County Social Services
Electronic Benefit Transfer (EBT)
Policies and Procedures

Service Chapter 435-05

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County Social Services Electronic Benefit Transfer (EBT) Policies and Procedures 435-05

General Information 435-05-05

(Revised 2/20/09 ML #3175)

View Archives

The Supplemental Nutrition Assistance Program (SNAP) is a uniform nationwide program intended to promote the general welfare and safeguard the health and well being of the nation's population by raising the levels of nutrition among low-income households. This manual contains policies and procedures that are used by county social service offices.

Electronic Benefit Transfer (EBT) is an on-line, computer based system that allows for the delivery of nutrition assistance benefits to eligible households which are used to purchase food. Once certified, benefits are electronically posted into an EBT account for each month of a household's certification period.

Records Retention 435-05-05-05

(Revised 2/20/09 ML #3175)

View Archives

The North Dakota Century Code was amended by the 1993 Legislature to provide for a record retention period consistent with federal retention requirements. Issuance records and reports must be available for audit and review for a period of three years from the month of origin of each record.

Nutrition Assistance Benefit Availability 435-05-05-10

(Revised 2/20/09 ML #3175)

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Nutrition assistance benefits are available the first day of each month by 7:00 a.m. Central Time/6:00 a.m. Mountain Time. This is true even if the first falls on a weekend or holiday.

> **EXAMPLE:**
>
> **Benefits for January will be deposited on January 1 even though it is a holiday.**

For new clients that apply and are eligible for nutrition assistance benefits during the month, the benefit is transmitted to eFunds FIS the evening of the day the benefit is authorized by the eligibility worker in TECS. The benefit is available for the client to use by 7:00 a.m. Central Time/6:00 a.m. Mountain Time the following day.

Nutrition Assistance Benefit File Transmission 435-05-05-15

(Revised 2/20/09 ML #3175)

View Archives

Nutrition assistance benefits are transmitted to eFunds FIS on regular business days Monday through Friday in the evening after the State's Eligibility System, TECS, is taken down. Nutrition assistance benefits are NOT transmitted to eFunds FIS on weekends or holidays. If a case is worked and benefits authorized on a weekend, such as Saturday, the benefit is not transmitted to eFunds FIS until Monday evening and is not available to the client until Tuesday morning.

Retailer Questions and Reporting Suspected Abuse of the Supplemental Nutrition Assistance Program 535-05-05-20

(Revised 3/1/11 ML #3266)

View Archives

Food and Nutrition Service (FNS) has requested the following information distributed to county social service staff. Retailers need to direct all reports of possible abuse of the Supplemental Nutrition Assistance Program by clients at retailer locations to the Bismarck Field Office of the USDA Food & Nutrition Service. Any retailer questions concerning the SNAP program should also be directed to this number and/or address.

Please inform all staff who may receive these types of phone calls to inform the retailer they will need to call or write to the phone number or address below:

Address	Phone Number
USDA Food & Nutrition Service Bismarck Field Office PO Box 1996 Bismarck, ND 58502-1996	Bismarck Field Office: 701-250-4365 U S Department of Agriculture Office of the Inspector General: Toll-Free 800-424-9121

Glossary 435-05-10

Account Status 435-05-10-05

(Revised 2/20/09 ML #3175)

View Archives

System generated status of an individual account based on account usage by the client.

Adjustment 435-05-10-10

(Revised 2/20/09 ML #3175)

View Archives

A debit or credit to a client EBT account to correct an out of balance condition resulting from a system or retailer error.

Audio Response Unit (ARU) 435-05-10-15

(Revised 2/20/09 ML #3175)

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This is an answering system accessed when a call is placed with the toll free EBT Customer Service Helpline number (1-800-630-4655). The ARU accesses the EBT computer through a touch-tone telephone and responds with synthesized voice commands and information. The ARU is used to provide balance and transaction information to clients.

Balance Inquiry 435-05-10-20

(Revised 2/20/09 ML #3175)

View Archives

A non-financial transaction that allows a client to obtain the current balance in their nutrition assistance account. A balance inquiry may be conducted from a telephone through the automated response unit.

Batch Report 435-05-10-25

(Revised 2/20/09 ML #3175)

View Archives

A listing of each card number contained in a card flat that is shipped from North Dakota's EBT Contractor, eFunds FIS.

eFunds FIS 435-05-10-30

(Revised 2/20/09 ML #3175)

View Archives

The North Dakota EBT program contractor who handles benefit updates, redemptions, retailer management and other aspects of the EBT system.

eFunds FIS ebtEDGE webADMIN System 435-05-10-35

(Revised 2/20/09 ML #3175)

View Archives

The eFunds FIS ebtEDGE webADMIN System is a computer system that houses client EBT accounts including the transaction histories associated with the accounts and retailer redemption data. It is viewed only by authorized county and State Office EBT personnel and is accessed through the internet.

