

PREPARE YOUR STORE NOW FOR NEW SNAP EBT CHIP CARDS



All SNAP-authorized retailers must accept EMV chip cards.

Virginia is modernizing its SNAP EBT card to a more secure EMV chip card to protect customers' benefits. Make sure your checkout staff know what to expect and how to help customers using the new cards.

1

EARLY SEPTEMBER

Retailers must be ready to accept new SNAP EBT chip cards. This may require updating or upgrading your store's POS system.

2

MID-SEPTEMBER

SNAP customers in pilot locations receive chip cards and are encouraged to immediately activate them.

3

OCTOBER - DECEMBER

SNAP customers throughout Virginia receive new chip cards.

4

DECEMBER 31, 2026

All SNAP customers in Virginia have received new chip cards.

Reminders:

- New cards must be activated by the customer when received.
- The old card deactivates once new card is activated or 60 days after the new card has been issued.
- This is a statewide update — not a store decision.

If a customer has trouble using their card:

- Stay patient and supportive.
- Ask if they received the new Virginia SNAP EBT card.
- Try to use the magnetic stripe as a fallback method.

What to say if a card is declined or not working:

"Virginia is rolling out new chip-enabled EBT cards statewide. If your card isn't working, you may need to activate your new card. Please contact the Virginia Department of Social Services for help."



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

Questions for the Virginia
Department of Social Services?
Email chipcard@dss.virginia.gov



RETAILER FAQs

Scan the QR code for retailer
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