SNAP Online Welcome Package: Guidance on Next Steps

SNAP EBT Modernization Technical Assistance Center (SEMTAC)

You received your SNAP Online Welcome Package from USDA-FNS -- what now?

Welcome Package Overview

The Welcome Package is an important stage in the SNAP Online onboarding process.

The Welcome Package includes:

✦ Five attachments

✦ Five tasks to complete

Retailers must complete these tasks before moving to the next stage in the SNAP Online onboarding process.

Each of the five tasks are reviewed in detail in this presentation.

SNAP Online Onboarding Process

✔

LOI submission, notification letter, and authorization materials

Retailer submits an LOI to USDA-FNS

Once approved, USDA-FNS sends a notification letter to the retailer

Retailer submits authorization materials to USDA-FNS

You are here

Welcome Package

USDA-FNS sends an inactive Internet Retailer Number and other orientation materials to retailer

Retailer submits certification, operations, and security docs to USDA

BRD and website demo*

Retailer or eCommerce provider submits a Business Requirements Document (BRD) and performs a website demo for USDA-FNS

*Only necessary for new eCommerce platforms or direct connect retailers with their own eCommerce platforms

End-to-end testing

USDA-FNS, retailer, and other stakeholders attend a testing kickoff call

Retailer and USDA-FNS each conduct separate end-to-end testing of online purchasing platform

Launch!

Retailer chooses launch date and informs USDA-FNS

Retailer launches SNAP Online and confirms with USDA-FNS

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Summary - Welcome Package Attachments:

These three attachments are for retailer review and reference:

    1. OP Requirements Checklist

    2. Retailer Test Scenarios

    3. Internet Retailer EBT Fraud Mitigation Letter

These two attachments require retailer action – they must be completed and returned to USDA-FNS:

    4. SNAP Online Purchasing Orientation (Task #4)

    5. Certification and Signature Statement (Task #5)
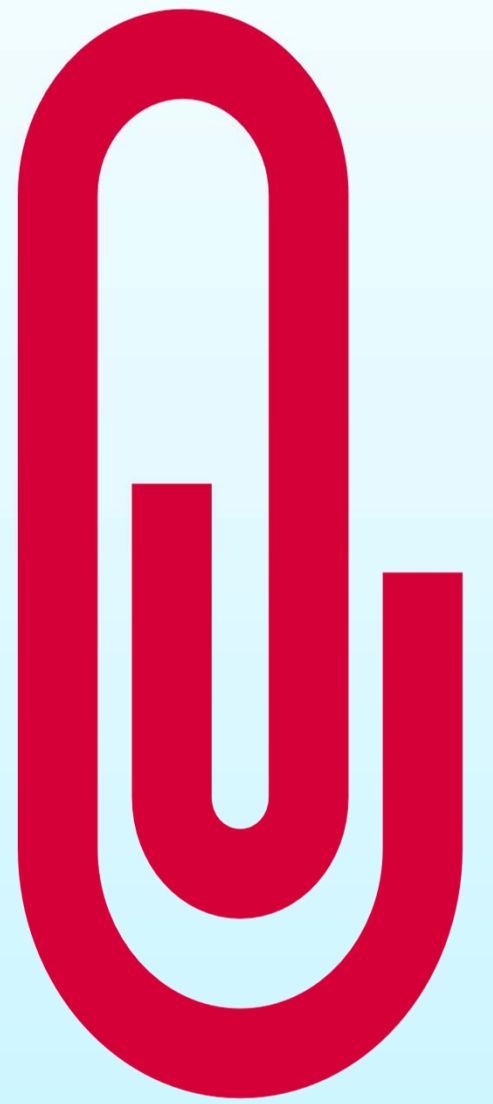
Summary - Welcome Package Tasks:

1. Contact your Third-Party Processor (TPP)/PIN Solution Provider to inform them of your Welcome Package status.

2. Review these three attachments:
   - OP Requirements Checklist
   - Retailer Test Scenarios
   - Internet Retailer EBT Fraud Mitigation Letter

3. Review the Authorization Spreadsheet you submitted to FNS to confirm that the stores listed there are the stores that will be participating in SNAP Online. Send changes or updates to: sm.fn.snaponline@usda.gov

4. Complete the Operations and Security questionnaires (from Attachment 4: "SNAP Online Purchasing Orientation") and submit to: sm.fn.snaponline@usda.gov

5. Complete the "Certification and Signature Statement" (from Attachment #5: Certification and Signature Statement) for each owner. Submit to: sm.fn.snaponline@usda.gov

Further details on each of these tasks are included on the slides that follow.

Task #1: Contact Your TPP/PIN Solution Provider

✦ Contact your Third-Party Processor (TPP)/PIN Solution Provider to inform them that you have received your SNAP Online Welcome Package. You should be prepared to forward the Welcome Package email you received from FNS to your TPP. The FNS authorization number included in the Welcome Package is required by the TPP.

✦ Making contact with your TPP is required even if you are working with an eCommerce provider. There is a contractual relationship (for transaction processing and settlement purposes) between the TPP and the retailer that is separate from the agreement between the retailer and the eCommerce provider (in most cases).