Electronic Benefits Transfer (EBT) 435-05-10-40

(Revised 2/20/09 ML #3175)

View Archives

The system of electronically disbursing benefits to eligible clients.

EBT Customer Service Helpline 435-05-10-45

(Revised 2/20/09 ML #3175)

View Archives

The toll-free telephone number which clients use to report a lost, damaged or stolen EBT card, inquire on an EBT balance, or ask questions regarding EBT. The EBT Customer Service Helpline number is 1-800-630-4655.

EBT State Support Helpline 435-05-10-50

(Revised 2/20/09 ML #3175)

View Archives

The toll-free telephone number which county and State staff will use to report a lost, damaged or stolen EBT card, inquire on an EBT account balance, or ask questions regarding EBT. The EBT State Support Helpline number is 1-800-848-6960.

Magnetic Stripe 435-05-10-55

(Revised 2/20/09 ML #3175)

View Archives

The black stripe on the back of the EBT card that contains data needed to process an EBT transaction electronically.

Manual Transaction 435-05-10-60

(Revised 2/20/09 ML #3175)

View Archives

An off-line EBT transaction that can only occur when an on-line authorization cannot be obtained. Each manual transaction requires a Manual Voucher and an authorization code from eFunds FIS.

Manual Voucher 435-05-10-65

(Revised 2/20/09 ML #3175)

View Archives

The paper form that must be completed and returned to the eFunds FIS Office whenever a manual transaction is completed. The voucher certifies that the client used their benefits to make a purchase at the designated retailer and it is used to reimburse the retailer for the amount of the transaction.

Ninety-Day Card Clock 435-05-10-70

(Revised 2/20/09 ML #3175)

View Archives

A clock that deletes an EBT card from the system if no PIN has been selected within 90 days from the date the card was issued.

North Dakota EBT Card 435-05-10-75

(Revised 2/20/09 ML #3175)

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The North Dakota Department of Human Services benefit debit card that is issued to eligible nutrition assistance clients to use for access to nutrition assistance benefits at POS devices located at authorized Food and Nutrition Service retail food stores.

Password 435-05-10-80

(Revised 2/20/09 ML #3175)

View Archives

A unique identifier specific to each individual ebtEDGE webADMIN system user that allows county or State staff access to client account information.

Personal Identification Number (PIN) 435-05-10-85

(Revised 2/20/09 ML #3175)

View Archives

The four-number code each client selects when an EBT card is issued. This code is required for card activation and must be used in conjunction with the EBT card to obtain benefits.

PIN Change 435-05-10-90

(Revised 2/20/09 ML #3175)

View Archives

Process of encoding a client's newly selected PIN onto an EBT card using the PIN Select device. PIN changes are effective immediately in the system.

PIN Pad 435-05-10-95

(Revised 2/20/09 ML #3175)

View Archives

A device that is used by the client for entry of their Personal Identification Number (PIN) when making a purchase or checking a balance.

Point-of-Sale (POS) Terminal 435-05-50-100

(Revised 2/20/09 ML #3175)

View Archives

A device used in a retail food store to debit a client's EBT account for the amount of the purchase.

Primary Account Number (PAN) 435-05-10-105

(Revised 2/20/09 ML #3175)

View Archives

The technical term for the 16-digit card number.

Printer 435-05-10-110

(Revised 2/20/09 ML #3175)

View Archives

A device hooked to a POS terminal that prints an EBT purchase receipt.

Technical Eligibility Computer System (TECS) 435-05-10-115

(Revised 2/20/09 ML #3175)

View Archives

The State of North Dakota computer system that allows for eligibility determination and the payment of benefits.

EBT Processing Procedures 435-05-15

(Revised 2/20/09 ML #3175)

View Archives

All counties are provided with a Client Presentation Script, North Dakota EBT Client Handbooks, and POS and PIN select devices for EBT card issuance. The EBT equipment is the property of the North Dakota EBT Contractor, eFunds FIS.

State agencies are no longer required to provide hands-on training to each household. However, hands-on training must continue to be available as a back-up for clients who request it or for special needs populations and other individuals who demonstrate a need for it.

Client Script 435-05-15-05

(Revised 2/20/09 ML #3175)

View Archives

Use of the client script is optional. However, it is important to make clients feel comfortable and to provide basic information about EBT. Questions should be answered prior to PIN selection and the card issuance process.

EBT Customer Service Helpline (Client Helpline) 435-05-15-10

(Revised 2/20/09 ML #3175)

View Archives

The North Dakota Electronic Benefits Transfer (EBT) Program has a toll-free Customer Service Helpline (1-800-630-4655) to assist clients. The helpline is available seven days a week, 24 hours a day, including weekends and holidays, 365 days a year.

