



*Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Transitional Assistance*


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Governor

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Secretary

KARYN POLITO  
Lieutenant Governor

AMY KERSHAW  
Commissioner

**Online Guide Transmittal 2020-81  
November 27, 2020**

**To: Department of Transitional Assistance Staff**  
**From:  Sarah Stuart, Associate Commissioner for Change Management**  
**Re: SNAP: Online Purchasing Program**

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**Overview**

In response to the COVID-19 Pandemic, the United States Department of Agriculture (USDA) allowed states to submit plans to participate in an online purchasing pilot program. This option promotes equity and safety for Massachusetts residents receiving SNAP benefits, as it allows SNAP households access to the same purchasing choices as other shoppers. Massachusetts implemented the online purchasing program effective May 29, 2020.

The terms of the pilot allow DTA SNAP clients to use their SNAP benefits to make online purchases at Amazon and Walmart, the two FNS-approved retailers. Delivery service is available through either retailer, while curbside pick-up is available at Walmart.

TAFDC and EAEDC benefits may not be used to make online purchases at this time.

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**Purpose**

The purpose of this Online Guide Transmittal is to provide staff with information regarding the SNAP Online purchase option in Massachusetts.

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**Online Purchase Options for SNAP Clients**

The two USDA-approved retailers in Massachusetts are Amazon and Walmart.

Walmart

Clients may make online purchases using their SNAP benefits as payment at Walmart.com.

To place online orders at Walmart, SNAP clients must create an account online or update EBT payment information on an existing account at [walmart.com/account/login](https://walmart.com/account/login).

Online purchases from Walmart are eligible for pick-up or delivery at select locations. Same-day pickup is available for orders placed before 3:00pm.

Amazon

Amazon Grocery food items must be sold by Amazon to be eligible for purchase with SNAP benefits. Clients may use SNAP benefits to make purchases on Amazon.com groceries, Amazon Pantry, and Amazon Fresh.

To place online food purchases at Amazon, clients must create an account, or update an existing account at [www.amazon.com/snap/register](https://www.amazon.com/snap/register) and follow the instructions provided.

Free delivery is provided for purchases of \$35 or more. Clients can determine if they are eligible for delivery by entering their zip code at [www.Amazon.com/SNAP/Register](https://www.Amazon.com/SNAP/Register).

EBT card holders are eligible to save 50% on a Prime membership, which allows members to receive free 2-day Prime shipping.

**Note:** SNAP benefits cannot be used to pay for shipping charges, even from the approved online retailers.

Mass.gov/  
SNAPonline

Case managers may direct clients to [Mass.gov/SNAPonline](https://Mass.gov/SNAPonline) for more information regarding:

- how to apply for SNAP benefits
- how to make online purchases at Amazon and Walmart; and
- online purchasing FAQs and the availability of Outreach flyers in multiple languages.

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**Online Purchase and Out of State EBT Usage**

Online transactions for the two approved retailers show their headquarters as the location of the transaction. Washington is the headquarters for Amazon and Alabama is the headquarters for Walmart. Online purchases do not impact in or out of state card usage tracking and procedures.

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**Questions**

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to DTA.Procedural Issues.

Systems issues should be directed to the Systems Support Help Desk.

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