

HOW TO USE YOUR STOP AND SHOP, MARKET BASKET OR BIG Y GIFT CARD(S)

Your gift card can be used to buy food, baby formula, diapers or other household necessities.

- Market Basket and Big Y Cards can **ONLY** be used for in-store shopping. If you are in isolation or quarantine, please try to find a friend or family member who lives in another household to shop for you.
- Stop & Shop cards can be used for delivery or curbside pick-up and in-store shopping. You **MUST** spend \$75 or more for free delivery.
- ***If you have questions or need help, please contact the program coordinator: Jhana Wallace, 617-230-4487, MAfoodsecurity@mass.gov***

DIRECTIONS: USING YOUR STOP AND SHOP CARD FOR DELIVERY OR PICK-UP

To use your Stop and Shop card for delivery or pickup, you will need to set up an account on their website mobile app. Follow the steps below.

1. Go to the website www.stopandshop.com or download the Stop and Shop app on your phone (from the App Store or Google Play Store)

2. Create an account

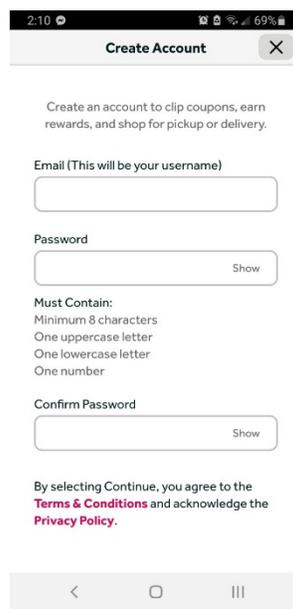
Click "sign In" to create an account

Click the lines to create an account



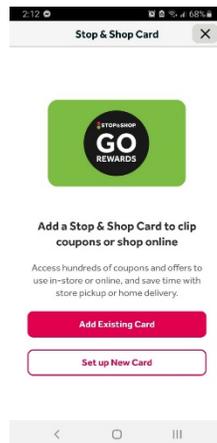
Stop and Shop has a few different ways to create an account. It can look different depending on which device you use.

3. Enter your email address and create a password for your account. **If you do not have an email address, we are able to give you one.**



IF YOU NEED AN EMAIL ADDRESS: Please call Jhana Wallace at 617-230-4487.

4. Set up a Stop and Shop rewards card or link your existing card if you have one.



You will need a rewards card to set up an account. You can't skip this step.

THAT'S IT! YOUR ACCOUNT IS SET UP AND YOU ARE READY TO START SHOPPING!

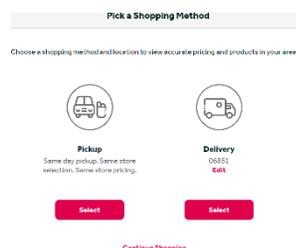
HOW TO SHOP FOR DELIVERY OR PICK UP

1. Before you start shopping, choose either "delivery" or "pick-up." You will need to choose a store location for pick-up.

Picture 1



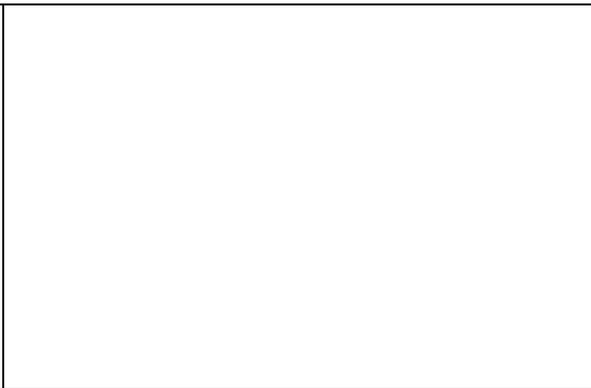
OR Picture 2



You can choose "delivery" or "pick-up" before you start shopping (Picture 1). If you have not signed up for an account yet, you will need to provide a zip code to check for delivery to your area. (You can also skip this step for now and just start shopping.)

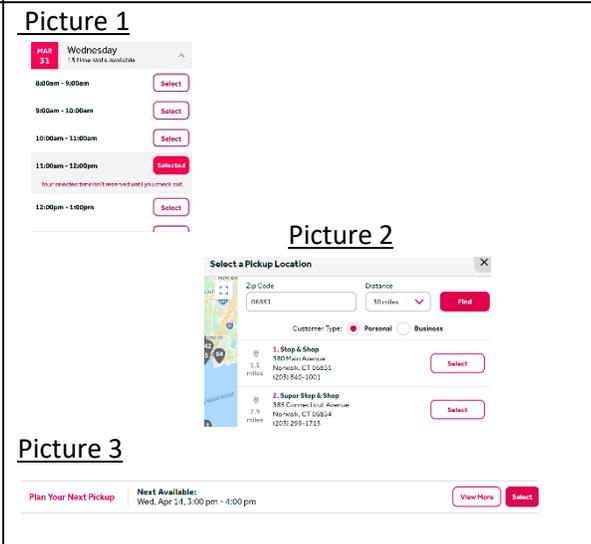
If you skip this step now, you will be asked to choose later when it's time to check out (picture 2).

