return policy page.
- EBT refunds are issued immediately to the EBT card. No PIN required.

Frequently Asked Questions

- 1. Where can a customer learn more about the program?** Customers can visit www.amazon.com/snap to learn more about online SNAP EBT acceptance at Amazon.
- 2. If a customer has issues with their EBT order or further questions who can they contact?** For issues with orders or anything else, customers can use our 24/7 customer service. They can go to www.amazon.com/customerservice, or call **1-888-280-4331**.
- 3. Why can't I buy a certain food item with my SNAP EBT card?** In order to use your EBT card, the food item must be “shipped and sold by Amazon,” which you can see on the product detail page. Food items offered by third party sellers are not eligible for SNAP EBT.
- 4. Can I pay with cash?** Yes, you can pay with cash. Visit Amazon.com/Cash to find nearby locations where you can add cash to your Amazon account so you can pay for purchases.

Frequently asked questions

5. **Does Amazon accept WIC or TANF?** Not at this time.
6. **Where's my order?** If you want to see the status of an order, log into your Amazon account and click "Orders" at the top right.
7. **How is my information stored and used?** All customer information is collected and processed in accordance with Amazon's Privacy Notice, which is available on this page:
<https://www.amazon.com/gp/help/customer/display.html?nodeId=201909010>
8. **How can I request changes to the information Amazon stores about me, including my participation in SNAP?** Amazon customers can submit a data request, in addition to accessing a lot of their data, through their Amazon account. More information on data requests, including instructions, is available on this page:
<https://www.amazon.com/gp/help/customer/display.html?nodeId=G5NBVNN2RHXD5BUW>

Frequently asked questions

9. How has Amazon adjusted its processes to ensure customer safety during COVID-19?

Our top concern is ensuring the health and safety of our employees. We've made over 150 process updates—from enhanced cleaning and social distancing measures to new efforts like disinfectant spraying.

We've distributed personal protective gear, such as masks for our employees, and implemented disinfectant spraying and temperature checks across our operations worldwide. We also deliver orders in a contactless manner, including grocery orders.

10. Is there a set of online FAQs available for customers about Amazon's SNAP EBT program?

Yes, customers may view the FAQs on this page:

https://www.amazon.com/b/ref=s9_acss_bw_cg_ompss3p_md1_w?node=20234203011&pf_rd_m=ATVPDKIKX0DER&pf_rd_s=merchandised-search-5&pf_rd_r=2YS7B4N86WD6W1P7VDM8&pf_rd_t=101&pf_rd_p=5b56f19c-8756-4100-9c2c-0ef9542941b8&pf_rd_i=19097785011

Thank you for making food more
accessible for all customers.

Q&A



SNAP Online Payments – How to?

Willie Sugay

Technical Program Manager
US Tech Strategic Program Management
Online Grocery / Customer Journeys / Omni
Walmart Labs

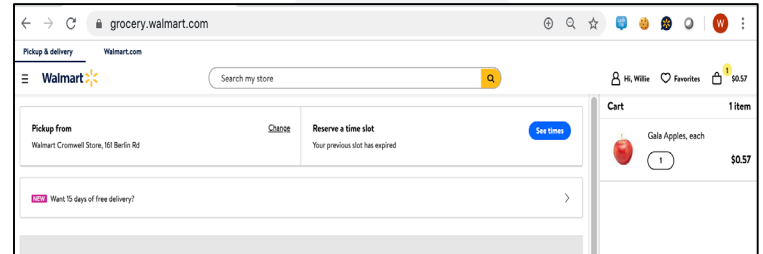
Agenda

- Step by Step Guide on
 - Enter an EBT card
 - Paying with an EBT card
 - Paying with an EBT card and credit card
- Other Key Points
 - Review Your Order Page
 - Thank You Page
 - Cancelling or Amending an Order

