# EBT Online Frequently Asked Questions

Individuals and families can purchase groceries online using their CalFresh food benefits. If you receive CalWORKs, you may also be able to use your cash benefits to make purchases online at certain retailers.

CalFresh provides monthly food benefits that help individuals and families buy healthy, nutritious food! Even if temporary, individuals and families who have experienced a change in their circumstances and need additional help may apply for CalFresh. Californian's can visit GetCalFresh.org to apply or call **1-877-847-3663 (FOOD)** to be connected to their local county social service office.

### 1. Can I use my EBT card to make purchases online?

If you get CalFresh food benefits, you can purchase groceries online using your EBT card at certain participating retailers. You can purchase the same food you would normally purchase in-store.

If you get CalWORKs, you can buy groceries and other essential items online using your EBT card, at certain participating retailers.

### 2. What stores will take my EBT card online?

You can use your EBT card to make purchases online at Amazon and Walmart. You can also use your EBT card to make purchases online at both Aldi and Save Mart stores (FoodMaxx and Lucky Supermarkets) through Instacart. If you get CalFresh food benefits, you can find out more about how to purchase food online with your EBT card at: Aldi and Save Mart through Instacart, Amazon, and Walmart.

Participating Albertsons, Safeway, and Vons locations offer Drive Up and Go™ for EBT payment at pick up. If you get CalFresh food benefits, you can find out more about how to purchase food for Drive Up and Go™ with your EBT card at: Albertsons, Safeway, and Vons.

### 3. Why can I only use my EBT card for online purchases at these stores?

Currently, Aldi Grocery Stores and Save Mart stores through Instacart, Amazon, and Walmart are the only retailers that accept EBT cards online in California. We're working hard to add more stores in the future!

### 4. Can I order online and have my items delivered?

You can purchase groceries online at Aldi Grocery Stores and Save Mart stores (Food Maxx and Lucky Supermarkets) through Instacart, Amazon, and Walmart using your EBT card and have them delivered, but you cannot use your CalFresh food benefits to pay for the delivery fee.

Walmart delivers within a 9 to 10-mile radius from the physical store. Not all Walmart locations participate in delivery.

Home delivery for Albertsons, Safeway, and Vons is coming to a store near you in Spring 2021. In the meantime, EBT card payment is accepted when picking-up groceries at

participating Drive Up and Go™ locations.

**5. Is there a delivery fee?**

When you buy $35 or more in groceries online from Amazon, home delivery is free. When you buy less than $35 in groceries, a delivery fee may range from $3.99 to $7 depending on the location and availability of food items.

All groceries purchased online from Walmart are subject to a delivery fee ranging from $7.95 to $9.95 depending on location, availability of food items, and time selected for delivery. Walmart offers unlimited delivery for $12.95 per month, or $98 per year.

All groceries purchased online from Aldi Grocery Stores or Save Mart stores through Instacart are subject to a home delivery fee of $3.99 per delivery, or $99 per year for unlimited deliveries.

**6. Can I use my EBT card to cover the delivery fee?**

At this time, your CalFresh food benefits cannot be used to cover the delivery fees. If you get CalWORKs, you can use your cash benefit to pay for delivery at Walmart.

Instacart will waive delivery or pickup fees now through June 16, 2021, on up to the first three EBT SNAP orders for each customer with a valid EBT card.

**7. Can I order and pick up my items?**

When you order groceries online from Albertsons, Safeway, and Vons, begin by placing a grocery pick up order, select SNAP EBT payment for Drive Up and Go™, and bring your EBT card to the pickup area. You will pay with your EBT card at pickup. Available at participating stores only.

When you buy your groceries online using your EBT card from Walmart, you can pay online using your EBT card and schedule a grocery pick up for no charge.

When you buy your groceries online using your EBT card from Amazon or Aldi through Instacart, you cannot select pick up.

Instacart also offers curbside pickup at select retail locations. Just place your order and choose a pickup time, and a shopper will prepare your order at the store. When you get to the store, use the Instacart app to notify us. Depending on the store, a shopper or store employee will bring the groceries to your car, or you can pick them up at the pick-up area.

**8. Can I use my EBT card to buy non-food items?**

If you only get CalFresh food benefits, you can only buy food items online at Amazon, and Aldi through Instacart, and Walmart or order food items for pick-up at Albertsons, Safeway and Vons. If you get CalWORKs, you can use your cash benefits to make food or other purchases at Walmart.

**9. Where can I go to learn more about EBT Online?**

To learn more about using EBT online, you can visit the EBT Online website.