

On-screen order confirmation and receipt requirements:

The requirement is that on all purchase and return transactions customers must immediately receive an on-screen confirmation that contains at minimum:

- The truncated EBT card number
- The remaining SNAP and/or EBT Cash account balances (after the transaction)
- The transaction type and amount (e.g., "SNAP Purchase \$5.43")

Customers then must also receive an electronic notification (email or order history or both) containing all of the information bulleted below in one single location. Websites must display, at a minimum, the following information on the receipt or in the order history after each online transaction is approved:

- Company Name
- Contact Information (physical address optional if not currently provided for other customers)
- Date of transaction
- Time of transaction (if included for other customers)
- Transaction Type (SNAP or EBT Cash, Purchase or Return)
- Truncated EBT Account Number
- Transaction Amount
- Remaining SNAP Balance
- Remaining Cash Balance

Additional data required for purchases only (not returns/refunds):

- Delivery/pickup/shipping address
- Actual or estimated delivery/pickup/shipping date
- Actual or estimated delivery/pickup time if appropriate
- Itemized fees for delivery/pickup/shipping, ordering, convenience, handling or other fees or charges
- Itemized fees for bags or other delivery/pickup/shipping containers

Furthermore, for all purchase and refund approvals, whether conducted online or offline, the customer must be issued an electronic notification (e.g., email) including all of the above information within 24 hours of transaction completion or the system must securely retain the customer's order history online so that they (and no one else) can easily retrieve the above information. In lieu of an electronic receipt for refunds provided at the completion of order fulfillment (e.g., for weight overestimates or out of stock items), the retailer may provide a paper receipt for the refund along with the order. This may be combined with the final itemized order listing or on a separate paper receipt. Receipt requirements are discussed more thoroughly in the SNAP Online Purchasing Pilot RFV Section 2.4.3 and 2.5.3.