The helpline provides clients with assistance regarding:

- Lost or stolen cards,
- Account status,
- Transaction inquiries, and
- Any other questions they may have.

If a client does not have a telephone, they may call the EBT Customer Service Helpline at 1-800-630-4655 from any payphone at no charge.

This information is available in the EBT Client Handbook.

Scheduling Clients 435-05-15-15

(Revised 2/20/09 ML #3175)

View Archives

New applicants should receive an EBT card after they are assigned a TECS case number. Although an applicant may not have been found eligible for the Supplemental Nutrition Assistance Program, they may still receive an EBT card. This eliminates the need for a client to return to the County Social Service Office at a later date to get a card when they are found eligible for the benefits.

Processing Standards 435-05-15-20

(Revised 2/20/09 ML #3175)

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An eligible household must be provided with an appointment for EBT card issuance and PIN selection by the date benefits are available. The household must be able to transact benefits on or before the seven or 30-day timeframe expires.

Whenever a household fails to attend an EBT card issuance appointment before eligibility is determined, the household must be notified when benefits are available but that card issuance must occur before the household can access benefits.

Expedited Cases 435-05-15-25

(Revised 2/20/09 ML #3175)

View Archives

Expedited cases must have benefits available to them by the seventh day, which means the case must be worked AND a card issued by the sixth day. This allows the benefits to be posted in the client's EBT account and available by the seventh day.

However, if the client notifies the county prior to their scheduled appointment that they will not be able to attend the session, the county must attempt to reschedule the client to meet the seven-day expedited time frame.

Clients Applying in North Dakota from Another State 435-05-15-30

(Revised 2/20/09 ML #3175)

View Archives

Clients that move from another state and apply in North Dakota must be provided a North Dakota EBT Client Handbook. They may keep their card from the other state to use their remaining benefits from that state. A North Dakota EBT card that contains their North Dakota case number must be issued.

County offices should advise clients that move or travel out-of-state to keep their card to use the remaining North Dakota benefits in other states.

If a client reports they are unable to use their North Dakota EBT card in another state, obtain their card number, store name, location, address, city and state where they are trying to use their card and the problem/error code they receive. Provide this information to the EBT Coordinator or State Office for assistance and resolution.

Card Issuance 435-05-20

(Revised 2/20/09 ML #3175)

View Archives

County social service office EBT staff issue cards from blank North Dakota EBT card stock via over-the-counter card issuance equipment (POS and PIN Select devices) and via an online screen through the administrative terminal. The cards are pre-embossed with a 16-digit Personal Account Number (PAN)/Card Number on the face of the card. Although the name does not appear on the card, it is a permanent card and clients must take care not to lose or damage the card. The client must also sign the back of the card as soon as they receive it.

Card issuance is the process of encoding an EBT card with a TECS case number and a Personal Identification Number (PIN), which the client selects. EBT cards may be issued as either new or replacement cards. Counties may designate specific days to do card replacement and PIN selection.

> **EXAMPLE:**
>
> **A county may do EBT card replacement and PIN selection on Tuesday, Thursday, and Friday. It should be noted that there are instances such as transportation, work schedules, etc. that warrant the county office being flexible with their issuance schedule.**

Items needed to conduct card issuance:

- Electrical outlet
- Surge protector
- Dedicated analog telephone line

- Dedicated PC, keyboard and monitor
- Software for PIN select device loaded into the computer
- Access to TECS
- POS and PIN Select devices connected to the computer
- EBT Cards
- SFN 321 - Daily Card Issuance Log
- SFN 319 - Monthly EBT Inventory Control Log

Procedures for Card Issuance 435-05-20-05

(Revised 2/20/09 ML #3175)

View Archives

Card issuance is the process of encoding a TECS case number onto a new or replacement EBT card. A new card is issued to a client who has never been issued a North Dakota EBT card. A replacement card is issued when a client who previously had a North Dakota EBT card reports the card as being lost, damaged, stolen or defective.

It is important for issuance personnel to take their time when issuing cards to ensure that the correct case number is encoded onto the EBT card. Verify the client's name and current, open SNAP case number in the TECS system. Read the message at the top of the ebtEDGE webADMIN screen each time a case number is entered to ensure that it is correct.

If an EBT card is issued to the incorrect case number, benefits may be misspent. If issuance personnel determine an incorrect case number was entered after the card was swiped, contact the State Office immediately with case specific information.

1. Set up card issuance area. Ensure that the area is separate and secure.
2. Obtain an EBT card from the working inventory. Remember that EBT cards are issued in numeric order.
3. Complete the SFN 321 - Daily Card Issuance Log by entering the date, county name, county number, beginning card number issued and final card number issued.

4. Enter the client name, case number, 16-digit EBT card number, indicate if the card is a new or replacement card, and initial the form.