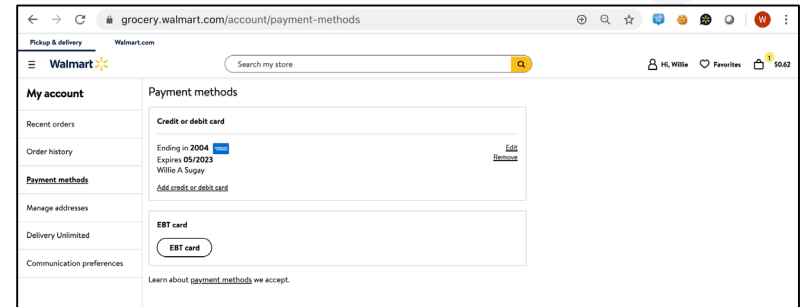


Enter an EBT card

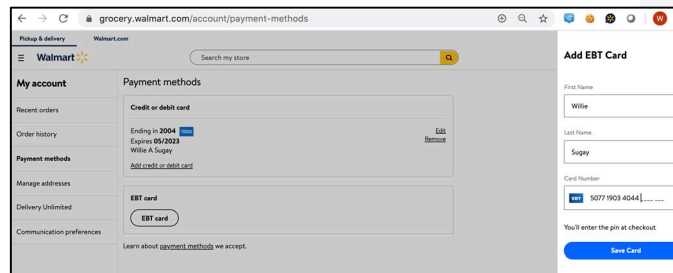
1. Go to MyAccount Page by clicking on the “Hi YourName” link



2. Select the Payment Methods, and then “Add EBT Card”

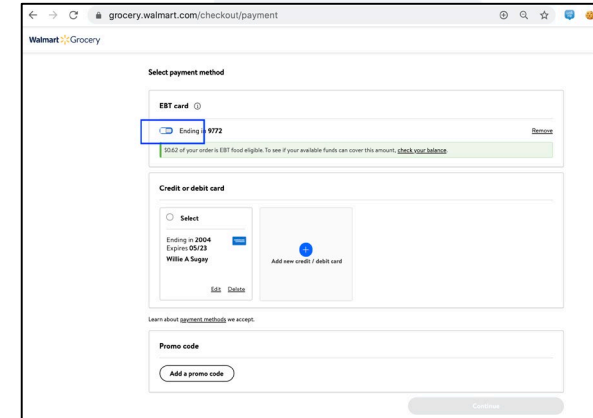


3. Enter you name, EBT card and SAVE

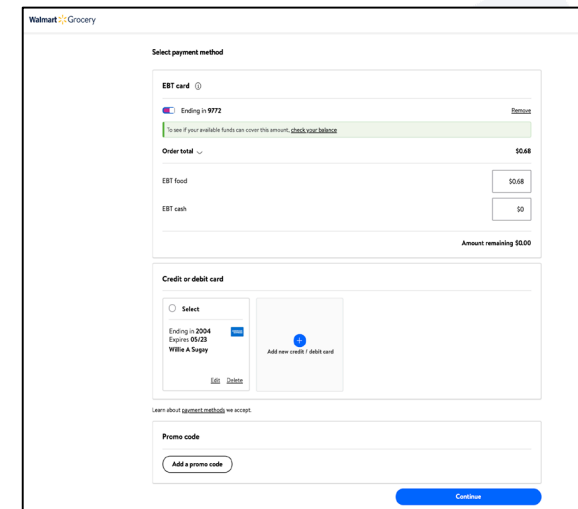


Paying with an EBT Card

1. After adding items in your cart and deciding to checkout, you are brought to the "Select Payment Method" page
1. Select the EBT card by clicking / selecting the toggle button



