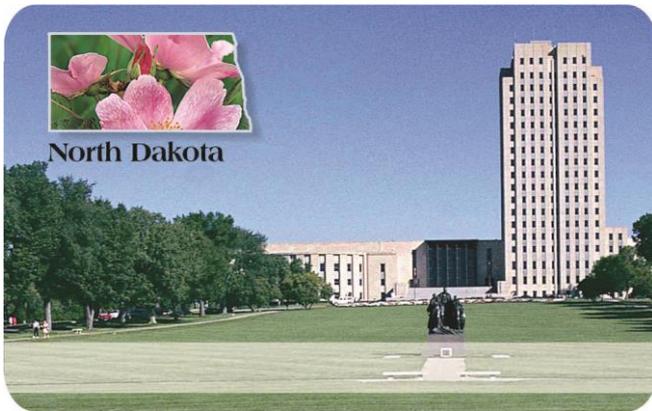


North Dakota EBT Client Handbook



North Dakota Department of Human Services
Supplemental Nutrition Assistance Program (SNAP)

Welcome to North Dakota EBT

This handbook contains important information about North Dakota EBT. The handbook will answer many of your questions and tell you who to contact if you need help. Please keep this handbook in a safe place and refer to it when you have questions.

Contact Information

FIS Customer Service Helpline
1-800-630-4655

FIS Customer Service Client Website
www.ebtEdge.com

Supplemental Nutrition Assistance Program
(701) 328-2332 or 1-800-755-2716

Please keep this handbook for future reference.

EBT Questions and Answers

Q What is EBT?

A Electronic Benefits Transfer (EBT) is the way you receive and use your SNAP benefits in North Dakota. You can use your EBT card in any store that accepts SNAP benefits in North Dakota and throughout the United States.

Q How do I get my SNAP benefits with EBT?

A The benefits are deposited into your EBT account, much like a bank account. Your benefits are available by using your EBT card and Personal Identification Number (PIN).

Q When do I get my SNAP benefits?

A If you are a new client, you will receive a notice from your county social service office telling you when the SNAP benefits will be available in your EBT account. If you are an ongoing client, you will receive your benefits in your EBT account on the 1st day of the month, even if the 1st falls on a weekend or a holiday.

Q Where can I shop?

A Most authorized food retailers and convenience stores accept EBT. Authorized retailers display a decal on the door that looks like your card. Your card should work at any terminal that displays the Quest logo.



Q What does my EBT card look like?

A Your EBT card is a plastic card with a colored picture of the North Dakota Capitol grounds, a picture of the North Dakota Prairie Rose, and the words North Dakota. It has your card number on the front and a place for your signature on the back.

Q Is there a mobile app for EBT?

A Yes, there is a mobile app called ebtEDGE. The benefits of this app include viewing your deposit history, transaction history, benefit schedule, ability to locate SNAP retailers near your location and the ability to set your language preferences to English or Spanish. To download the app, look for the logo below in the Apple App Store or Google Play, by searching ebtEDGE.



Q How do I use my EBT card?

A Follow these steps to use your EBT card.

Step 1 - Before you shop, check your card balance by calling the FIS Customer Service Helpline at 1-800-630-4655 or by logging on to a computer at www.ebtedge.com. This amount is available for you to spend.

Step 2 – Once your items are scanned by the cashier, swipe your card.

Step 3 - Enter your 4-digit secret PIN on the key pad. The machine will show (****).

Step 4 - Press the Enter key.

Step 5 - You will receive a store receipt once the transaction is completed.

Q Will I receive an EBT receipt and what information is on my EBT receipt?

A You should always be provided with a printed EBT receipt. At minimum your EBT receipt will contain a date, the retailer's name, the location, transaction type, transaction amount and your remaining SNAP balance. The households name shall not appear on the receipt. A sample receipt is below for your information.