   Verify identity of the individual receiving the EBT card. The Application for Assistance contains a place for the client to indicate if they have an authorized representative. The client may also provide written notice if they choose to have an authorized representative. This information is in the case file and the system.

   If an individual comes into the county office requesting a card for a client but there is no documentation in the system or case file that the individual is authorized is the authorized representative, an EBT card cannot be issued for the client.
5. Request the client or authorized representative sign the "client signature" field on the Daily Card Issuance Log. Use a piece of paper to hide client information above the client whom is currently being issued a card.
6. Issuance worker initials the "worker initials" field on the daily card issuance log.
7. **Verify the client's name and current, open SNAP case number in the TECS system.**
8. Launch Internet Explorer and access the ebtEDGE webADMIN website at:

   www.ebtedge.com

9. Click on the Agency Login link and follow these steps:
   - Enter your North Dakota User ID (if you do not know your North Dakota User ID – contact the State Office).
   - Enter your Password.
   - Click the Login button.
   - On the Home page click on the "Open" link.

- Click on the "Issue Card" link.
- Enter the eight-digit case number and click "Retrieve Case".
- Verify the name if a case comes up in the "Case/Client List".
    - **STOP if the name is not correct! You will need to obtain the correct case number before you proceed with issuing an EBT card.**
- If the client is new, a message will appear at the top of the screen, "An exact match cannot be found."
- Take a card from the secure supply of blank cards.
- Click the "Click to Swipe Card" button. The card must be swiped in the card reader within 30 seconds.
- Click the "Add Card" button.
- A confirmation message will appear at the top of the screen, "The new card was successfully issued."

10. Follow these steps for PIN selection on the PIN Select Device:
    - Activate the PIN Select option in the main menu of the PIN Select Device by pressing [F2].
    - Slide the card through the card reader slot.
    - Client enters four-digit PIN and presses enter on the PIN pad.
    - Navigate to the Card Screen on the webADMIN system.
    - Look for PIN information.
    - Verify that PIN Selected is set to "Yes".
11. Instruct the client or authorized representative to sign the white signature stripe on the back of the EBT card.

    If an authorized representative is signing the card, they must sign the client's name, followed by a slash, their own initials,

slash and the letters "AR" to indicate they are the authorized representative.

EXAMPLE:
Jane Doe/ABC/AR

12. Place the EBT card in the protective sleeve and give it to the client. Remind client that EBT cards should be kept:
    - in the protective sleeve,
    - in a clean, dry place,
    - out of direct sunlight, and
    - away from magnets, (magnets are present in TVs, VCRs, microwaves and cell phones).
13. Log any defective cards on the Daily Card Issuance Log indicating they were not issued. Log the cards on the SFN 208, Card Problem Report and destroy the defective cards. Maintain the Card Problem Report in the county office.
14. At the end of the day, card inventory must be reconciled. Card inventory reconciliation procedures are contained in Service Chapter 435-05-25.

Procedures for Mailing EBT Cards 435-05-20-07

(Revised 1/1/11 ML #3255)

View Archives

In order to remove barriers and make benefits more accessible to clients, effective June 1, 2009, EBT cards can be mailed to ensure that eligible households have access to their benefits within the processing timeframes.

If a household is entitled to expedited service, an EBT card must be given to the household at the time of screening or at the time of interview. If a card is not issued because the household cannot stay or a telephone screening and interview are completed, the EBT card must be mailed to the household to meet the expedited processing time frame.

If a household is not entitled to expedited service, an EBT card must either be given to the household at the time of screening or at the time of the interview. If a card is not issued because the household cannot stay or a telephone screening and interview are completed, the EBT card must be mailed to the household by the 28th day in order to meet the 30 day processing time frame.

When mailing an EBT card, federal regulations require that two days mailing time be allowed in order to meet the processing time frames. The two day mailing time does not include the date the card is mailed.

Examples:

Household applies and is screened eligible for expedited service on June 2. An EBT card must be issued and given to

the household on June 2, or must be mailed to the household on June 3.

Household applies and is screened not eligible for expedited service on June 2. An EBT card must be issued and given to the household at the time of screening, time of interview or mailed to the household not later than June 30.

When mailing an EBT card use the following steps:

1. Issue an EBT card using normal issuance procedures. **Do not select a PIN.**
2. Go to nd.gov eform "EBT Card Issued by Mail", SFN 770, complete the form by filling in the client name and mailing address.
3. Mail the card along with the completed SFN 770 to the client. A copy of the completed form must be retained with issuance records.

The eform contains instructions for the client to select a PIN by calling eFunds Customer Service Client Helpline at 1-800-630-4655.

