

# EBT Online

## Frequently Asked Questions



Individuals and families can purchase groceries online using their CalFresh food benefits. If you receive CalWORKs, you may 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. Butte County residents can visit [GetCalFresh.org](http://GetCalFresh.org) to apply, or call 1-877-410-8803 to be connected to the Butte County Department of Employment and Social Services.

## 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.

## 2. WHAT STORES WILL TAKE MY EBT CARD ONLINE?

\*You can use your EBT card to make purchases online at **Amazon** and **Wal-Mart** in the Butte County area.

See [GetCalFresh.org](http://GetCalFresh.org) for additional participating retailers outside the Butte County area.

\*To find out more about how to make purchases online visit [www.amazon.com/snap-ebt](http://www.amazon.com/snap-ebt) and

[www.walmart.com/ideas/discover-grocery-pickup-delivery/walmart-grocery-pickup-accepts-snap-ebt-payments/355540](http://www.walmart.com/ideas/discover-grocery-pickup-delivery/walmart-grocery-pickup-accepts-snap-ebt-payments/355540)

## 3. WHY CAN I ONLY USE MY EBT CARD FOR ONLINE PURCHASES AT AMAZON AND WAL-MART?

Currently, these are the only retailers participating in the Butte County area.

#### 4. CAN I ORDER ONLINE AND HAVE MY ITEMS DELIVERED?

You can have your food items delivered, but you cannot use your EBT card to pay for **Amazon** and **Wal-Mart** delivery charges. **Wal-Mart** usually delivers within a 9-10 mile radius from their store, but not all locations provide delivery services.

#### 5. IS THERE A DELIVERY FEE?

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

All groceries purchased online from **Wal-Mart** are subject to a delivery fee ranging from \$7.95-\$9.95, depending on location, availability of food items, and time selected for delivery. **Wal-Mart** offers unlimited free delivery for \$12.95/month or \$98/year.

#### 6. CAN I USE MY EBT CARD TO COVER THE DELIVERY FEE?

At this time, your CalFresh food benefits cannot be used to cover delivery fees. If you receive CalWORKs, you can use cash benefits to pay for delivery at **Wal-Mart**.

## 7. CAN I ORDER AND PICK UP MY ITEMS?

\*When you buy your groceries online using your EBT card from **Wal-Mart**, you can pay online using your EBT card and schedule grocery pick-up at no charge.

\*When you buy your groceries online using your EBT card from **Amazon**, pick-up is not available.

## 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 **Wal-Mart**.

\*If you get CalWORKs, you can use your cash benefits to make food or other purchases at **Wal-Mart** (**Amazon** does not accept cash benefits at this time).

## 9. WHERE CAN I GO TO LEARN MORE ABOUT EBT ONLINE?

You can visit [www.cdss.ca.gov/ebt-online](http://www.cdss.ca.gov/ebt-online).

