How can I add SNAP EBT to my retailer web site?

All retailers, including internet retailers, must abide by the FNS retailer stocking requirements in order to be authorized. In addition, SNAP-eligible retailers who want to add online shopping to their ecommerce platform must meet the following requirements:

1. The firm must be 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.

2. The firm must have 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.

For retailers that are currently unable to participate in SNAP Online, please see the below Q&A from USDA detailing options for providing SNAP during COVID-19:

Question: I am a SNAP authorized retailer and am interested in ways to continue to get food to my customers in light of the social distancing recommendations related to COVID-19. What are some options for me?

Answer: There are several options that would allow for a retailer to continue to get food to its SNAP clients considering the social distancing recommendations related to COVID19. These include:

- SNAP client placing their order online or over the phone and picking it up at the store. If the store has a wireless POS the customer would be able to complete the transaction without having to leave their car.
- SNAP client placing their order online or over the phone and having the order delivered to their designated delivery address. The transaction can be completed using a wireless POS.
- SNAP client placing their order online or over the phone and designating a person to pick the order at the store using the clients EBT card. The

transaction can be completed, using the SNAP clients EBT card, in the store or by using a mobile POS device outside of the store.

- As a last resort, if you do not have a mobile POS, under these extreme circumstances you can complete a manual voucher which the SNAP customer would need to sign in person at the point the voucher is authorized.

Information regarding manual vouchers, including how they are completed and cleared, can be found at:
https://fnsprod.azureedge.net/sites/default/files/snap/Manual-Voucher-Process.pdf

Manual vouchers must be completed when the client is present to sign it, a retailer is not allowed to obtain the EBT card number remotely (e.g. call or email) and complete the voucher without the client present.

Retailers should never accept payment by obtaining a clients' EBT card number and PIN over the phone.