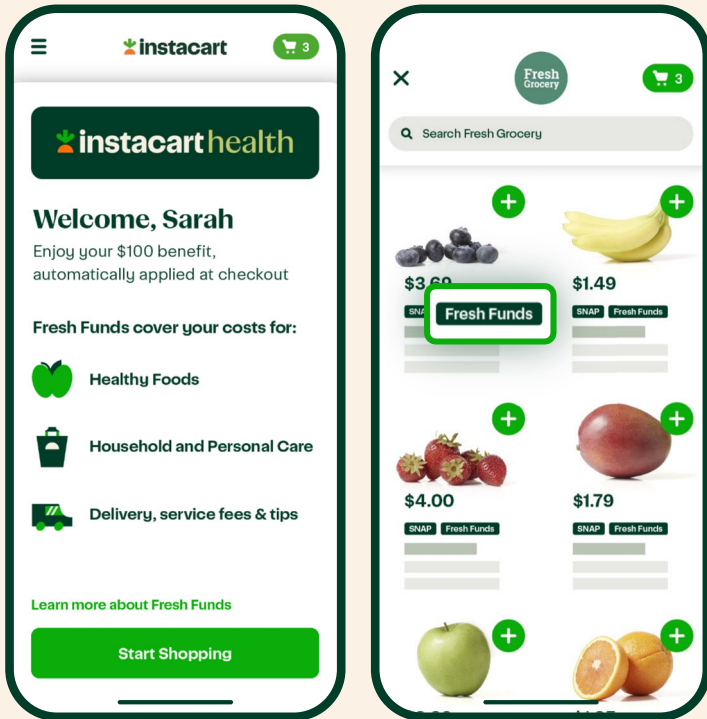


Fresh Funds

Fresh Funds is a program by Instacart that helps some organizations give money for healthy food, like fresh or frozen fruits and veggies. If eligible to enroll, you get money each month to spend on Instacart to help with some of your grocery purchases.



How to Use Fresh Funds

- 01 Go to **Instacart** and make an account or log in if you already have one. **Click the link** texted or emailed to you to activate your Fresh Funds.
- 02 **Type in your address** to find stores near you that can deliver to your home. While you're shopping, you can see which items are covered by **Fresh Funds** and put them to your cart.
- 03 Fresh Funds will **automatically** be used for your order for the items with the Fresh Funds tag when you checkout.
- 04 Make sure to **add another payment method** for things that Fresh Funds can't cover when you checkout. Only **non-Fresh Funds** items will be charged.

Eligible Items

Your benefits provider decides if you can use Fresh Funds. These funds pay for certain things healthy food and drinks, and can cover fees and/or tips.

Fresh Funds will automatically reload each month for 3 straight months. They do not rollover month to month. If you buy things that Fresh Funds don't cover, or if your order costs more than your Fresh Funds, you can use another way to pay when you checkout- like with a credit, debit, or EBT card.



Scan the QR code to get started with Fresh Funds

Browse specific help topics or chat with a member of our customer care team on our support page at www.instacart.com/help



Sign Up for Instacart

Instacart is the leading grocery technology company in North America, available to over 95% of households in the U.S. and Canada. We partner with more than 1,100 national, regional and local retail banners, including unique brand names, to deliver from more than 80,000 stores across more than 14,000 cities in the U.S.—including all 50 states—and Canada.



How Instacart Works

You're busy, so every minute counts. Let us connect you with Shoppers in your area to shop for your favorite items in as fast as an hour.



Enter your address and select your favorite store to begin shopping.



Add all your items, any special instructions, and select a delivery or pickup time.



Check out and your personal shopper will carefully gather your items.

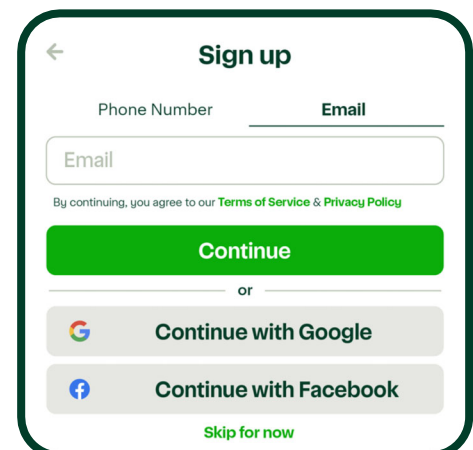


Receive your items in as fast as an hour.

