

1. There are several options available to SNAP clients who would like to order food during the social distancing mandates related to COVID-19. These include:
 - SNAP client can place an order online or over the phone and pick it up at a store that offers online ordering options.
 - If the store has a wireless Point of Sale (POS) device, the customer can complete the transaction without having to leave the car.
 - If the store does not have a wireless POS, the client would need to complete the transaction at the POS in the store - or -
 - If the store has vouchers, the client can sign a voucher in lieu of using the instore POS.
 - SNAP client can place the order online or over the phone and have the order delivered to their designated delivery address.
 - The transaction can be completed using a wireless POS.
 - The transaction can be completed using a voucher that is signed by the client, if the store has vouchers.
 - Delivery fees cannot be charged to the EBT card.
 - SNAP client can place their order online or over the phone and designate a person to pick the order at the store using the client's EBT card.
 - The transaction can be completed, using the SNAP client's EBT card, in the store or by using a mobile POS device outside of the store.
 - The designated person would need to have the EBT card and the PIN to complete the transaction on a wireless POS or in the store.
 - The designated person would need to have the EBT card to complete the transaction using a voucher.
 - Retailers without wireless POS devices can complete a manual voucher which the SNAP customer or their designee would sign; the client or designee would need to have the EBT card with them to complete the purchase.
2. Delivery fees **cannot** be paid using SNAP benefits; retailers that charge delivery fees must accept payment for any delivery fee using another form of payment.
3. Clients should **never** pay for food by giving their EBT card number and PIN over the phone.
4. How do I place an order using my EBT card at Walmart?
 - Walmart accepts EBT at all Walmart Grocery locations. Currently, Walmart does not accept WIC or eWIC.
 - For Pickup - At most stores, you can pay for your order using an EBT card when you arrive.
 - Follow these steps to place an EBT order:
 - Select your pickup location, timeslot, and add items to your cart.
 - Then, select Check out.
 - On the Select payment method screen, select the EBT card button. Then, Continue.
 - Bring your EBT card to the pickup location. A Walmart Associate will process your payment when you arrive.
5. Online purchasing with Walmart or other merchants is not available in West Virginia currently.