EBT Cards Issued to the Incorrect Case Number 435-05-20-10

(Revised 2/20/09 ML #3175)

View Archives

When EBT issuance personnel determine an incorrect case number has been encoded on an EBT card, the following steps must be taken:

1. Contact the EBT Coordinator or State Office immediately to report the problem. Provide the card number, case number encoded onto the card, the case number that should have been encoded onto the card, the name of the client the card was issued to, and the date and time the card was issued.
2. The State Office will suspend the card in the ebtEDGE webADMIN system.
3. **Do not issue a new EBT card.** The State Office will call eFunds State Support to correct the problem and reactivate the card.
4. The State Office will contact the county when the problem has been corrected.

   The State Office will determine if benefits have been spent using the incorrect EBT account. If benefits were spent, State Office staff will determine how the account adjustment will be completed. The eligibility worker's assistance may be required.

   If benefits were spent in the incorrect case, the county office will notify the client(s) of the situation and the pending account adjustment.

The county office MUST NOT issue another card to the client who received the card with the incorrect case number until the State Office has provided notification that the account adjustment is complete, and a replacement card can be issued.

The county office must issue the client, whose benefits were misspent, a replacement card.

Issuance Operations 435-05-20-15

(Revised 2/20/09 ML #3175)

View Archives

Federal regulations require that responsibilities for certification and issuance activities be separate.

One-Person Issuance Operations 435-05-20-20

(Revised 1/1/11 ML #3255)

View Archives

Conditions in some county offices may warrant having one person perform the duties of both certification and card issuance. "One-person" issuance operations in which certification personnel also perform the issuance functions seriously weaken controls and involve substantial risks.

The special second party review requirements are intended to ensure program integrity when the same person performs both issuance and certification functions in the issuance system.

Any county establishing and using one-person issuance and certification personnel must advise the EBT Coordinator in writing. The notification must contain justification for the system and assurance special review requirements will be met.

Additionally, each county utilizing certification personnel for one-person issuance must, in the month of December, notify the EBT Coordinator in writing. This annual notification must also contain justification for the system and assurance that special review requirements will be met.

If a county social service office has only one person to handle all EBT issuance & reports, then second-party reviews must be conducted.

Requirements of second-party reviews include:

1. Every two weeks the Daily Issuance Logs (SFN 321) will be reviewed against the physical count of working card stock.

These reports will continue to be kept on file at the County office for review.

2. Every two months the Monthly EBT Inventory Control Log (SFN 319) will be reviewed against the physical count of the bulk card inventory.
3. On a monthly basis, the local office will continue to submit the Monthly EBT Inventory Control Log (SFN 319) to the State office.

If a county social service office situation requires eligibility personnel to issue EBT cards to the case(s) they have authorized, then second-party reviews must be conducted.

Requirements of second-party reviews include:

1. Every two weeks the Daily Issuance Logs (SFN 321) will be reviewed against the physical count of working card stock. These reports will continue to be kept on file at the County office for review.
2. Every two months Second Party Reviewers are required to conduct a random review of seventy-five (75%) of the new cases processed during the previous 2 months of cases where the EW/ET authorized the case and also issued an EBT card. The review should be completed on a randomly selected date utilizing a variety of methods. Without causing hardship to the household and as a precautionary measure to ensure that each case reviewed is a valid household, the Second Party Reviewer will attempt to contact each household.

Within two weeks of completion of the casefile review(s) (every two months), the Second-Party Review Verification must be submitted to the State attesting to the fact that the reviews were completed.

If a county social service office has the option of having someone other than the EW/ET who authorized the case(s) issue the EBT card(s), a second-party review is not required.

EBT Card Replacement 435-05-20-25

(Revised 10/1/11 ML #3292)

View Archives

Federal regulations require EBT cards be replaced within **two business days** following the date the household contacted the county office to request a card replacement. Clients must contact the county office to receive a replacement card.

Effective January 1, 2011, clients will able to receive three (3) replacement cards within a calendar year at the county office. The fourth (4) and any subsequent replacement card(s) will be **mailed no later than two (2) business days after the date of request** and will not be available for pickup at the county office. County staff should use good, sound professional judgment in applying this policy (i.e. cards issued to clients who may not have a clear understanding of the importance of protecting and retaining their EBT card or a household that did not request a replacement EBT card but one was inadvertently issued in error should not be counted in the three card count and documentation must be added to the casefile).

Verify the client's name and current open SNAP case number in the TECS system. Prior to replacing a card, EBT Issuance Personnel must verify the number of replacements received within the calendar year. To determine how many cards have been issued, search in ebtEDGE by case number, click on card tab and previous card issued to view the number of EBT cards replaced within the calendar year.

Additional Information

The client should be advised to contact eFunds Customer Service Client Helpline at 1-800-630-4655 to report the card was lost or stolen. The card must be mailed to the client two business days after the report of the loss to meet federal guidelines. Do not wait for verification an EBT card has been cancelled.

