

Frequently Asked Questions

EBT ONLINE



EBT Online is a new program that allows individuals and families to purchase groceries online using their Kansas Benefits Card at Amazon and Walmart.

Using the Kansas Benefits card, or EBT card, to purchase groceries online, the card will function like a [debit card](#), and the same guidelines will apply. Click [here](#) for a list of eligible foods.

Kansas food assistance provides monthly food benefits that help individuals buy healthy, nutritious food. Even if temporary, individuals and families who have experienced a change in their circumstances and need additional help may apply for Kansas food assistance.

Kansans can visit <https://cssp.kees.ks.gov/apspspp/sppNonMed.portal> to apply for food assistance or call 1-888-369-4777. You can also find your local office at <http://www.dcf.ks.gov>.



Question: Which retailers will be accepting SNAP payments online? How will I know when more retailers join the online purchasing pilot?

Answer: Kansas SNAP customers may use their EBT cards for the online purchase of groceries at all Kansas Walmart locations and Amazon.

More retailers may join the online purchasing pilot as it progresses. Updates and other important information will be shared with all SNAP benefit recipients as soon as it is available. You can access the USDA Food and Nutrition Service web site for more information about which retailers will be accepting SNAP payments online [here](#). Their website also provides the retailer requirements for participating in Online Purchasing [here](#).

Question: How will I know if these retailers can deliver to my home? Can SNAP be used to pay for delivery?

Answer: To determine if grocery delivery is available for your location, please visit the retailers' websites. The available delivery zip codes indicate where retailers are able to provide their full line of groceries, including perishable items. Please note, the use of SNAP benefits for the purchase of groceries is restricted to FNS SNAP approved grocery items only and cannot be used for delivery fees.

Question: Can I only use my EBT card for pick up with these two stores?

Answer: You can continue to use your EBT card to purchase groceries at any retailer that offers online shopping with "pick up" or "click & go" options. If it is a retailer other than Walmart and Amazon, you will still be required to provide your EBT card to complete the purchase in-person.

Question: I can use my EBT card when I pick up groceries from Walmart now - how is this different?

Answer: Online purchasing does not require in-person purchases and the card being swiped in the Point of Sale

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machine. Now you will be able to completely finish your purchase online. Because there is no requirement for you to show and swipe your card, you can benefit from the convenience of delivery to your home, or picking up your groceries with a true contact free exchange.

Question: Is using my EBT card online secure?

Answer: The use of your EBT card online will still require your unique personal identification number (PIN). All retailers participating in the online purchasing pilot are using compliant methods of encrypted-PIN entry to ensure secure transactions.

Question: How do I order groceries using the online program?

Answer: For assistance with placing an order online using an EBT card at Walmart, please click [here](#). For assistance with placing an order online using an EBT card at Amazon, please click [here](#).

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