2. If you choose delivery, you need to pick a time. If you choose pick-up, you need to pick a store location and then a time.



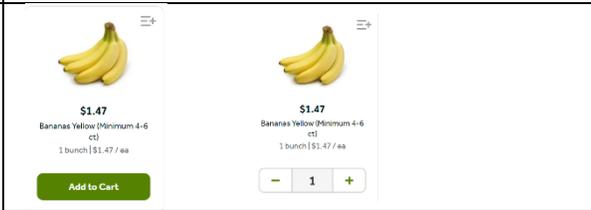
Picture 1=Delivery times
Picture 2=Store location for pick-up
Picture 3=Pick up time

2. Add items to your cart.



1. Find items you want to buy.
2. Click the "add to cart" button.
3. Select the + or - to change the amount.

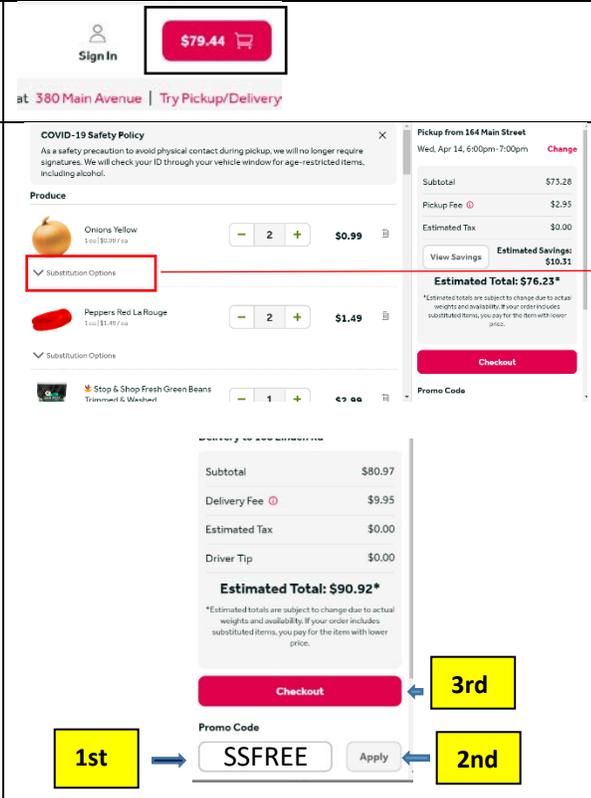
3. When you're finished shopping, click your shopping cart.



You MUST spend at least \$75.00 to get free shipping.

4. Do NOT click "checkout" yet: approve substitute items and add the promo code **SSFREE** for free delivery or pick-up.

After you have done both of these, then click "Checkout"



IMPORTANT. Follow these steps to check out.

Don't forget-Approve any substitutes if your items are not available

1st: Add the promo code **SSFREE** to get free shipping or pick-up. Note: this code can only be used ONCE per account holder.

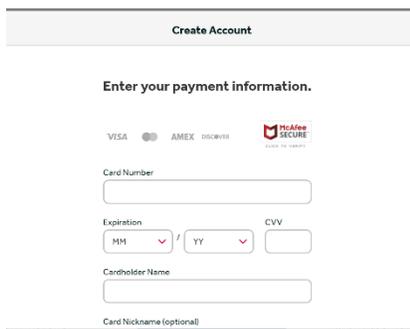
2nd: Click "Apply"

3rd: click "Checkout"

5. Add your credit/debit card # (you will not be charged unless you spend over \$100).

You need a debit or credit card to use the delivery or pickup service.

If you do not have a credit or debit card, see Step 6.

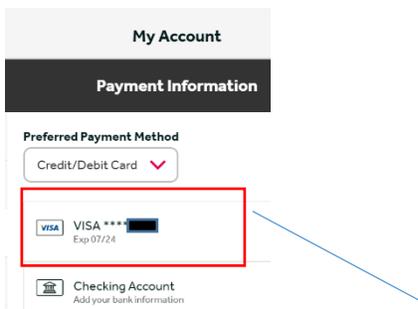


The screenshot shows a 'Create Account' form with the heading 'Enter your payment information.' Below this, there are logos for VISA, AMEX, and McAfee SECURE. The form includes input fields for 'Card Number', 'Expiration' (with MM and YY dropdowns), 'CVV', and 'Cardholder Name'. There is also an optional field for 'Card Nickname (optional)'.

Before you checkout, you will be asked to add a debit/credit card. Your card will not be charged unless you spend over \$100. You do not have to use a card with your name. Someone else can use their card on your Stop and Shop account.

6. **If you do not have a debit/credit card**, call **1-800-377-7129** for assistance. A dedicated customer service person is available Monday-Friday, 8:00am-5:00pm.