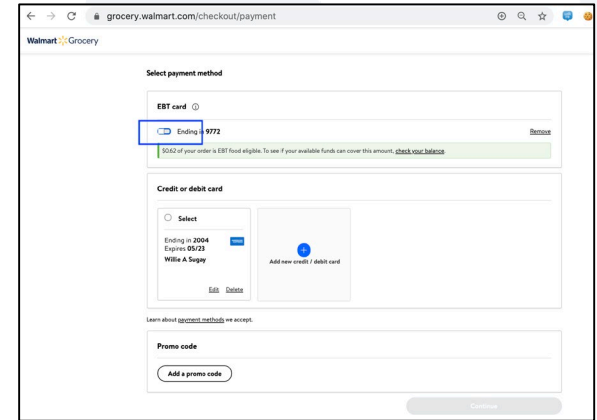
2. Allocate the amounts that you want on your EBT Food and (if applicable) EBT Cash



Paying with an EBT Card and Credit / Debit Card

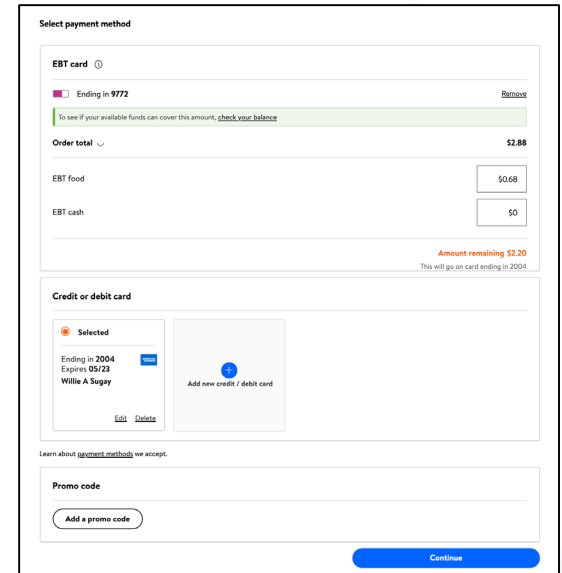
1. After adding items in your cart and deciding to checkout, you are brought to the "Select Payment Method" page

1. Select the EBT card by clicking / selecting the toggle button



2. Allocate the amounts that you want on your EBT Food and (if applicable) EBT Cash

1. Select the credit / debit card you want to use



How do I check or make changes to my order? – Review Your Order Page

Use the Review Your Order Page to:

- Validate your order before placing
- Make changes to:
 - Pickup or Delivery
 - Change your Payment Method
 - Change the items

Review Your Order

Pickup from Edit
Walmart Auburn Store #2385
762 Outlet Collection Way
Auburn, WA 98001

Thu, Jun 4, 7pm - 8pm

Your mobile contact (recommended)

 Get real time automated texts about the status of your order. [Learn more](#)

American Express ending in **2004** Edit
 EBT ending in **9772**

Order details Edit

Allow substitutes ⓘ
Want to make sure you'll have everything you need? Allow substitutions and we'll do our best to replace any unavailable items.

<input checked="" type="checkbox"/> Equate Beauty Exfoliating Sponge Promo	Qty 1	\$2.00
<input checked="" type="checkbox"/> Gala Apples, each	Qty 1	\$0.62

Subtotal	\$2.62
Weight debit ⓘ	\$0.06
Pickup fee	FREE
Total tax	\$0.20
Order total:	\$2.88
EBT food	\$0.68
American Express	\$2.20

If the price changes between placing the order and pickup, we'll give you the lowest price.

[Continue](#)



What is the instructions after placing my order? Up to when can I make changes? - Thank You Page

The Thank You Page will have the following info:

- Pickup Instructions
- Up to When can I make changes to my order

Thanks for your order Print

We emailed a confirmation for order **7421207832983** to sugayw@gmail.com. You can make changes to this order until **1:45am on Thu, Jun 4**.

