SNAP EBT Modernization Technical Assistance Center (SEMTAC)
Guidance & Template for submitting a Letter of Intent (LOI) to FNS for SNAP Online Purchasing

The Letter of Intent is the first step in becoming an FNS authorized Online SNAP Retailer. The two pages following this page include a template for the Letter of Intent with instructions for providing the requested information. The LOI should be submitted via email (sm.fn.snaponline@usda.gov).

The LOI:
- Indicates to FNS your interest in participating in SNAP Online
- Provides basic business details
- Certifies that you will update your systems to meet the requirements of the program
- Begins the SNAP Online onboarding process

More information about the Letter of Intent and SNAP Online Purchasing is available here: Retailer Requirements to Provide Online Purchasing to SNAP Households | Food and Nutrition Service

For an outline of the entire SNAP Online Onboarding process, see: snap-online-purchasing-flowchar-retailers-100423.pdf (azureedge.us)

If you would like a member of the SEMTAC team to review your LOI before it is submitted to FNS, or if you have any questions about this Guide or the Online Purchasing Pilot, please contact us:

SNAPonline@nationalgrocers.org
1(833)-SEMTAC1
www.semtac.org

SNAP Online Purchasing LOI Template

Blue text indicates required LOI information and offers guidance for providing the correct information.

To: USDA/FNS SNAP Online team via email (sm.fn.snaponline@usda.gov)
From: BUSINESS NAME, MAILING ADDRESS,
            INDIVIDUAL CONTACT NAME, EMAIL ADDRESS, PHONE NUMBER
Re: Letter of Intent for SNAP Online Purchasing
Date: DATE

Please accept this letter of intent to participate in the U.S. Department of Agriculture Food and Nutrition Service (USDA FNS) SNAP Online Purchasing program.

Business Name	Legal Business Name
DBA (if applicable)	DBA or "N/A"
FNS Number for Authorized Physical Location (SNAP authorization #)	This is the number provided by USDA/FNS that allows your business to process in-store SNAP transactions through your Third Party Processor (TPP). If you don't know your FNS number, please contact the SNAP Retailer Service Center at 1-877-823-4369. If you are an Online Only retailer, you don't have an FNS number. In that case, please indicate "Online Only" here.
Corporation Number **(if applicable)**	The Corporation Number is requested for retailers with 10 or more authorized locations. If not known, enter "Unknown"
Ecommerce Provider	Name of ecommerce provider/platform or "In-house" See the list of currently live SNAP online ecommerce providers here: https://www.fns.usda.gov/snap/ecommerce-platform-providers. If the ecommerce provider you're planning to work with for SNAP Online is not on the list, the provider should contact FNS for an initial meeting via email (sm.fn.snaponline@usda.gov).
Ecommerce website	Website address for your current ecommerce operation – that is, where people can shop for and purchase food from you online.
PIN Solution/Third Party Processor (TPP) for Online SNAP	Enter the name of your TPP for SNAP online here. At this time, Fiserv/PaySecure; FIS/Worldpay; and Forage are the only certified TPPs for secure PIN-entry. Other TPPs may work on alternate solutions. If you select another TPP, FNS will need to work with the TPP to review their solution. Then, the retailer must certify to the selected TPP for online EBT. Once complete, the retailer must provide documentation of TPP certification to sm.fn.snaponline@usda.gov.

States where we'll offer Online SNAP	List States. If you operate online in one State, note that State here. If you operate in multiple States, please list all of them here (or, if easier, note "Nationwide" with any States that are excluded).
SNAP Online Host State	If you know which State you would like to launch your SNAP online program in, please indicate that here. FNS requires launch and a stabilization period in one State before expansion.

BUSINESS NAME attests that our ecommerce solution website can be updated to meet the following requirements to operate SNAP online purchasing:

	Requirement
a	Integration of the secure online PIN-entry via an FNS approved Third Party Processor's (TPP) Application Programming Interface (API)
b	Error handling – including 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	Allowing only one SNAP card provisioned per 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	Allowing SNAP customers to choose the amount of benefits that they will use for each purchase

j	In order to mitigate fraudulent online EBT balance inquires, implement one of the following two options, or similar velocity controls proven to be effective upon consultation with FNS:
	
	1. Removal of the EBT Balance Inquiry option from eCommerce Site (this will require an additional waiver.)
	2. No guest checkout and limits to balance inquiries and EBT card changes. This includes:
	    i. Removal of "guest checkout" from retailer site
	    ii. Limit the number of times an account holder can change their EBT card to a minimal number within a specified time period.
	    iii. Limit use of balance inquiry feature to 2 times per customer session.

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