

## Reminder to Store Owners -- SNAP Training Expectations

When you applied to accept Supplemental Nutrition Assistance Program (SNAP) benefits you certified to an understanding of your responsibility to ensure that training be completed for all of the owners and employees (paid or unpaid, full-time or part-time, including family members) working in your store. Our goal is to ensure that all store owners fully understand and appreciate this responsibility.

Therefore, we are reminding you of the SNAP training expectations, and of the available materials and resources to assist you in ensuring that your employees are following the rules.

**We expect all SNAP authorized firms to have the ability to demonstrate that there is an established, operational compliance policy and program in place to prevent SNAP violations from occurring.**

**At a minimum an acceptable SNAP training program includes:**

1. **Thorough review of FNS training materials and Program rules.** The SNAP training guide and video can be found on-line at <https://www.fns.usda.gov/snap/retailer/training>. Program rules are defined under Title 7; Subtitle B; Chapter II; Subchapter C – Food Stamp and Food Distribution Program of the Electronic Code of Federal Regulations, Part 278 and are also found on-line at the link above.
2. **Documented SNAP training for all store owners and new employees that must occur within 30 days of employment.** Training documentation must include:
  - a. a record of the materials reviewed,
  - b. the name of the owner(s) and employee(s),
  - c. date of employment,
  - d. the date of training, and
  - e. the signature of the owner(s) and employee(s) attesting to their SNAP training.
3. **Periodic, documented, SNAP refresher training; Refresher training is required *at least once each calendar year*.** Training documentation must include:
  - a. a record of the materials reviewed,
  - b. the name of the owner(s) and employee(s),
  - c. date of employment,
  - d. the date of initial training,
  - e. the date of refresher training, and
  - f. the signature of the owner(s) and employee(s) attesting to their SNAP refresher training.

Store owners are responsible for ensuring that SNAP violations, such as exchanging SNAP benefits for cash or selling ineligible items, are not committed by employees. SNAP violations can result in criminal prosecution, fines and/or removal from SNAP and WIC. Please direct any questions you may have about SNAP rules to the SNAP Retailer Service Center at 1-877-823-4369.

Andrea Gold  
Director  
Supplemental Nutrition Assistance Program (SNAP)  
Retailer Policy & Management Division

Neva Terry  
Director  
Regional Operations & Support  
Retailer Operations Division