

## Payment Options for Shopping

If you are isolating and need support with your shopping, it would be really helpful to consider what payment options are available to you beforehand.

Whilst there are a variety of payment options available we want to make you aware that relying on others involves an element of risk, please read through the points below:

- Only use the recommended payment options below.
- Make sure you ask the volunteer to show you their ID on the phone.
- Ensure that you keep the value of money on any vouchers or pre-paid cards low – e.g. approx. £45
- Do not share any unnecessary personal details with the volunteer.

If you have any payment concerns relating to how you will pay for food or concerns about the volunteer that you would like to raise, please contact the Support Team on 0808 196 3382.

Please have a read through the options below as you may need to plan ahead:

1. [Supermarket click and collect service](#) – Where possible, and if able, we are encouraging people to use a click and collect service if this is available at their local supermarket. You can place the order online and then share a reference number with the volunteer who can go and collect the shopping on your behalf.
2. [Phone, pay and collect](#) – Are you able to call a local trusted shop and place an order for shopping and also make payment over the phone. Then when ready, the volunteer can go and collect the shopping and deliver on your behalf. **Please note** major supermarkets are unable to support this process.
3. [Payment over the phone at check out](#)– This option will allow the volunteer to go to a local store, collect the items and then payment details for the shopping can be taken over the phone by the shop assistant.
  - a. You will need to check with your local store to see if this is an option. Most *Spar* stores have confirmed this payment option.
  - b. Give the volunteer a shopping list and a code word for use at the till.
  - c. When at the till, the volunteer will share the code word suggested by you with the shop assistant. This will make you feel more comfortable when sharing your card details over the phone. **Please note** major supermarkets are unable to support this process.

4. **Pre-paid supermarket physical voucher/gift card or e-voucher/e-giftcard**
  - a. We recommend you considering purchasing a physical supermarket gift card/voucher or e-voucher/e-giftcard (available online, over the phone or a friend or relative could buy in store). You can then give this to the volunteer to make payment. (See participating stores below).
  - b. The volunteer will need to collect this beforehand and return to you with a receipt when finished.
5. **Prepaid cards** – If you have a physical prepaid card, you can give this to the volunteer to pay for your shopping. They will need to collect the card in advance and return with receipt when finished.
6. **Grocery choice** – If you have access to this service and would like to make payment via a Grocery Choice voucher please discuss this with your volunteer.
7. **Paying with cash** – As a last resort and if all options above have already been exhausted you are able to pay for the shopping with cash.
  - a. We do not permit the volunteer to use their own money to purchase the goods, they must come to you beforehand and collect the cash before going shopping.
  - b. If you are using this option the volunteer must show you their ID profile page on the phone before accepting the cash.
  - c. A receipt for the goods purchased will be supplied to you.
  - d. When returning with the shopping the volunteer will place the receipt and any change on the doorstep.
  - e. The maximum value of cash that can be exchanged is £45.00.
8. **Cash access scheme (Post Office)** - If your bank allows it, you can ask for a one-time barcode to be issued and sent via text, email or post for a stipulated amount to yourself. A volunteer can go to the Post Office and exchange the voucher for the cash requested. You will need to tell your bank exactly how much you want to withdraw from your account, up to a limit set by the bank, and allow volunteer to collect it on their behalf in exchange for the voucher at the Post Office. Call your bank to see if they offer this service.

**Please note – If you are using a physical pre-paid card or e-voucher please make sure the volunteer returns this to you. Please follow social distancing and hygiene guidelines. We advise that all prepaid cards and e-vouchers are put into a box or bag to reduce contact.**

Supermarket	Physical gift card or voucher	E-Voucher or E-gift card	E-Voucher available as paper print out	Phone number to request physical or e voucher (or paper copy if option)	Website	Any other relevant information/offers
Aldi	Not available at present	Not available at present	Not available at present	Not available at present	<a href="mailto:vouchers@aldi.co.uk">vouchers@aldi.co.uk</a>	Aldi currently offer a (paper) voucher scheme that can be ordered via Local authority/council
Asda	Available from 14/04/2020	Yes	Yes	Not available order via the website	<a href="#">Asda Volunteer Shopping Card</a>	
Co-op	Yes			0800 029 4592		
Marks & Spencer	Yes	Yes	Yes – available to print at home	Not available order via the website	<a href="#">We're in this together gift card</a>	
Morrisons	Yes	Yes	Yes	0333 335 0398	<a href="#">Morrisons Gift Card</a> or email: <a href="mailto:GiftVoucher@morrisonsplc.co.uk">GiftVoucher@morrisonsplc.co.uk</a>	
Sainsburys	Yes	Available 20/04/2020	Yes	Not available at present, order via the website	<a href="http://www.sainsburysgiftcard.co.uk">www.sainsburysgiftcard.co.uk</a>	
Tesco	Yes	Available end of April	Yes	Not available at present	Not available at present	
Waitrose/John Lewis	Yes	Yes	Not available at present	<b>0330 123 0350</b>	<a href="#">Volunteer's Shopping e-gift card and</a> <a href="http://www.johnlewisgiftcard.com">www.johnlewisgiftcard.com</a>	If you would like to check the balance of your voucher please visit <a href="#">Balance Checker</a>