Pickup from
Walmart Auburn Store #2385
762 Outlet Collection Way
Auburn, WA 98001

Rate your experience
Let us know what you think about Walmart Grocery by taking this 5-second survey
[Rate Walmart Grocery](#)

Thu, Jun 4, 7pm - 8pm

Pickup instructions

1. We'll email you when your order is ready.
2. Once you get the email, check in with the Walmart Grocery app to let us know you're on the way.
3. Follow the orange signs to the pickup area, and park in any designated spot
4. We'll bring your order out to you!

Someone 18 or older will need to sign for the order. If the order includes alcohol, then the person signing needs to be 21 or older.

American Express ending in **2004**

EBT ending in **9772**

Order details

Equate Beauty Exfoliating Sponge Promo	Qty 1	\$2.00
Gala Apples, each	Qty 1	\$0.62
Subtotal		\$2.62
Weight debit		\$0.06
Pickup fee		FREE
Total tax		\$0.20
Order total:		\$2.88
EBT food		\$0.68

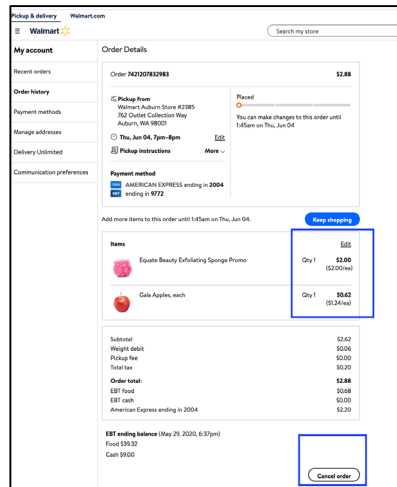
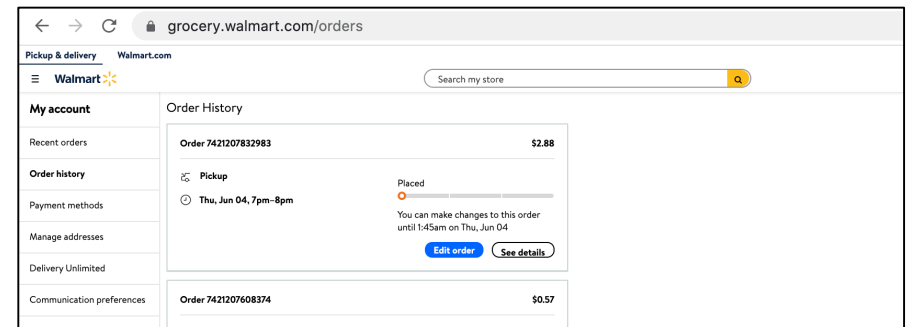
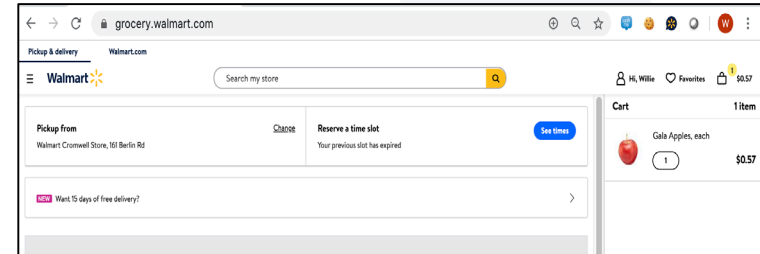
EBT ending balance (May 29, 2020, 6:37pm)

Food: \$39.32
Cash: \$9.00

[Back to Homepage](#)

Cancelling or Amending an Order

1. Go to MyAccount Page by clicking on the “Hi YourName” link
2. Select the Order History, and the order you want to make an adjustment on – Edit or Cancel
3. Edit or Cancel as needed



Appendix



Questions / Answers

Does Walmart deliver groceries in every neighborhood? What is the service area?

