

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. 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. (e.g. *Asda, Morrisons, Sainsburys and Tesco*).
2. **Call 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 plastic voucher or gift card or e-voucher**
 - a. We recommend you considering purchasing a plastic supermarket gift card/voucher or e-voucher (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 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.

Please note – If you are using a plastic pre-paid card or paper 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.

Payment options	How to get one	Where can I use it	Other points
Supermarket e-voucher	Purchase on-line/by telephone	Asda Morrisons Waitrose Marks & Spencer Aldi	You will need access to a printer to print off the voucher before it can be used (Aldi are sending out paper versions of their vouchers)
Supermarket plastic voucher	Friends/family to purchase and give or send to you	Asda Morrisons Sainsburys Waitrose Marks & Spencer Aldi	Can be topped up online
Pre-paid cards	Currently only if you already have one.	Any shop taking Visa or Mastercard	We are working with card issuers to make these more available
Grocery Choice e-voucher	Provided by Local Authorities at their discretion	Asda Tesco Marks & Spencer Sainsbury Waitrose	Only Local Authorities can top up the card