EXAMPLE:

- **Client reports card lost or stolen on August 8**
- **EBT staff look in ebtEDGE to see how many cards have been issued in a calendar year and current card status. If the client has received three (3) replacement cards within a calendar year, the fourth (4) and any subsequent replacement card(s) must be mailed.**
- **Client instructed to contact Helpline at 1-800-630-4655 to report the card lost or stolen**
- **Mail replacement card on August 10**

Note: The ebtEDGE system will show the total number of cards issued to the household since they started receiving EBT benefits. Issuance staff must look at the "Issue Date" and count how many cards were issued within the calendar year to determine whether a replacement card may be issued over the counter or will need to be mailed within two business days.

The following examples apply to all replacement card requests:

1. **A household contacts the county office on Tuesday, May 3 to request a replacement card. EBT issuance personnel verify in ebtEDGE how many replacement cards the household previously received within the calendar year. If the household has received three replacement cards within the calendar year, an EBT card must be mailed no later than Thursday, May 5.**

The card is not available for pick up at the county office.

2. **A household contacts the county office on Wednesday, May 4 to request a replacement card. EBT issuance personnel verify in ebtEDGE how many replacement cards the household previously received within the calendar year. If the household has received three replacement cards within the calendar year and Friday is a holiday, an EBT card must be mailed no later than Monday, May 9. The card is not available for pick up at the county office.**
3. **A household contacts the county office on Thursday, May 5 to request a replacement card. EBT issuance personnel verify in ebtEDGE how many replacement cards the household previously received within the calendar year. If the household has received three replacement cards within the calendar year and Monday is a holiday, an EBT card must be mailed no later than Tuesday, May 10. The card is not available for pick up at the county office.**

EBT Cards Deleted From the System after 90 Days 435-05-20-30

(Revised 2/20/09 ML #3175)

View Archives

An initial EBT card will be deleted from the system if no PIN has been selected 90 days from the date of card issuance.

If an account has no activity for 365 days, the card status will be changed to “deactivated/canceled” and the record deleted from the database. Case and client records are also deleted from the database.

EBT Card Destruction 435-05-20-35

(Revised 2/20/09 ML #3175)

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All defective and damaged cards are logged on the SFN 208, Card Problem Report form and destroyed and discarded on a daily basis.

Reasons for EBT card destruction:

- Damaged card
- Defective or non-operational card
- Returned card

EBT Card Destruction Procedures 435-05-20-40

(Revised 2/20/09 ML #3175)

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Complete the SFN 208 - Card Problem Report form. Enter the date the EBT card was returned, the 16-digit card number, the eight-digit case number encoded on the EBT card, client name on the back of the card, a description of the problem and initial the appropriate space. Destroy the card(s).

The SFN 208, Card Problem Reports are maintained at the County Social Service Office.

EBT Card and Pin Replacement 435-05-25

EBT Card and Pin Change 435-05-25-05

(Revised 2/20/09 ML #3175)

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Reasons to conduct a card PIN change include, but are not limited to:

1. Client forgot Personal Identification Number (PIN).
2. Compromised PIN.

PIN changes are effective immediately.

Personal Identification Number 435-05-25-10

(Revised 2/20/09 ML #3175)

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All transactions at a POS terminal require the use of a PIN. A PIN is a four-digit secret code that acts as an electronic signature. The PIN provides security to link an EBT card to an individual EBT account.

The only time a transaction may occur without the use of the PIN is when a retailer uses a manual voucher. Manual vouchers are used:

- when a retailer's POS terminal is temporarily not working, or
- for authorized retailers that do not have POS equipment (Schwan's, Senior Centers, etc).

Personal Identification Number Access 435-05-25-15

(Revised 2/20/09 ML #3175)

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Clients are allowed three incorrect PIN attempts each day. The third incorrect PIN entry denies card access. The client may reset the PIN through the EBT Customer Service Helpline, the county office or online at www.ebtedge.com.

EBT Pin Change Procedures 435-05-25-20

(Revised 2/20/09 ML #3175)

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A new PIN is encoded onto an EBT card in a similar manner in which the card and PIN were originally issued. There is no limit to the number of times a PIN may be changed on an EBT card. The ebtEDGE webADMIN powerpoint handout for issuance staff contains instructions for a PIN change.

1. Launch Internet Explorer and access the ebtEDGE website: www.ebtedge.com
2. Click on the Agency Login link and follow these steps:
   - Enter your North Dakota User ID. (If you do not know your North Dakota User ID – contact the EBT Coordinator.)
   - Enter your Password.
   - Click the “Login” button.
   - On the Home page click the “Open” link.
   - Navigate to Card Screen.
   - Look for PIN information.
   - Press “Reset PIN” button.
   - Activate the PIN Select option in the main menu of the PIN Select device by pressing (F2).
   - Slide the card through the card reader slot.
   - Ask the client to enter the four-digit PIN using the PIN pad.
   - Press [Enter] on the PIN pad.
   - Navigate to the Card Screen on the webADMIN system.
   - Look for PIN information.
   - Verify that “PIN Selected” is set to “Yes”.

