

# FAQs - SENIOR SHOPPERS PROGRAM



## **Where does a Senior call if they need a grocery delivery?**

Seniors should contact their County Office of Senior Services (currently, only in GLOUCESTER, MORRIS, OCEAN and SOMERSET) who has partnered with a reputable nonprofit, Jersey Cares, to provide this service to the client.

## **Can a volunteer shop at some other store for my essential needs?**

Yes, if you need items from a pharmacy like CVS, Rite AID, Walgreens, etc. a volunteer will shop at those stores. The program is meant for only essential items like food and pharmacy items. Volunteers cannot shop for alcohol at grocery stores, liquor stores, beer distributors, etc.

## **Is the Senior Shopper Program at Jersey Cares safe for Seniors to participate?**

Seniors can be assured that their safety is Jersey Cares top priority. All volunteers are fully vetted with background checks.

## **How does the County Offices of Senior Services participate?**

Participating county offices take the initial call and detailed grocery order from the Senior. This includes a maximum budget amount set by the Senior.

## **What is the maximum budget?**

The maximum budget amount is so that the volunteer does not overspend. It also provides Jersey Cares with a HOLD Amount for credit card processing.

## **What does it mean to put a HOLD on a credit card?**

The HOLD is like what happens when you reserve a hotel room. It authorizes and guarantees the amount is available, but it is not actually charged to the account.

## **When is the Senior's credit card charged?**

The credit card provided will only be charged AFTER the groceries are delivered and a picture of the receipt is provided to Jersey Cares by the volunteer.

## **What happens after the order is placed with the County Office of Senior Services?**

The order is automatically sent to Jersey Cares and a Jersey Cares employee will contact the Senior to confirm the order and request credit/bank card information. They should only release the credit card information to the Jersey Care worker. Safety measures are adhered to in this process.

## **Who pays for the order at the grocery store?**

Jersey Cares volunteers pay for the grocery list up front and they are reimbursed by Jersey cares, once the food is delivered. Seniors DO NOT pay volunteers. There is no money or payment information exchanged between volunteers and Seniors.

## **Does the volunteer see my credit card information?**

No. Only Jersey Cares will call you to obtain your authorization to use your credit card. Volunteer NEVER see any credit card information. Only Jersey Cares Senior Shopper Staff will enter the credit card information into the PayJunction credit card system.

## **Does Jersey Cares store my credit card information?**

Jersey Cares does not hold on to credit card information and will call you for every order that you place with the Senior Shoppers program.

## **How does Jersey Cares know the order has been completed?**

Once the grocery order has been delivered and a photo of the food and receipt is provided to Jersey Cares by the volunteer. The actual amount spent on the grocery order is charged to the credit/bank card. In addition, a 6% bank charge fee is charged at this time to cover the cost of the transaction.