



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #19-24-OPE

SNAP ONLINE PURCHASING PILOT

<p>Date: May 3, 2019</p>	<p>Subtopic(s): EBT</p>
	<p>The purpose of this policy bulletin is to inform Job Center, HIV/AIDS Services Administration (HASA), and Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff that as a result of a provision in the 2014 Farm Bill, the United States Department of Agriculture (USDA) selected New York State to conduct a pilot project to allow retail food stores to accept SNAP benefits through online transactions.</p> <p>The SNAP online purchasing pilot allows SNAP participants to order food that that can be purchased with SNAP benefits and excludes items that cannot be purchased with SNAP benefits (e.g. alcoholic beverages). Additionally, SNAP benefits may not be used to pay for online usage fees or delivery fees.</p> <p>In New York City, Amazon and Shoprite will participate in the initial launch of the pilot project.</p> <p>Amazon:</p> <p>Amazon began allowing the usage of SNAP benefits through online transactions on April 18, 2019. Amazon charges a fee for usage of their online program. These fees may not be paid for with SNAP benefits and Amazon does not allow them to be paid using Electronic Benefit Transfer (EBT) cash. Online purchasers will need another form of payment to pay the usage fee.</p> <p>Shoprite:</p> <p>Shoprite began allowing the usage of SNAP benefits through online transactions in one store (Forest & Richmond Avenue #109) on Staten Island on April 24, 2019. They will expand the pilot to two additional Staten Island stores before its broader rollout. Shoprite charges a shopping and delivery fee for usage of their online program. While SNAP benefits may not be used to pay delivery or usage fees, Shoprite allows EBT cash to be used to pay those fees.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
 Call 718-557-1313 then press 3 at the prompt followed by 1 or
 send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Questions About the Pilot:

Participants should be advised to contact the retailer websites for answers to their questions about the online purchasing pilot program. Questions concerning the return of merchandise, inappropriate charges and other fees should be resolved by the participant directly with the merchant.

See PD #17-19-OPE for the replacement of stolen benefits procedure.

Note: If a SNAP participant reports that their benefits have been inappropriately taken from their EBT account, they should be instructed to immediately call the toll-free EBT Customer Service helpline at **(888) 328-6399**.

References:

GIS 19 TA/DC028
USDA Release No. FNS 0003.19