How to Sign Up

Create an Instacart account by visiting www.instacart.com/signup. Sign up with your email address, Google, or Facebook authentication. You can also download the Instacart app on iOS or Android devices.

Note: Instacart allows only one personal account per person or household. With your account, you can conveniently shop for pick up or delivery from multiple retailers and deliver to multiple addresses. You may use a secondary account for business purposes.



Scan the QR code to sign up.

Need help? Contact our Support Service: 1-888-246-7822 or browse specific help topics at www.instacart.com/help.



Placing Your First Order

Find items from your favorite stores, delivered right to your door. Activate your Fresh Funds account, find a grocery that delivers to you, and look for the Fresh Funds tag to choose items covered with your funds.



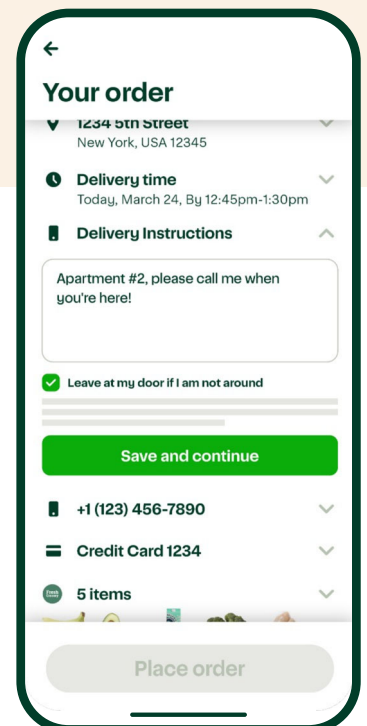
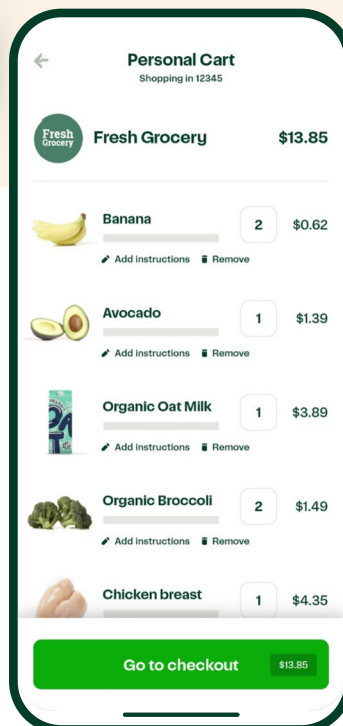
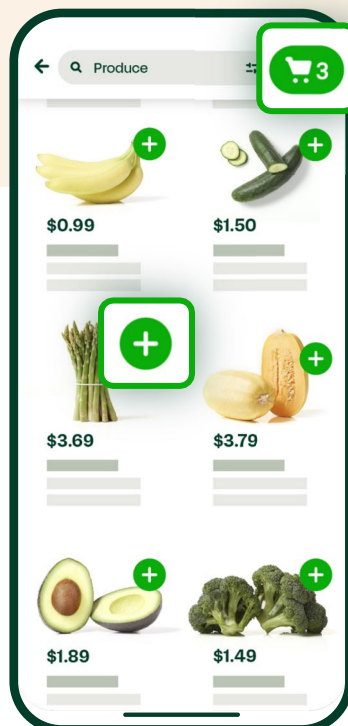
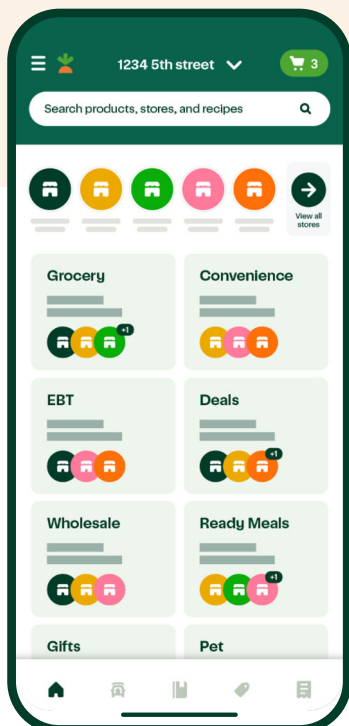
01 Login to your account and make sure you've activated your Fresh Funds code. Enter your home address and select a store. You can search for your specific items or browse by aisle.