**ROSE GAS & DELI GROCE
RY**

333 SW EVERETT MALL
BAKERSFIELD, ND 58301

TERMINAL ID: ND0004
MERCHANT, TERM ID: ND0004001

CLERK ID: 999
SEQUENCE NUMBER: 040
Date/Time: 11/19/2019 17:06

CARD# XXXXXXXXXXXXX6504
STATE: ND
POST 11/20/19

	TRAN AMT	END BAL
CASH	\$0.00	\$0.00
FS	\$1.00	\$3.35

FS PUR \$1.00 APPROVED

APPROVAL CODE 000107

****CUSTOMER RECEIPT****

Q What can I purchase with my EBT card?

A You **CAN** Purchase:

- Foods for you and your household to eat, such as:
 - breads and cereals
 - fruits and vegetables
 - meat, fish and poultry
 - dairy products
- Seeds and plants which produce food for you and your household.
- Meals prepared in group homes, senior citizen meal sites, or home-delivered senior meals (Meals on Wheels).

You **CANNOT** Purchase:

- Any nonfood items:
 - pet food
 - soap, paper and household products
 - grooming and cosmetic items
- Vitamins and medicines.
- Food that will be eaten in the store.
- Hot foods that are ready to eat.
- Beer, wine, liquor, cigarettes or tobacco.
- Container deposit fees.

You **CANNOT** receive cash.

Contact the store manager if you have any questions on whether you can purchase an item with your EBT card.

Q What is a PIN?

A A PIN, or Personal Identification Number, is the four-digit secret code you will select when you receive your EBT card. The PIN acts as your signature or authorization. You will use your card and PIN to purchase groceries.

Q Can someone else shop for me?

A In an emergency, you may let someone else use your EBT card to buy food for you. BE CAREFUL – If you let someone else use your card to purchase food for you, they could use all of your benefits. These benefits cannot be replaced.

Q How do I remember my PIN?

A Choose four digits that are easy for you to remember but hard for someone else to figure out. Do not use your date of birth or your Social Security number as your PIN. Do not write your PIN on your EBT card or cardholder. Do not keep your PIN in your wallet or purse. Do not share your PIN with anyone else.

Q What if I forget my PIN?

A If you are in the grocery store and forget your PIN or enter the wrong PIN, you have two more chances that day to enter the correct PIN. If the correct PIN is not entered on the third try, your account will be “locked”. The next day, you will have three more chances to enter the correct PIN. If you do not remember your PIN or think someone else knows it, you can choose a new PIN one of the following ways:

1. Contact your County Social Service Office.
2. Calling the FIS Customer Service Helpline at 1-800-630-4655.
3. Log on to www.ebtedge.com.

Q How do I choose a new PIN by calling the helpline?

A Step 1 - Have your EBT card in front of you.

Step 2 - Call the FIS Customer Service Helpline at 1-800-630-4655. You will hear “Welcome to the North Dakota EBT customer service line.”

Step 3 – For English press 1.

Step 4 – Enter your 16 digit EBT card number. You can press star at any time to start over.

- Step 5 – You will hear “The SNAP balance is xx.xx. To hear that again, press 1 or hang up. Stay on the line and you will hear more options. To change PIN, press 4.”
- Step 6 – You will hear “Please enter your date of birth using two digits for the month and two digits for the day. For example, if your date of birth was August 21, you would enter 0821.”
- Step 7 – You will be asked to enter the last four digits of your Social Security number. Example: if your social security number is 111-11-4444, you would need to enter 4444.
- Step 8 – You will be asked to enter a 4-digit PIN.
- Step 9 – To confirm your PIN, please re-enter the same four digits”.
- Step 10 – Once the PIN has been changed, you will hear “Thank you. I’ll go ahead and change your PIN. All set. If you are done here, just hang up. If you need further assistance, press the star (*) key. You may use your EBT card with the new PIN immediately.

Q Who may call the helpline to select a new PIN?

A The primary individual or another SNAP household member who uses the EBT card may call the helpline. You are required to provide the social security number and date of birth of the primary individual in the case when selecting a new PIN.

Q What should I do if I lose my EBT card?

A Call the FIS Customer Service line immediately at 1-800-630-4655 to report your EBT card as lost, stolen or damaged. No one else may use your EBT card once you report it missing. Contact your county social service office to obtain a replacement card.

