

SNAP Online Purchasing Program Frequently Asked Questions

Starting May 29, 2020, Supplemental Nutrition Assistance Program (SNAP) EBT can be used to buy food online from Amazon and Walmart.

General

1. What is SNAP? How can I apply?

SNAP (formerly called food stamps) provides a monthly benefit to buy healthy food. Check your eligibility and apply at [DTAConnect.com](https://www.dtaconnect.com).

2. I am a retailer and I want to join Massachusetts's SNAP Online Purchasing Program. What do I need to do?

The United States Department of Agriculture (USDA) approves retailers for the online purchasing program. To learn more, click or tap [here](#).

3. Can I use my SNAP benefits to pay for the delivery fee?

No. You can only use your SNAP benefits to buy SNAP eligible food items. You must pay for fees with another form of payment, like a credit card or gift card.

4. I receive TAFDC or EAEDC benefits. Can I use my cash benefits to buy items online?

No. You currently cannot use your cash benefits on your EBT card to buy food and non-food items online. If you have a bank account you can ask your DTA case manager to sign up for direct deposit so your benefits go directly into your bank account. To learn about and apply for TAFDC and EAEDC economic assistance (cash benefit) programs, click or tap [here](#).

5. Who do I contact for customer support?

For customer support, please contact [Amazon](#) or [Walmart](#).

Walmart

1. How will I know which items are eligible to buy with SNAP?

When you go to checkout, the payment screen will show what items are SNAP eligible and how much money is left to pay with other forms of payment.

2. Is there a delivery fee?

Yes, fees vary \$7.95 - \$9.95. You also have the option to pay a flat fee of \$98 per year for no delivery fees.

3. Can the groceries be delivered?

Delivery options vary by location. Go to [Walmart.com/groceries](https://www.walmart.com/groceries) and type in your zip code to see what options are near you.

4. Where can I learn more?

Visit Walmart's FAQ by clicking or tapping [here](#).

Additional Resources

[Open PDF file, 295.43 KB, for SNAP Online Purchasing FAQ](#) (PDF 295.43 KB)

[Open PDF file, 297.86 KB, for SNAP Online Purchasing FAQ Spanish](#) (PDF 297.86 KB)

Amazon

1. How will I know which items are eligible to buy with SNAP?

Look for the 'SNAP EBT Eligible' label by the product's name.

2. Is there a delivery fee?

When you spend \$35 or more, delivery is free.

3. Where can I learn more?

Visit [amazon.com/snap](https://www.amazon.com/snap).

Additional Resources

[Open PDF file, 295.43 KB, for SNAP Online Purchasing FAQ](#) (PDF 295.43 KB)

[Open PDF file, 297.86 KB, for SNAP Online Purchasing FAQ Spanish](#) (PDF 297.86 KB)