

# COVID-19 RESPONSE



## Think outside the basket... Help your SNAP community



There are several options that would allow a retailer to continue to get food to its Supplemental Nutrition Assistance Program (SNAP), homebound, and elderly customers in its communities in light of the COVID-19 recommendations.

### WAYS TO HELP CUSTOMERS

- Designate an employee to handle all phone orders for SNAP, homebound, and elderly customers.
- Reserve designated time slots for above mentioned customers to call in orders.
- Reserve designated time slots for above mentioned customers to pick up orders.

### WHAT RETAILERS CAN DO WITHIN SNAP RESTRICTIONS

- A SNAP client can place their order over the phone and pick it up at your store. If your store has a wireless POS the customer would be able to complete the transaction without leaving their car.
- A SNAP client can place their order over the phone and the order is delivered to their designated delivery address. The transaction can be completed using a wireless POS.
- A SNAP client can place their order over the phone and designates a person to pick up the order at the store using an authorized EBT card. The transaction can be completed, using the SNAP clients EBT card in the store or by using a mobile POS device outside of the store.
- If retailer has the capacity to accept an online SNAP order, order can be placed and appropriate delivery model would apply (see above).

**Note: Retailers should never accept payment by obtaining a clients' EBT card number and / or PIN over the phone.**

### WHAT SNAP CUSTOMERS CAN DO

SNAP recipients who are unable to leave their home to go grocery shopping can designate someone to use their EBT card so they can shop using their SNAP benefits.

- Find a trusted adult who can shop for you and deliver your groceries.
- Call your county or tribal financial worker to have the adult added as an authorized representative on your case, and they will receive an EBT card in the mail.

**OR**

- Reach out to your nearest retailer by phone to coordinate a SNAP order.
- Reach out to your local food support agency by phone to coordinate a SNAP order.

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#### Minnesota Grocers Association



The Minnesota food industry remains steadfast in its commitment to consumers, careers, and community. As the leading resource for the food industry of the state, the MGA is proud to represent an industry who provides essential support to our communities in this time of need.