Task #2: Review these three Welcome Package attachments

Contact SEMTAC with any questions

OP Requirements Checklist

✦ This document outlines the FNS requirements for accepting EBT through a website, and additional items that retailers may need to consider when developing their websites to accept EBT.

✦ If you are working with an eCommerce platform that already has live EBT retailers, these requirements should already be in place. There may be items that are configurable that retailers should work on with their eCommerce provider.

✦ If you are developing a new website or working with a new eCommerce platform, this document can help guide your development.

Internet Retailer EBT Fraud Mitigation Letter

✦ This document describes two fraud mitigation options for SNAP Online retailers. Retailers must ensure that either Option 1 or Option 2 is implemented on their website prior to entering the testing phase.

✦ If you are working with an eCommerce platform, discuss these options with them.

✦ Retailers who are developing their own eCommerce sites or are working with a new eCommerce provider must choose and implement one of the two options as a requirement for SNAP Online.

Retailer Test Scenarios

✦ This is a generic version of the retailer test scripts to help retailers understand what aspects of EBT will be tested before their website is permitted to accept SNAP EBT. The test scenarios provide retailers with additional insight into SNAP Online requirements.

✦ All retailers go through the testing phase. FNS will send the test scripts again when that stage of the process is reached.

✦ Retailer Testing happens in two phases, both of which are performed in the live/production environment.

  ✦ The retailer runs all the test scenarios to ensure the system passes all
  ✦ FNS runs the same scenarios to verify

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Task #3: Review Authorization Spreadsheet Information

✦ Review the Authorization Spreadsheet you previously submitted to FNS in response to the Notification Letter.

✦ Confirm the stores and eCommerce sites listed are the stores that will be participating in SNAP Online.

✦ Send any changes or updates to: sm.fn.snaponline@usda.gov

	A	B	C	D	E	F	G	H	I
	1. eCommerce site URL				2. Corporate Headquarters Location				
	URL(s) for eCommerce sites that will be used for SNAP Online Purchasing	STORE PHONE NUMBER	STORE EMAIL ADDRESS	When did your e-commerce platform go live to the public under your ownership? (MM/DD/YYYY)	Corporate Headquarters Location STREET NUMBER	Corporate Headquarters Location STREET NAME	Corporate Headquarters Location Additional Address	Corporate Headquarters Location CITY	Corporat Headqua ers Location STATE
	This is a sample line: www.grocerystorewebsite.com	5555434321	ceo@grocerstorewebsite.com	1/15/2018	111	Sample Street	Suite 101	Brooklyn	New Yor
	This is a sample line: www.eCommerceprovider.retailername.com	9175554321	ceo@retailername.com	1/4/2020	974	Sample Road	N/A	New York	New Yor
	Start your entry on the next line								

Task #4: Complete the Operations and Security Questionnaires

✦ The SNAP Online Purchasing Orientation document contains an Operations questionnaire and a Security questionnaire. These questionnaires include questions about retail operations and website privacy and security considerations.

✦ Complete the Operations and Security questions and return the forms to sm.fn.snaponline@usda.gov

✦ Task #4 = Attachment #4

✦ Contact SEMTAC with any questions

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Task #5: Complete the Certification & Signature Statement

✦ The Certification & Signature Statement is a component of all SNAP retailer authorizations. It outlines:

  ✦ The Food & Nutrition Privacy Act
  ✦ Allowable use and disclosure of the information the retailer provides to FNS
  ✦ The terms of the retailer's agreement with FNS regarding participation in the SNAP program

✦ Each owner or officer listed for the retailer must review and sign the Privacy Act, Use and Disclosure, Penalty Warning, and Certification and Signature Statement.

✦ If there are multiple owners that need to submit a Certification and Signature statement, each owner must provide a separately signed Certification and Signature page.

✦ You may notice the page numbers on this document are 5 & 6. These pages are part of a longer form that all SNAP retailers have already signed. This is simply an updated signature corresponding with SNAP Online authorization.

✦ A handwritten signature is required. The form should be printed, manually signed, and scanned for submission to FNS.

✦ Task #5 = Attachment #5

✦ This signed Certification & Signature Statement should be returned to: sm.fn.snaponline@usda.gov

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Next Steps:

✦ Your Welcome Package submissions will be reviewed by FNS

✦ If you are required to submit a Business Requirements Document (BRD), FNS' review and approval of that document will be next, followed by a sandbox demo to FNS

✦ If you are not required to submit a BRD, once your Welcome Package submissions are approved, you will move into the testing phase. FNS will contact you to kickoff this phase

✦ Contact SEMTAC at any point with questions or for assistance!

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Contact SEMTAC for assistance:

Email
SNAPOnline@
NationalGrocers.org

Phone
1-833-SEMTAC1

Website
www.SEMTAC.org
"Get Support"

We offer free technical assistance through every step of the SNAP Online onboarding process, including help with completing application materials, SNAP Online requirements, eCommerce site development, and systems testing.

The SNAP EBT Modernization Technical Assistance Center (SEMTAC) is a cooperative agreement between the USDA's Food and Nutrition Service and the National Grocers Association Foundation.

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