

## **Gift Card Program FAQ's**

**I am not sure if the item I want to buy is considered food, how can I make sure it will be considered an eligible purchase?**

Before you make the purchase, you can either 1) email us at [dafoodpantry@deanza.edu](mailto:dafoodpantry@deanza.edu) or stop by our office and share the item with us to confirm it will or will not be eligible or 2) we roughly follow SNAP guidelines: <https://www.fns.usda.gov/snap/eligible-food-items>. If you use SNAP and the gift card to pay, make sure all items are eligible or you will lose gift card eligibility.

**I submitted a request, but I have not heard back, should I submit a new request again?**

No. Cards will only be distributed on the posted distribution dates. After you submit your receipt, you will receive an email from us acknowledging your receipt has been accepted. After you receive that email, submit a new request. If there is an issue with your receipt and cannot be accepted, you will be contacted to submit a valid receipt. If you have questions about the status of your request, please send an email to [DAfoodpantry@deanza.edu](mailto:DAfoodpantry@deanza.edu)

**I did not submit a valid receipt and/or request by 5pm on the day before the distribution date, can I receive two cards on the next distribution date?**

No. We cannot distribute cards retroactively and we cannot send cards outside of the distribution dates. If you miss a card, not to worry! You are welcome to visit the Campus and Mobile pantry and we can also share food resources in your community.

**How many times can I receive a card?**

Gift cards are limited to one per distribution date.

**When should I submit my receipt?**

Submit your receipt as soon as you use your card. This will help minimize the chance of losing or damaging your receipt. The absolute deadline for receipt and request submissions 5pm on the day before the distribution date.

If it is the end of the quarter, you are planning to skip a term, there is a break in your attendance, or you just don't plan on requesting a new card right away, do not wait to submit your receipt until your next request.

**I had a problem at the store during my transaction that impacts eligibility, and I did not fix it while at the store, can the gift card program make an exception?**

No. Student eligibility is the responsibility of the student. Please advocate for yourself at the store. Ask to speak to a manager if necessary or cancel the transaction if your eligibility is on the line.

**I was unable to do my own shopping, because of illness or another reason, and the person who shopped for me lost the receipt or made an ineligible purchase. Can I still be eligible?**

Maintaining eligibility is the responsibility of the student. If help is needed using the gift card, it is the responsibility of the student to inform their trusted helper of the rules and requirements. Someone else breaking the eligibility rules on behalf of the student will still result in loss of eligibility.

**Can I use this e-gift card to shop online?**

Yes. Walmart allows for you to shop and pay online and then pick-up in store. Delivery services, like Instacart, do not allow paying with a gift card. If and when delivery services do allow e-gift cards, you still cannot use the funds to pay delivery fees, service fees, tip, or other extra charges. Delivery fees, service fees, tips and other charges are all ineligible purchases.

**I live in a house with multiple De Anza students, can each one of us receive a gift card?**

Yes. Any De Anza student that meets the eligibility requirements can request a gift card even if they share the same address as other students.

**I live in a house with multiple De Anza students, can we put all of our cards together and submit one receipt?**

No. Each student must complete their own transaction and submit their own individual receipt.

**The cashier at Walmart did not give me my receipt. Can I send you a picture of the items I bought?**

No. We need to see a receipt before we can consider any new requests. We highly suggest not using self-checkout and opting for a register with a cashier present in case the receipt is damaged or not printed. Stores must provide you with a receipt. If you encounter a cashier that refuses to provide a receipt, please ask to speak with a manager or the customer service department before leaving the store and get your

receipt. If the manager or customer service do not provide you with a receipt, you always have the option of canceling the transaction.

**My roommate/friend/relative is also a De Anza student, but they do not want or need to receive a gift card. Can I use their information to receive gift cards, or can they give me permission to use their card?**

No. Using another student's CWID, address, email, or personal information to receive gift cards is a violation of the student code of conduct- even if the student has given you permission. Using another student's gift card is also not permitted. Violating the student code of conduct will result in program ineligibility and may be reported to the office of student affairs.

**I submitted a request for a gift card and received an email that my request can't be processed because my email or other information doesn't match my student records. Why am I receiving this message?**

To ensure that a student is not fraudulently requesting gift cards in the name of another student we require that the name, CWID, and email address on the request match the information the student provided on their student records. We cannot provide a card until all of the information matches.

**I used most of my gift card for food and a small amount for non-eligible items. Can I pay back the amount not used for food to remain eligible?**

No. We cannot accept monetary payment in any form. Please do not lose your eligibility using these funds for non-eligible items. If there is an item you are not sure meets eligibility, please email us at [DAfoodpantry@deanza.edu](mailto:DAfoodpantry@deanza.edu) before you purchase it.