

## 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) 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 this week, but I have not heard back, should I submit a new request again?**

No. If you have questions about the status of your request, please send an email to [DAfoodpantry@deanza.edu](mailto:DAfoodpantry@deanza.edu)

### **Will I receive an update about my request?**

If your request was approved, you will receive an email with the e-gift card link. If your request is pending or cannot be considered, a staff member will contact you with further instructions.

### **How soon will I receive an update about my request after I submit?**

We do our best to process requests as quickly as possible but depending on how many requests we receive it may take a several days. **Do not submit duplicate requests as it slows down the process.**

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

Gift cards are limited to one every two weeks per eligible student. We do not consider multiple requests.

### **When should I submit my receipt?**

Submit your receipt as soon as you use your card. 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. You risk losing or damaging it by waiting to submit. Please submit your receipts ASAP to not lose your eligibility. We will review it and send you email confirmation that your receipt has been accepted, or if there is an issue, we will notify you as well.

### **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 cannot use the funds to pay delivery fees, service fees, tip, or other extra charges.

**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.

**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.

**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.