Delivery option is based upon the following:

- a. *Store has grocery or selling grocery*
- a. *Delivery pricing is between \$7.95 to \$9.95 depending on the time / slots chosen for delivery. Unlimited delivery is also offered for a yearly fee of \$98.00 or \$12.95 per month: <https://grocery.walmart.com/delivery-unlimited/landing>*
- a. *Some stores offer delivery and pickup options while some are designated as pick up only.*
- a. *If a given store offers delivery, the delivery radius is about **9 or 10 miles** from the given or chosen store*
 - a. *Customers would normally have to select a default store – normally the closes store to their home*
 - b. *After a given store is selected and adding items to their cart, they would have the option to selecting either delivery or pick up options. This assumes that SLOTS are available (due to COVID-19, slots are filling up quick. Slots are made available at 12:01 am local time and at certain times during the day).*
- b. *Not all address are deliverables – commercial address for example (i.e. placing an order 100 sacks of rice) or the address hasn't made into our system, Google maps or Pitney Bowes*
- a. *New Offering to address the social distancing recommendations due to COVID-19:*
 - a. *Contactless Delivery – customers will have the option of selecting this option and then they don't have to sign for the items and have the items elected to be drop off their front door.*
 - b. *Express Delivery – details are here: https://www.walmart.com/cp/express_delivery/369647*



Questions / Answers

Do you have to have an online account in order to use EBT to purchase groceries online?

- Yes – you need an online account to place an order

Is there a delivery fee?

- Yes – Fees ranges from \$7.95 to \$9.95 depending on the slots.
- Or unlimited delivery of \$98 per year.

Can people split purchase between an EBT card and credit / debit card?

- Yes

Will the online systems automatically sort out what is and isn't CF-allowable?

- Yes – we will show you the amount that is EBT food eligible and the remaining balance needed to proceed with payment

Do you have to order in advance for a future date delivery, or do you offer same-day delivery?

- Yes – we offer both assuming that there are slots available

What happens if I need to return something or I received the wrong item? Or if the food gets stolen? Or if the item ordered is no longer available?

- You can call customer care or go the store for issues.
- Link: <https://www.walmart.com/grocery/help>





WESTERN CENTER
ON LAW & POVERTY



**WHAT'S NEXT?
EBT ONLINE!**

#SNAPMatters
#TalkPoverty
@CAFoodBanks
@Western_Center
@Jess_Bartholow
@FRACTweets

FOR MORE INFORMATION, CONTACT:

JESSICA BARTHLOW

THE WESTERN CENTER ON LAW &
POVERTY | WWW.WCLP.ORG

JBARTHLOW@WCLP.ORG



NEXT STEPS - EBT PURCHASES

For the third time, Senator Skinner has introduced Legislation to Ensure Accessable Online EBT Purchases: [SB 33](#) ([Skinner](#)) is pending referral in the 2nd House. This bill will establish a workgroup, to include SNAP recipients, retailers, grocery workers and other stakeholders to discuss topics of (among other things):

- **Accessibility**
- **Diversity of Retailers**
- **Fees**
- **Consumer Rights**
- **Food Safety**
- **Worker Rights**



NEXT STEPS - EBT PURCHASES

In order to inform this statewide conversation, we need local advocates to learn and be ready to share ideas & questions. Examples of things that would be helpful to inform the statewide conversation include:

- Experiences of people who've used the online purchase option.
- Accessibility: Coverage; Fees; Language or Disability Access
- Food Safety or Food Quality Issues
- Food systems concerns: Worker rights, local food, diversity of sources and types of retailers

Marchon Tatmon

Government Affairs Manager
San Francisco-Marin Food Bank



Learnings

- Limited cities/regions that can receive online EBT deliveries.
- Some areas are limited to only one delivery every seven days.
- Per current USDA guidelines, both vendors don't deliver to college dorms, Group living and dining facilities.
- There is no information on SNAP/EBT payment online on the main site unless you search for it.
- Store pick-up results came back inconclusive.

Q&A

Edith Martinez: edith@cafoodbanks.org

Becky Gershon: becky@cafoodbanks.org