

## How do volunteer shopping cards work? (Guidance from Which? Magazine)

*These 'cards' are actually virtual vouchers which work in the same way as other e-gift cards. You buy them online and send the details to your volunteer's email address for them to use in store.*

*Your volunteer won't need to spend the full balance of the card each time they shop; the remaining amount will stay on the card meaning you could load it with enough money for multiple trips if you wanted.*

*With Asda's volunteer card, you can also top it up over the internet so you don't have to buy a new one each time. With others, you'll have to purchase a new e-voucher each time the balance gets used up.*

*If your volunteer would prefer to have a physical gift card, perhaps because they don't have access to the internet, you can order a regular gift card to be posted to them from Morrisons.*

*Pros of buying a volunteer shopping card:*

- *No need to hand a volunteer e-gift card over in person (though you can print them if you want to)*
- *You won't be handling cash*
- *You don't need to share your bank or card details*

*Cons of buying a volunteer shopping card:*

- *Only available online*
- *Only Asda's can be topped up remotely*

Read more: <https://www.which.co.uk/news/2020/04/how-to-pay-volunteers-helping-with-shopping-during-coronavirus-lockdown/> - Which?

**This information is correct as at 18th April 2020 and different supermarket companies may choose to change and update their involvement at short notice.**

## Useful links to where you can buy supermarket volunteer cards or gift cards

- \* [Asda](#) – volunteer gift card reloadable online
- \* [Marks & Spencer](#) – volunteer gift cards for set amounts. [Additional advice - 'We're All in this Together' E-Gift Card](#) – a simple way for customers to provide payment without exchanging cash or their card. Simply select the amount you need on your E-Gift Card based on your shopping list. Add the E-Gift Card to your basket and checkout by signing into your account. Enter your email address or your volunteer's - you will then receive a barcode, which your volunteer can

scan at our self-checkouts in store. Alternatively, they can read the 30 digit E-Gift Card code to our colleagues at the till.

- \* Morrisons – regular gift cards, with the option of ordering a physical gift card to be sent to the volunteer’s address
- \* Sainsbury’s – volunteer gift cards for set amounts
- \* Tesco – regular gift cards
  
- \* Waitrose – volunteer gift cards which can be sent now or on a future date; order via the John Lewis website. [Additional advice - The card can be loaded with £10 denominations up to a maximum of £500. The voucher has been designed to help provide those most in need with a safe, contact-free way to get others to pay for their shopping, without having to take cash out or share any personal bank details. Customers will also have online access to check the remaining balance of their e-gift card to keep track of any spending.](#)

This information has been compiled and provided by NCC Adult Social Services Department Development Workers ([developmentworkers@norfolk.gov.uk](mailto:developmentworkers@norfolk.gov.uk) - please send them any updates) with references from the *Which?* Magazine - 17th April 2020