02 Items with the Fresh Funds tag can be covered with your monthly Fresh Funds. Add things you need to your cart by selecting "+" or "Add to Cart".

03 Press the green cart icon, review your order and proceed to checkout. Your Fresh Funds will be automatically redeemed and remaining items charged to the other payment method you put.

04 Choose a delivery time and add delivery instructions. Place your order, sit back and relax. Your groceries will be on their way in no time.

***Note:** During checkout, you can request the order be left at your door if you're not around. This option will prompt your shopper to take a picture of the order at your door before they leave.*



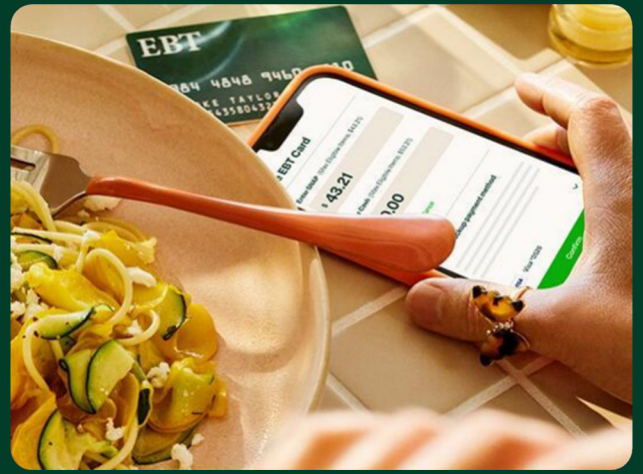
Scan the QR code to start building your cart

Need help? Contact our Support Service: 1-888-246-7822 or browse specific help topics at www.instacart.com/help.



EBT SNAP

Instacart is helping people who get SNAP benefits to order groceries online. If you have an EBT card, you can use it on Instacart to buy groceries from certain stores. You can combine your Fresh Funds and EBT balance to cover your groceries -- so there is as little as possible coming out of your pocket!



Adding your EBT Card on Instacart

To use your EBT card, go to your **account settings** and add your EBT card as a way to pay. But remember, you also need to add a different credit or debit card to pay for things like fees, taxes, tips, and any items your EBT card can't cover. When you checkout, you can choose which card to use (EBT or other credit/debit card).

EBT can only be used in the state where you got it. Learn more about SNAP eligibility on the USDA SNAP website: www.fns.usda.gov/snap

Note: Only one EBT card can be saved to your profile. If you need to add a different EBT card, you'll need to remove the first one before adding another.

Stores Accepting EBT SNAP

The list of stores that accept EBT SNAP on Instacart, can be found in a few ways. On the homepage, you can:

- Select "View All Stores" and then select "EBT"
- Select the "EBT Tile"

If you don't see EBT SNAP as an option at your local store, make sure your Instacart app is updated to the latest version. If you still can't find it, don't worry. We are trying to make it available at more stores, so you can check again later. It may just not be available yet at that store.



Scan the QR code to add EBT SNAP to your account.

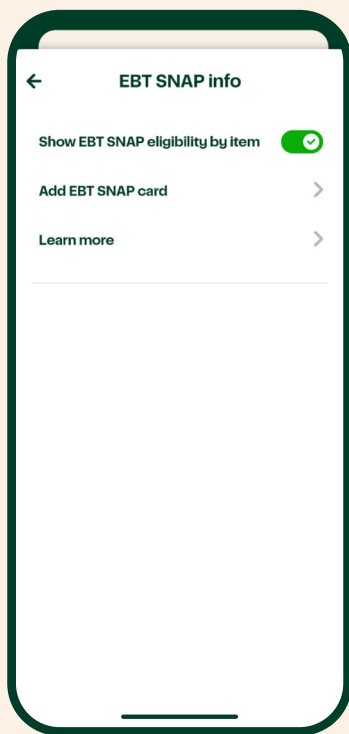
Need help? Contact our Support Service: 1-888-246-7822 or get more information at www.instacart.com/ebt-snap



