

**Subject: Update: FA Online Purchasing Pilot (OPP)**

Amazon and Walmart have completed their statewide rollout:

- Amazon will deliver to all Iowa ZIP codes.
- Walmart has rolled out for all stores that have online grocery.

As a reminder:

- How will clients know if these retailers can deliver to their home?
  - The delivery ZIP codes available are those where retailers are able to provide their full line of groceries, which includes the ability to deliver perishable items to that area.
  - The best way to determine if grocery delivery is available for your location is to visit the retailer websites.
    - [Amazon OPP Information](#)
    - [Amazon OPP FAQ](#)
    - Walmart website for specific stores will state: **NEW – This location offers delivery!**
- Food Assistance participants will be able to use their benefits to purchase eligible food items, but will **not** be able to use benefits to pay for service or delivery charges. For more information, please visit <https://www.fns.usda.gov/snap/online-purchasing-pilot>.
- If clients have questions or issues with the OPP, please refer them to the appropriate retailer:
  - Amazon Website – use the following links:
    - Let Us Help You
    - Help
    - Need More Help?
    - Contact Us
  - Amazon App – use the following links:
    - Menu
    - Customer Service
    - Contact Us
  - Walmart - <https://help.walmart.com/app/grocery> or (800) 924-9206