

# Session 10: SNAP Topic: OPP Lessons

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## Opp look-back

### Retailer Items

- Retailers sending in the same transaction multiple times in a row due to multiple clicks of submit button- causes a bunch of adjustments.
- Return transaction match-up
- Cash Register teams different than Web presence teams
- Retailer needed to learn
  - Retailers return policies - most don't normally allow returns beyond 90 days
  - Removing minimum basket limits
  - Amount of efforts and inconsistency in Retailer community to implement PIN entry on sites
  - PINless Return transactions

## Opp look-back - Continued

### Industry

- Expediting installation, use of resources
  - No time for custom reports for States
  - Implement first, provide documentation and such later
- Timing of PIN solutions
- Food vs Cash purchase – we didn't as an industry envision other solutions – laundromats, vending machines, etc.
- Faster acceptance of solutions, not just Internet shopping – 2 year pilot seems excessive

### State

- Blocking of transactions out of state or not at POS
- Showing out of state activities - retailer address vs delivery address

# Questions?