



B'more Fresh: Frequently Asked Questions

General Program Q's

Q	A
What is B'more Fresh?	<u>B'more Fresh</u> is an Online SNAP Voucher program which provides \$30 in monthly produce vouchers, and free delivery, to customers using their SNAP/EBT card online. Terms and Conditions apply.
Who runs the B'more Fresh voucher program?	The B'more Fresh voucher program is operated by the <u>Food Policy and Planning Division</u> , which is within the Baltimore City Department of Planning.
Who funds B'more Fresh?	The B'more Fresh program is funded by the American Rescue Plan Act.
What is the total amount participants will receive?	Participants will be eligible to receive \$30 per month for the full duration of the program.
How long do I have to use a B'more Fresh produce voucher?	You have 30 days after receipt of the voucher to spend it. Baltimore City SNAP participants are eligible to earn this voucher once a month until December 2026.
Can the initial \$5 SNAP purchase be made in-store?	The first \$5 spend on SNAP eligible items can be spent at Safeway in-store or online, but for Amazon, it must be spent online through Amazon Fresh.
Can this voucher be used in person?	No, the B'more Fresh produce voucher is an Online SNAP program only. The \$30 can only be used for delivery or curbside pick-up orders.
Am I only allowed to use the voucher toward fresh fruits and vegetables?	No. You can also use the voucher toward frozen fruits and vegetables. They cannot have added sugar, fat or salt though.

Delivery Questions

Q	A
How do I know which stores deliver to my address?	Go to your preferred grocer's website and find the store locator. Enter your address or zip code. Select a store near you. Each website is different, but generally, they will list if deliveries are offered.
Is delivery covered?	Yes. For Amazon, B'more Fresh shoppers can earn a \$20 delivery promotion coupon applied towards the delivery fee of B'more Fresh eligible items. For Safeway, B'more Fresh shoppers receive one free delivery each month.

Ordering Online

Q	A
What are the benefits of shopping online?	Shopping online can: <ul style="list-style-type: none">● Reduce impulse purchases.● Reduce transportation costs.● Save time and energy.● Allow for easy price comparisons between stores.
Will ordering online save money?	Online grocery shopping offers convenience and potential savings through exclusive deals, reduced impulse purchases, easy price comparisons, and lower transportation costs. Although certain online fees may apply, these costs are often offset by the benefits.
How far in advance should I place my order?	It depends on how busy the store is and what time you order. Orders may be fulfilled on the same day or delivered the following day(s). Some stores only deliver during specific hours of the day. Check your preferred grocer's website for delivery timeframes.

Are online purchases secure?	Yes, you will be required to enter your EBT card's personal identification number (PIN) when setting up your account. All online retailers have been approved and tested by the USDA to accept SNAP.
What happens when I place an order?	After you place an order, you will receive updates from the store regarding the shopping and delivery process. You can choose to receive updates through email or text message. Text message is recommended when possible. Shoppers may reach out with questions about your order. Text messages are a quick way to communicate.
How will I know if an item is out of stock?	This will vary store by store. Most items will list "Out of Stock" when you search for them online but not all inventory is up to date. If the personal shopper finds an item is out of stock they will substitute the item for something similar or refund you for the cost of the item.
Do I need to have my phone with me after I place my order?	Yes. It is important to have your phone near you in case your shopper texts you with questions or to confirm substitutions. You will also be notified when your shopper has checked out and when your order has arrived.