Retailer Requirements to Provide Online Purchasing to SNAP Households

Current Status:

At this time, Alabama, Iowa, Oregon, Nebraska, New York and Washington are the only states operating with online purchasing capabilities. FNS is working with other states interested in expanding online purchasing. Please visit the FNS Online Purchasing Pilot website to view current status as new states may come on board.

Requirements:

1. The firm is an eligible SNAP retailer. Currently authorized retailers should note that a separate FNS authorization will be required in order to participate in SNAP online purchasing. New retailers would apply for both regular SNAP retailer authorization and authorization for the participation in the online purchasing pilot.

2. The firm has an online ecommerce presence.

3. The firm must have a website capable of being updated to meet the requirements to operate online purchasing, including but not limited to functionality for:

    a. Integration of the secure online PIN-entry via the Third Party Processor (TPP) Application Programming Interface (API).

    b. Error Handling – includes messaging displayed to customer as appropriate to the situation.

    c. Matching refunds back to the original purchase.

    d. Handling of estimated pricing for items that are variably priced based on weight.

    e. Having only one SNAP card provisioned to a customer account.

    f. Ensuring only eligible foods can be purchased with SNAP benefits.

    g. Not charging sales tax on SNAP purchases.

    h. Allowing split tender transactions for the payment of non-SNAP eligible items and delivery fees.

    i. Meeting additional requirements found in the Online Purchasing Request for Volunteers (see Sections 2.4 and 2.5).

4. Retailers must email a letter of intent confirming the firm can meet the requirements above to sm.fn.snaponline@usda.gov

5. Upon receipt of the letter of intent, FNS will work with the firm to secure the necessary information for their application as an internet retailer which includes their selection of Third Party Processor (TPP) for secure PIN-entry.

    a. SNAP transactions, including SNAP online transactions, require secure entry of the PIN.

    b. At this time, FISERV/PaySecure is the only certified TPP for secure PIN-entry.

    c. Other TPPs are working on alternate solutions. If the firm selects another TPP, FNS will require confirmation once the TPP has been certified to the Issuer. At that point, the firm will then certify to their selected TPP for online EBT. Once complete, the firm must provide documentation of TPP certification to sm.fn.snaponline@usda.gov.

6. The firm's website must be updated to meet the requirements to operate online purchasing, as outlined above.

7. Successful completion of end-to-end testing in the online production environment with FNS is required prior to opening up online shopping to the public. Test script execution will require participation of all stakeholders. A prerequisite to testing includes working with the appropriate State Agency to obtain production EBT test cards. Contact information will be provided by FNS.