3. Place the EBT card into the protective sleeve and give it to the client. The client may use their card with the new PIN immediately upon completing the PIN change procedures.

Card Inventory 435-05-30

Card Inventory Reconciliation Procedures 435-05-30-05

(Revised 2/20/09 ML #3175)

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North Dakota Electronic Benefits Transfer (EBT) card stock inventory is conducted at the end of daily card issuance. EBT issuance personnel must complete the SFN 321 - Daily Card Issuance Log and SFN 319 - Monthly EBT Inventory Control Log.

Daily Card Issuance Log 435-05-30-10

(Revised 2/20/09 ML #3175)

View Archives

Procedures for completing the Daily Card Issuance Log (SFN 321):

1. Complete the Daily Card Issuance Log by entering the date, county name, county number, and beginning card number issued. (This form is available as a fillable e-form online at www.nd.gov/eforms).
2. Enter the case name, case number, last 10-digits of the EBT card number, indicate if the card is a new or replacement card in the "Date of Card Repl Request" field, and initial the form.
3. Enter the last card number issued for the day in the "FINAL CARD NUMBER ISSUED" field at the top of the form.
4. Calculate the total number of new cards issued for the day and enter that number in the "TOTAL NEW CARDS ISSUED" field.
5. Calculate the total number of replacement cards issued for the day and enter that number in the "TOTAL REPLACED CARDS ISSUED" field.
6. Calculate the total cards issued for the day and enter that figure in the "TOTAL CARDS ISSUED" field.
7. If EBT card stock was received that day, reconcile the card shipment, add that number to the Beginning Inventory count and subtract the total number of cards issued that day using the following calculation:

   Beginning Inventory
   + Total number of cards received
   - Total number of cards issued
   = Total daily ending inventory

8. Enter the daily ending inventory in the “ENDING INVENTORY” field.
9. Conduct a physical count of the card inventory to ensure the number of cards in the inventory matches the ending inventory calculated on the log. A second party physical count of the card inventory is required.
10. Review the Daily Card Issuance Log to ensure it is complete and file.

Monthly EBT Inventory Control Log (SFN 319) 435-05-30-15

(Revised 2/20/09 ML #3175)

View Archives

Procedures for completing the Monthly EBT Inventory Control Log:

1. Complete the county name, county number, issuance month and year and the beginning inventory count of EBT cards in the appropriate spaces on the form prior to issuance for the month. (This form is available as a fillable e-form online at www.nd.gov/eforms).
2. Each issuance day, transfer the issuance date, beginning card number issued, ending card number issued, total number of new and replaced cards issued, and total number of cards issued from the Daily Card Issuance Log(s) to the Monthly EBT Inventory Control Log. There is only one line entry for each issuance day of the month on the Monthly EBT Inventory Control Log.
3. Initial the "ISSUANCE WORKER INITIALS" space for the issuance day on the Monthly EBT Inventory Control Log.

When issuance for the entire month is complete:

1. Calculate the total number of new cards issued in the month and enter the figure in the "TOTAL NEW CARDS ISSUED" field.
2. Calculate the total number of replaced cards issued in the month and enter that figure in the "TOTAL REPLACED CARDS ISSUED" field.
3. Calculate the total cards issued and enter that figure in the "TOTAL CARDS ISSUED" field.

4. Enter the total number of EBT cards received in the county office from the State Office during the month in the "Total Cards Received" space on the form.
5. Calculate the monthly Total Ending Inventory as follows:

   Beginning Inventory
   + Total number of cards received
   - Total number of cards issued
   = Total Ending Inventory

6. Enter the ending inventory total in the "TOTAL ENDING INVENTORY" field on the form.
7. Conduct a physical count of the card inventory at the end of the issuance month. A second party physical count of the card inventory is required.
8. The County Director or EBT supervisor must sign and date the form verifying the accuracy of the card inventory and issuance. If the County Director or EBT Supervisor does not sign the Monthly EBT Inventory Control Log, it will be returned to the County Office for proper signature.
9. Mail the original Monthly EBT Inventory Control Log to the EBT Coordinator at the State Office by the fifth day of the next month. A copy is maintained in the County Office.

   EXAMPLE:

   The Monthly EBT Inventory Control Log for August is mailed to the State Office by the 5th of September.

Ordering and Receiving EBT Card Stock 435-05-35

EBT Card Stock Inventory 435-05-35-05

(Revised 2/20/09 ML #3175)

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County Social Service Offices should maintain a three-month Electronic Benefits Transfer (EBT) card inventory. A three-month supply of EBT cards is the average number of new applications received in a county during a three-month period of time and the average number of card replacements issued in a county during that time-frame. An EBT card stock order is placed when the EBT card inventory is less than a one-month supply.

