

## SNAP Online Retailer Expansion (adding a new eCommerce platform)

Retailers who have a live SNAP Online operation may want to expand their service by adding additional eCommerce platforms. To start this process, the Retailer should contact the FNS SNAP Online team at [SM.fn.snaponline@usda.gov](mailto:SM.fn.snaponline@usda.gov), indicating their intent to expand to a new/additional eCommerce platform. It is important that this notification to FNS comes from the Retailer directly, and not from the eCommerce platform.

FNS will confirm receipt of the email and request the retailer provide an up to date and accurate copy of their Authorization Spreadsheet (if it was not provided by the retailer in their initial e-mail). The retailer will need to update the Store List tab of the Authorization Spreadsheet complete with all stores and all eCommerce platforms listed in one spreadsheet. To update the document for eCommerce platform expansion the retailer should:

- Add a column for the new eCommerce provider on the Store List tab. Special attention should be given to entering the accurate URL(s) on the spreadsheet. The URL(s) should point to the specific online storefront for the new eCommerce solution. In other words, the generic eCommerce platform URL is not acceptable; the URL through the new eCommerce platform that points specifically to the retailer is required.
- A consolidated list including all stores and eCommerce platforms in one document is preferred by FNS, however, for large corporations or banners with complex store ownership structures and multiple variations of stores and retailers, FNS may request Store Lists that are separated by banner. This is done on a case-by-case basis and should be discussed with FNS if applicable.

FNS will review the updated Authorization Spreadsheet and if there is no follow-up needed, they will send the Retailer a “SNAP Online Purchasing Orientation” form, which should be completed specific to the new eCommerce provider. FNS will also ask for the Retailer to provide confirmation from the TPP/PIN Solution provider that the Internet Retailer (IR) FNS number has been onboarded with the TPP and is ready to accept transactions via the new eCommerce provider.

FNS does not schedule testing kickoff calls for retailers expanding to new eCommerce platforms. The EBT cards required for retailer testing are arranged by FNS, the retailer, and the State as needed. If the test cards from the retailer’s last round of testing are still active and funded -- as confirmed by FNS -- those cards may be used. If not, the retailer will need to submit funds through FNS, and new cards will be produced by the State. FNS will provide funding instructions to the retailer if necessary.

Once test cards are in place and FNS has confirmation from the TPP, a “test-ready” email (like the one sent as part of the Retailer’s first application) will be sent by FNS. FNS will also include a set of test scenarios, and an issue log template which the Retailer must complete to test and document the new platform’s SNAP Online functionality. Retailers must make sure to complete the test scenarios document by marking scenarios “Pass/Fail” and complete an issue log for any issues uncovered during their testing. All test scenarios must pass, and all issues should be

resolved before turning testing over to FNS. FNS will review the submitted retailer testing documents, and if everything is in order they will add the Retailer's new eCommerce platform to the FNS testing queue.

Once FNS is satisfied with their testing results, the retailer will be notified, and a launch date will be chosen by the retailer for the launch of its SNAP Online operations on the new platform.