Picture 1



The screenshot shows the 'My Account' page with the 'Payment Information' section highlighted. Under 'Preferred Payment Method', there is a dropdown menu set to 'Credit/Debit Card'. Below this, a VISA card is listed with the text 'VISA **** Exp 07/24'. A red box highlights this card entry, and a blue arrow points from the right side of the box towards the right column of text.

Picture 2



The screenshot shows the 'Order Summary' page with the 'Address & Payment' section highlighted. Under 'Delivery Address', there is a blue box representing the address. Below this, a VISA card is listed with the text 'VISA **** Preferred Exp 07/24' and an 'Edit' link. A red box highlights this card entry, and a blue arrow points from the right side of the box towards the right column of text.

When you call 1-800-377-7129, a Stop and Shop staff person will help you finish your order.

He will ask you to “log out” of your account. Once you have done this, he is able to add a payment method to your account. He will then have you “log in”. When you log back in, if you go to your account settings you will see a credit card # has been filled in (Picture 1).

When you check out, this # will show up as your payment method (Picture 2) in addition to your gift card #.

NOTE: You can't use this credit card # , and you can't use it without the gift card that was given to you.

This credit card # will not work to make any additional purchases.

CHECKING OUT FOR DELIVERY OR PICKUP – THE CHECKING OUT PAGE

1. You can't checkout until you have added your gift card number at the very bottom of this screen.

Do not click "Place Order" until AFTER you have entered your gift card number the very bottom of this section.

Scroll down to review your order and add the gift card #.

Order Summary	
Subtotal	\$80.97
Delivery Fee	\$9.95
Estimated Tax	\$0.00
Driver Tip	\$0.00
Estimated Total: \$90.92*	
*Estimated totals are subject to change due to actual weights and availability. If your order includes substituted items, you pay for the item with lower price.	
By placing your order, you agree to Stop & Shop's Terms & Conditions	
Place Order	
Contactless Delivery	
Place Order	
DO NOT CLICK PLACE ORDER YET	

This section of the checkout page shows:

1. Delivery fee (will be \$0.00)
2. Tax
3. Driver tip (once added if desired)
4. The estimated amount of your order (the order total can change if the store does not have your items)

2. Scroll down to see the next section

Order Summary

Tip Your Delivery Driver (optional)

\$ 0.00

\$0.00 will go to your driver.

Delivery Time
Wednesday, Apr 14
6:00AM - 7:00AM

Change

Delivery Instructions - optional

Place Order

DO NOT CLICK PLACE ORDER YET

This section of the checkout page shows:

1. The items in your cart
2. A place to add a tip if you like (no tip option if picking up)
3. A place to confirm or change the delivery or pick-up time (and location)

3. Scroll down to see the next section

Address & Payment

Delivery Address

Jhana Wallace
108 Linden Rd
Melrose, MA 02176
(617) 230-4487

Change

VISA **** - Preferred Edit
Exp 07/24

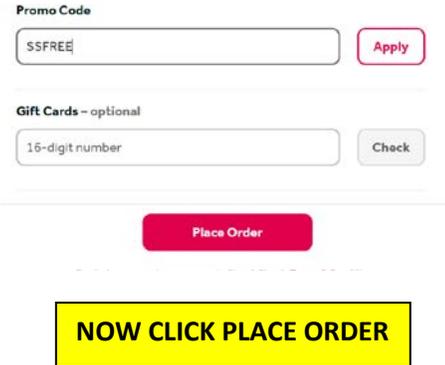
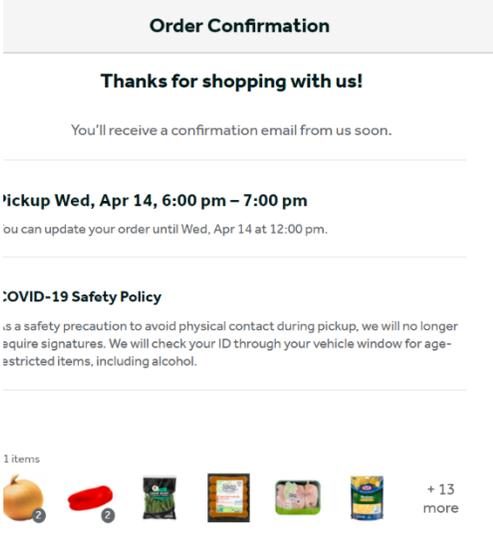
Add Credit/Debit Card

Place Order

DO NOT CLICK PLACE ORDER YET

This section of the checkout page shows:

1. A place to confirm or change the delivery address
2. Your credit/debit card OR the # provided for you (you will not see this #-you will only see a series of *****)s).

<p>4. Scroll to here to enter the promo code if you haven't already AND enter your gift card # found on the back of your card.</p>		<p>After you enter the promo code if needed AND your gift card number, NOW you can click place order.</p>
<p>5. Confirmed order</p>		<p>Once you click "place order" you should see this screen-confirmation of your order.</p>