EBT card stock orders in excess of an averaged three-month inventory will be adjusted by the State EBT Coordinator to reflect a three-month inventory supply.

EBT Card Stock Orders 435-05-35-10

(Revised 2/20/09 ML #3175)

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Large orders, (100+cards) will be packaged and sent on the first and third Wednesday of each month. All other orders will be sent every Wednesday.

1. Complete the SFN 325 - EBT Card Stock Transfer form. Enter the county name, county number, address, number of EBT cards ordered, sign and date the form, and mail to the State EBT Coordinator at the following address:

   North Dakota Department of Human Services
   Supplemental Nutrition Assistance Program (SNAP)
   EBT Coordinator
   600 East Boulevard Avenue, Dept 325
   Bismarck, North Dakota 58505-0250

   EBT card batch report, the original SFN 325 - EBT Card Stock Transfer form, and EBT card sleeves.

EBT Card Stock Transfer Validation 435-05-35-15

(Revised 2/20/09 ML #3175)

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1. Verify each card received in the shipment using the EBT card batch report. Place a check mark beside each card number listed on the EBT card batch report for each card contained in the EBT card shipment.
2. Verify the first and last card number, total number of cards received, and the batch number against the SFN 325 EBT Card Stock Transfer form.
3. Sign, date and file a copy of the SFN 325 EBT Card Stock Transfer form.
4. Mail the original to the State EBT Coordinator upon completing the card receipt procedures. The address is as follows:

   North Dakota Department of Human Services
   Supplemental Nutrition Assistance Program (SNAP)
   EBT Coordinator
   600 East Boulevard Avenue, Dept 325
   Bismarck, North Dakota 58505-0250

   Report any problems encountered during EBT card stock receipt such as a missing card to the State EBT Coordinator immediately.

EBT Card Storage and Security 435-05-35-20

(Revised 2/20/09 ML #3175)

View Archives

The County Social Service Office must designate EBT personnel responsible for card storage and security.

The cards must be handled in a safe and secure manner. Only designated personnel must have access to the card inventory. Federal regulations require that responsibilities for certification and issuance activities be separate.

Procedures for EBT Card Storage and Security 435-05-35-25

(Revised 2/20/09 ML #3175)

View Archives

1. Bulk card inventory must be stored in a locked cabinet within a locked room.
2. Working inventory must be stored in a locked storage box for secure transportation between the safe or vault and the training site.
3. Cards must never be left unattended and must be in secure storage. Designated personnel must be present at all times.

EBT System Passwords and Security Procedures 435-05-40

(Revised 2/20/09 ML #3175)

View Archives

The State Office completes Electronic Benefits Transfer (EBT) System and password security requests. **Sharing ebtEDGE webADMIN System User IDs and passwords is prohibited.**

1. Contact the State Office and provide the individual's name, job title and the type of security access needed in the ebtEDGE webADMIN system.
2. The State Office emails the User ID and temporary password to the individual.

User ID Deletion Request Procedures 435-05-40-05

(Revised 2/20/09 ML #3175)

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Contact the State Office and provide the user name to be deleted. If an employee has moved from an EBT issuance position to an eligibility worker position, the security access can be changed from "EBT issuance" to "inquiry only" rather than deleting the user.

Forms Appendix 435-05-45

Client Script 435-05-45-05

(Revised 2/20/09 ML #3175)

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My name is _____ and I want to welcome you and provide you with some basic information about EBT before we issue you a card.

EBT stands for Electronic Benefits Transfer. EBT is the method the State uses to issue nutrition assistance benefits. Your benefits are put into an EBT account much like a bank account. When you use your EBT card, the amount you spend is subtracted from the balance in your EBT account. Your EBT card works and looks similar to a debit card, ATM card, or credit card. We will slide your card through the card reader and you will select a four-digit personal identification number (PIN). It is important that you keep your card and PIN number safe.

You will be given an EBT Client Handbook to take with you which contains additional information and the EBT Customer Service help number.

Are there any questions before we get started?

SFN 321, Daily Card Issuance Log 435-05-45-10

(Revised 2/20/09 ML #3175)

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This form is no longer provided in the manual as it is an e-form that can be found at www.nd.gov/eforms.

Click here to view and/or print this form.

SFN 319, Monthly EBT Inventory Control Log 435-05-45-15

(Revised 2/20/09 ML #3175)

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This form is no longer provided in the manual as it is an e-form that can be found at www.nd.gov/eforms.

Click here to view and/or print this form.

SFN 325, EBT Card Stock Transfer 435-05-45-20

(Revised 2/20/09 ML #3175)

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