

## SNAP Guide: quick info to know at the register



### SNAP can buy:

- Food to be prepared and/or eaten at home, such as:
  - Breads and cereals,
  - Fruits and vegetables,
  - Meat, poultry, and fish, and
  - Dairy products
- Seeds and plants intended to grow food (but not for growing flowers or feeding birds)
- Cold, ready to eat foods (like cold sandwiches and salads)

### SNAP cannot buy:

- Beer, wine, liquor, or tobacco,
- Foods that are hot before they are sold (such as hot coffee, hot sandwiches, etc.)
- Vitamins or medicines,
- Pet foods,
- Nonfood items such as tissue, soap, cosmetics, and other household goods.

### **Bag fees**

Bag fees cannot be paid for with SNAP benefits. The customer needs to pay for these with another form of payment.

### **Separate eligible foods and ineligible items at the checkout.**

Make sure you separate a customer's SNAP eligible items from non-SNAP eligible items when checking out.

### **Sales tax**

**You must not charge State or local sales tax on items purchased with SNAP benefits.**

### **Credit accounts**

SNAP customers using their EBT cards must pay for their purchases at the time they receive their items. You must not accept SNAP payments on credit accounts. (The one exception to this is if the customer is a part of the SNAP CSA Pilot Program, and filled out a form at the beginning of the season).

### **Fraud**

**You CANNOT exchange EBT for cash.** This is considered fraud by the USDA and will result in the retailer getting its SNAP-accepting privileges revoked. If you accidentally charged too much on a customer's EBT card, you must issue them a refund through the TotilPay app or Conduent machine, NOT with cash.

### **Who can use a SNAP card**

The name of the person does not need to be the same as the EBT card.

SNAP card users can set up "authorized representatives" to use their SNAP card on their behalf; this is common.

### **Doing a SNAP transaction:**

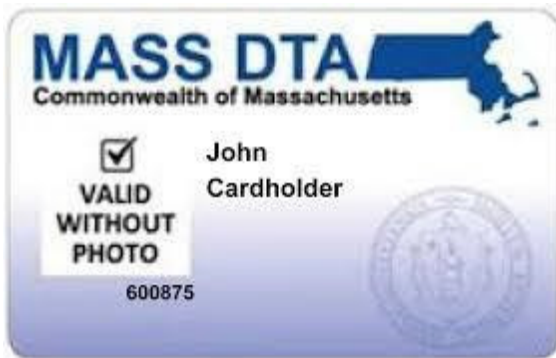
1. Separate SNAP eligible items from non-SNAP eligible items.
2. For the SNAP purchase, open TotilPay Go and login.
3. At the very top, make sure you are under "Sale"
4. Tap "SNAP purchase"
5. Enter card number or swipe card.
6. Have the customer enter their PIN.
7. Enter amount of SNAP purchase.
8. Press "Submit" in the top-right hand corner.

**Cards you can accept**

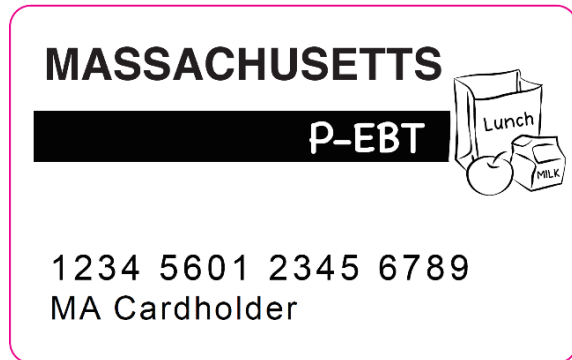
You can accept SNAP/EBT and P-EBT. (P-EBT stands for “pandemic EBT,” and has been issued during the pandemic to families whose children normally receive free or reduced lunch plans in school)

**EBT cards:**

**P-EBT card:**



*New version EBT card*



*Old version EBT card (both are valid)*

*Name on card does not have to match the person using the card.*

**Troubleshooting**

Issue or Topic	Who to contact	Contact Info
TotilPay app is not working properly and/or have questions setting up the app	Novo Dia Group (company that owns TotilPay)	<a href="mailto:support@novodiagroup.com">support@novodiagroup.com</a> 1 (888) 377-7884
Some other general SNAP-related issue	SNAP retailer service number – <b>state</b> Massachusetts Department of Transitional Assistance (DTA)	(877) 382-2363
	SNAP retailer service number – <b>federal</b> USDA Food and Nutrition Service (FNS)	(877) 823-4369
HIP-related issue	SNAP retailer service number – <b>state</b> Massachusetts Department of Transitional Assistance (DTA)	(877) 382-2363
Requesting manual vouchers or Conduent-related issues	Conduent Retailer Help Desk	1 (866) 891-7897
<b>Something else (or anything)</b>	Jim from CISA Clarissa from CISA	<a href="mailto:jim@buylocalfood.org">jim@buylocalfood.org</a> <a href="mailto:clarissa@buylocalfood.org">clarissa@buylocalfood.org</a>

**SNAP customers** can call to check their SNAP balance: 1 (800) 997-2555.

**You can also check for them by selecting “Inquiry” in TotilPay and swiping their card.**

They can also call the Massachusetts DTA with other questions at (877) 382-2363.