Q Can I get additional security on my EBT account in addition to the PIN number?

A Yes, you can have a Security Code added to your EBT account. Adding a Security Code will provide an additional password that would be needed to change your PIN and/or cancel your card. To add a Security Code to your EBT account, please contact the Supplemental Nutrition Assistance Program at (701) 328-2328 or 1-800-755-2716.

Q What if my card doesn't work?

A If your card does not work or you get an error message, call the FIS Customer Service Helpline at 1-800-630-4655 or log on to www.ebtedge.com for assistance.

Examples of error messages on a store's EBT machine are:

1. Not Sufficient Funds (NSF)
2. Invalid PIN
3. Invalid Card

Q How do I obtain my balance when calling the Helpline?

A Step 1 - Have your EBT card in front of you.

Step 2 - Call the FIS Customer Service Helpline at 1-800-630-4655. You will hear..."Welcome to the North Dakota EBT customer service line."

Step 3 - For English press 1.

Step 4 - Enter your 16 digit EBT card number. You can press star at any time to start over.

Step 5 - You will hear "The SNAP balance is \$xx.xx".

Q What if I think my balance is wrong?

A Step 1 – Have your EBT card in front of you.

Step 2 – Call the FIS Customer Service Helpline at 1-800-630-4655. You will hear...”Welcome to the North Dakota EBT customer service line.”

Step 3 – For English press 1.”

Step 4 – Enter your 16 digit EBT card number. You can press star at any time to start over.

Step 5 – You will hear “The SNAP balance is \$xx.xx, To hear that again, press 1 or hang up.”

Step 6 – Stay on the line and to hear more options. For Transaction History, press 1.

Step 7 – You will be given your transaction history and provided with the following options:

- To hear that again, press 1.
- To get a statement, press 2.
- For disputes, press 3.
- To hear other options, press 4.

Q What if I have questions about EBT?

A Contact the county social service office or call the FIS EBT Customer Service Helpline at 1-800-630-4655. The Helpline is available 24 hours a day, seven days a week for your questions.

Q Will my benefits carry over from month to month?

A SNAP benefits carry over from month to month and may be used even when your SNAP case closes. Benefits in an account that have not been used for 365 days will be removed and you will not be able to use them.

Q Is there a minimum dollar amount per transaction and is there a maximum number of transactions per month?

A No, there is not a minimum dollar amount per transaction, nor is there a maximum number of transactions per month. You will need to be sure you have the funds in your account to cover your transactions. In addition, no transactions fees shall be imposed.

Q How do I take something back to the store? Can I get cash back for the returned item?

A Take the item and the receipt back to the store. The store will put the amount back into your EBT account or you may select a new item from the store. You will NOT receive cash.

Q Can I charge a grocery purchase for payment with EBT benefits when they are deposited at a later date?

A No, you cannot charge grocery purchases to be paid with EBT benefits at a later date.

Q How do I obtain a replacement card?

A If you need a new card, contact your county social service office to obtain a replacement card.

You will be allowed a limit of four EBT cards issued at the county office within a 12 month period of time. If you lose or misplace your third (3rd) card, the county social service office will mail a replacement card no later than two (2) business days after you report the loss. You will not be able to pick up this card at the county social service office.

Before replacing an EBT card, the county social service office staff will:

- Ask you to provide verification of your identity.
- Verify the number of replacement cards you have received.
- Any additional replacement card requests will result in your case being monitored.

Remember to:

- Protect your card as you would any other credit card;
- Never lend your card to anyone. If you do and your benefits are misspent, they will not be replaced.

If your card is visibly damaged or you have continuous problems using it, contact your county social service office.

Q How do I cancel my card by calling the Helpline?

A Step 1 - Call the FIS Customer Service Helpline at 1-800-630-4655. You will hear “Welcome to the North Dakota EBT customer service line.”

Step 2 - For English press 1.

Step 3 – Enter your 16 digit card number. You can press star at any time to start over.