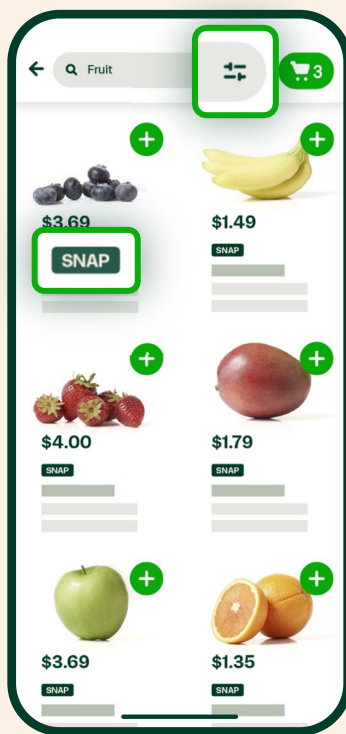
Eligible Items

EBT SNAP funds can only be used for certain things on Instacart. What's allowed to buy with SNAP is set by the federal government and follows the same rules as when you use your EBT SNAP card in-store.

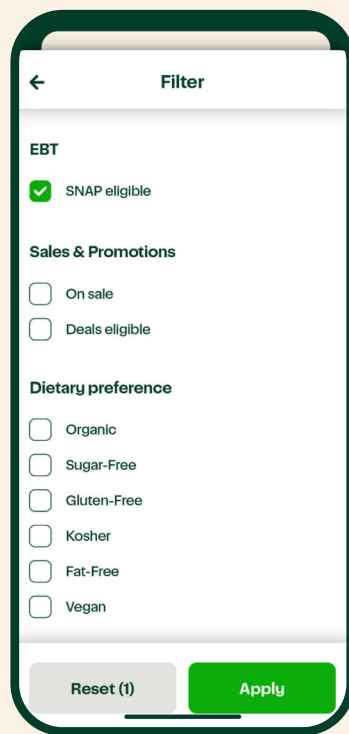
Once you put your EBT card in your Instacart account, you can find stuff you can purchase by doing the following:



→ In your Account Settings, Select "EBT SNAP info" and tap the slider to turn on "Show EBT SNAP eligibility by item".



→ Look for the EBT SNAP icon on the store's page or use the EBT filter while you're shopping.



→ First, search for an item you want, and then check to see if it's "SNAP eligible".

Selecting Replacements

If something you want is sold out after you placed your order, you have 3 options: **Find Best Match**, **Pick Specific Replacement**, or **Don't Replace**. When you look for a replacement, see if it's EBT SNAP-eligible by looking under the price for the SNAP tag.

To avoid charges you may not expect after picking a SNAP item, replacements for EBT SNAP items must be:

- EBT SNAP eligible
- Equal to or less than the value of the original item

If the replacement costs more than the original, the difference is charged to the credit or debit card you used when you checked out.

Checking Out With EBT

When you finish shopping, make sure you add a backup credit or debit card. Please note this cannot be another government assistance or health benefits card.

You can choose how much to charge to your EBT card, but it can't be more than what your cart has in SNAP-eligible things.

After you check out, you'll need to type in your EBT card PIN to finish the purchase.

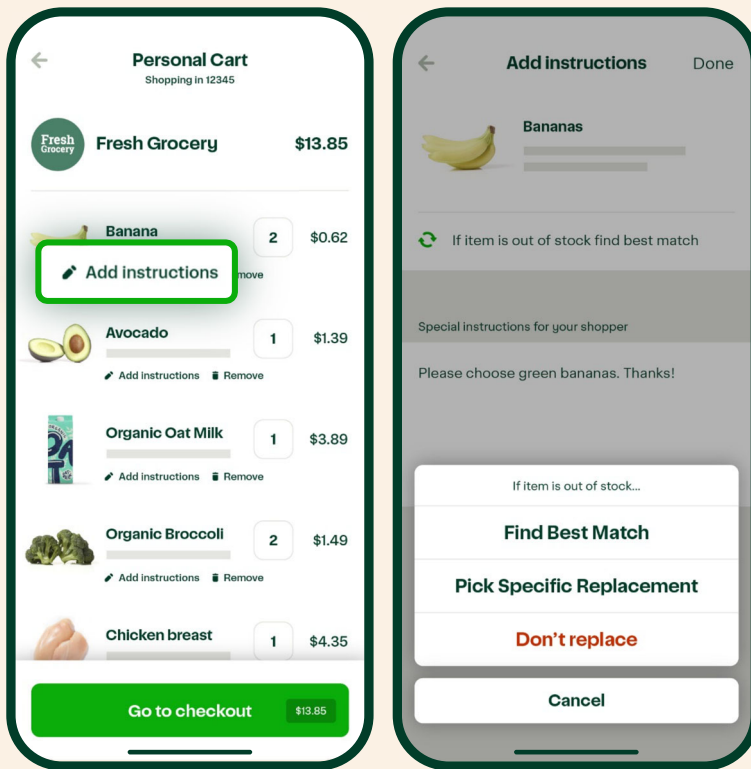
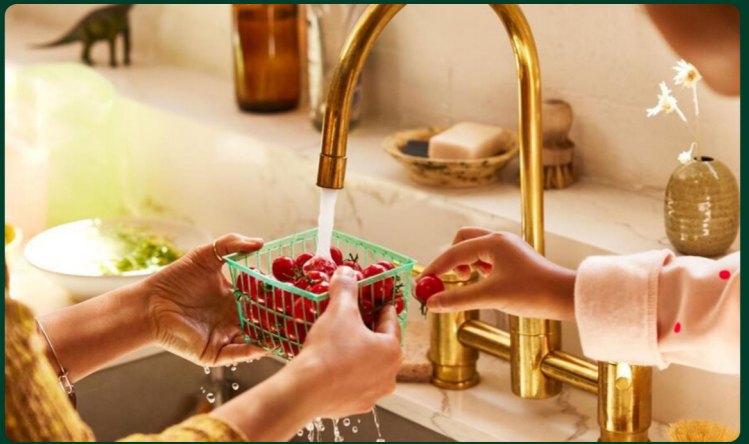


Scan the QR code to add EBT SNAP to your account.

Need help? Contact our Support Service: 1-888-246-7822 or get more information at www.instacart.com/ebt-snap



Adding Instructions + Setting Communication Preferences



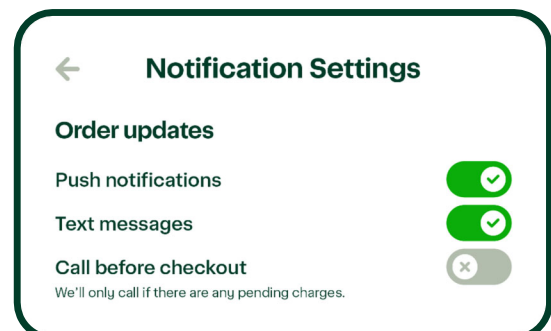
Adding Instructions

Sometimes you may want greener bananas, or specific brands, but sometimes they may be out-of-stock. You can give your shopper instructions about what you're looking for (like ripeness of produce) and pick replacements ahead of time.

- 01 Below each item in your cart, select **"Add instructions"** to pick your replacements and choose what to do. This will help when your shopper may come across something out of stock.
- 02 If items are out of stock, and there's no replacement selected, your shopper will pick one and notify you. Keep in mind that the order total charged to your payment method will be adjusted for any difference in price for the replacement items.
- 03 If you ever have any questions you can communicate directly with your Instacart shopper through the chat. Turn on order updates to be sure you don't miss a message from your shopper when they start shopping.

Setting Communication Preferences

You can choose how you want to get notifications. From your account settings, select "Notifications" and switch on or off text messages and push notifications to receive order updates to your cell phone.



Scan the QR code to set your Communication Preferences

Need help? Contact our Support Service: 1-888-246-7822 or browse specific help topics at www.instacart.com/help