Step 4 - If you do not enter a 16 digit card number you will hear, “We did not get your card number. To re-enter your card number press 1, If your card has been lost, stolen or damaged, press 2 to cancel your card”.

Step 5 – You will hear “You have requested your EBT card cancelled. If your EBT card is cancelled, you will not be able to use your benefits until a replacement card is issued.

Step 6 - To have your EBT card cancelled now, press 1. If you do not want to cancel your EBT card, press 2”.

Step 7 - You will hear, “You are being transferred to a representative who can help you. Please hold. From this point on, your call may be monitored or recorded.”

Q **What if I move or travel out of North Dakota?**

A You may use your EBT card in all states.

Keep your EBT card to use any remaining food assistance benefits in another state.

If you are not sure if you can use your card, try a balance inquiry before using it for a purchase. If you are able to get a balance, you will be able to use your card at that store.

If you wish to receive SNAP benefits in the state you have moved to, you need to apply for benefits in that state.

Q **Should I destroy my EBT card if my SNAP case closes?**

A Do not throw your EBT card away. You should use any remaining benefits in your EBT account and keep your EBT card. It may be possible to use the same EBT card if you reapply for SNAP benefits in North Dakota at a later date.

Errors on Your EBT Account

Errors on your EBT account do not happen often, but may occur. If you notice an error, call the FIS Customer Service Helpline at 1-800-630-4655 to report the problem. You have 90 days from the date of the error to request an adjustment of your EBT account.

If the error results in you receiving more funds than you should have, an adjustment may be completed to reclaim those funds. The State will send you a notice explaining the problem and the amount removed from your EBT account. If your current EBT balance does not have enough funds to cover the full adjustment, it will be removed from next month's benefits.

If you disagree with the action taken on your account, you may request a hearing within 90 days from the date of the notice. If you contact the State within 15 days of the notice, no funds will be removed from your account, pending the outcome of the hearing.

If the action taken to adjust your account is upheld by the hearing decision, it will be deducted from your next month's benefits.

Fair Hearings

If you disagree with a decision we have made about your EBT account, you have the right to request a fair hearing. You must request the fair hearing within 90 days of date of the action taken. To request a fair hearing, contact the Supplemental Nutrition Assistance Program Office at (701) 328-2328. You may also write the office at 600 East Boulevard Avenue, Bismarck, ND 58505-0250.

As a SNAP recipient, you must:

- **Use your benefits to buy eligible food items only.**
- **Not use another person's EBT card for your own use.**
- **Not sell, trade, or give away your EBT card.**

People who break SNAP rules may be disqualified from the program, fined, imprisoned, or all three.

NON-DISCRIMINATION STATEMENT

This institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex and in some cases religion or political beliefs.

The U.S. Department of Agriculture also prohibits discrimination based on race, color, national origin, sex, religious creed, disability, age, political beliefs or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who required alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, completed the USDA Program Discrimination Form, (AD-3027), found online at:

http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

(2) fax: (202) 690-7442; or

(3) email: Program.intake@usda.gov.

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the State Information/Hotline Numbers (click the link for a listing of hotline numbers by State); found online at: http://www.fns.usda.gov/snap/contact_info/hotlines.htm.

To file a complaint of discrimination regarding a program receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 or call (202) 619-0403 (voice) or (800) 537-7697 (TTY).

This institution is an equal opportunity provider.



*North Dakota Department of Human Services
Supplemental Nutrition Assistance Program (SNAP)
600 East Boulevard Avenue Dept 325
Bismarck, North Dakota 58505-0250
Telephone Number: (701) 328-2332
Fax Number: (701) 328-1060
www.nd.gov/dhs*

If you have a question regarding program services, please contact your nearest County Social Services' Office.



Balancing Calories

- Enjoy your food, but eat less.
- Avoid oversized portions.

Foods to Increase

- Make half your plate fruits and vegetables.
- Make at least half your grains whole grains.
- Switch to fat-free or low-fat (1%) milk.

Foods to Reduce

- Compare sodium in foods like soup, bread, and frozen meals and choose the foods with lower numbers.
- Drink water instead of sugary drinks.