ELECTRONIC BENEFIT TRANSFER (EBT) POLICIES AND PROCEDURES

Service Chapter 435-06

North Dakota Department of Human Services
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Welcome to the Electronic Benefit Transfer Manual.

To download a printer friendly version of this manual please see the [Printed Documentation book](#) in the Table of Contents.

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County Social Services Electronic Benefits Transfer (EBT) Policies and Procedures 435-06

General Information 435-06-05

(Revised 10/01/17 ML #3517)

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

This manual contains policies and procedures that are used by county social service offices.

Definitions 435-06-05-15

(Revised 10/01/17 ML #3517)

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Account Status

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

Adjustment

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

Audio Response Unit (ARU)

An answering system accessed when a call is placed with the toll free EBT Customer Service Helpline number. 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

A non-financial transaction that allows a client to obtain the current balance in their electronic benefit transfer (EBT) account. A balance inquiry may be conducted from a telephone through the automated response unit (ARU).

Batch Report

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

EBT Card

A debit card issued to eligible SNAP clients used to access benefits at authorized SNAP retailers.

Electronic Benefits Transfer (EBT)

The system of electronically disbursing benefits to eligible clients.

Manual Transaction

An off-line EBT transaction that occurs when an on-line authorization cannot be obtained. Each manual transaction requires a manual voucher and an authorization code from the EBT vendor.

Manual Voucher

The paper form completed and returned to the EBT vendor whenever a manual transaction occurs. The voucher certifies that the client used their benefits to make a purchase at the designated retailer. It is used to reimburse the retailer for the amount of the transaction.

Ninety-Day Card Clock

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.

Personal Identification Number (PIN)

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 Pad

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

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)

The technical term for the 16-digit card number.

Security Code

An additional security feature giving clients the option to add an additional password to their EBT card account. The client would be required to provide this security code in order to cancel their EBT card and obtain account specific information via the EBT vendor's customer service helpline.

Benefit File Transmission and Benefit Availability 435-06-10

(Revised 10/01/17 ML #3517)

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Benefits are transmitted to the EBT vendor on regular business days Monday through Friday, after the State's eligibility system is taken down. Benefits are NOT transmitted to the EBT vendor on weekends or holidays. If a case is worked and benefits authorized on a weekend, the benefit is not transmitted to the EBT vendor until Monday evening and is not available to the client until Tuesday morning.

Benefits are available the first day of each month by 7:00 a.m. Central Time/6:00 a.m. Mountain Time , 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.**

EBT Processing Procedures 435-06-15
(Revised 10/01/17 ML #3517)

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All counties are provided with North Dakota EBT Client Handbooks, and POS and PIN select devices for EBT card issuance. The EBT equipment is the property of the EBT vendor.

Hands-on training must be available for clients who request it.

EBT Customer Service Helpline and Website 435-06-15-10
(Revised 10/01/17 ML #3517)

The North Dakota Electronic Benefits Transfer (EBT) Program has a toll-free customer service helpline (1-800-630-4655) and a web service with a client portal at www.ebtEdge.com to assist clients. The helpline and website are available seven days a week, 24 hours a day, including weekends and holidays, 365 days a year.

The helpline and website provides clients with assistance regarding:

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

This information is available in the EBT Client Handbook.

Processing Standards 435-06-15-20
(Revised 10/01/17 ML #3517)
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An eligible household must be provided an EBT card and PIN by the date benefits are available.

New applicants should receive an EBT card after they are assigned a case number. Although an applicant may not have been found eligible for the SNAP Program, they should still receive an EBT card. This eliminates the need for a client or authorized representative to return to the county office at a later date to get a card if they are found eligible for benefits.

Expedited households must have benefits authorized by the third calendar day. This means the case must be worked AND a card issued by the third calendar day allowing benefits to be posted in the client's EBT account and available to the client the next day.

Out-of-State use of EBT Cards 435-06-15-30
(Revised 10/01/17 ML #3517)

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Clients that move from another state and apply in North Dakota must be provided a North Dakota EBT card. They may keep the EBT card from the other state to use the remaining benefits from that state.

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

Card Issuance 435-06-20

(Revised 10/01/17 ML #3517)

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County EBT staff issue cards from blank EBT card stock via over-the-counter card issuance equipment (POS and PIN Select devices) via an online screen in the ebtEDGE WebADMIN system. The cards are pre-embossed with a 16-digit Personal Account Number (PAN) on the face of the card. Although the client 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:

- Dedicated PC, keyboard and monitor
- Access to the eligibility system
- 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 435-06-20-05
(Revised 10/01/17 ML #3517)

Card issuance is the process of encoding a case number onto a new or replacement EBT card. A new card is issued to a client or authorized representative who has never been issued an EBT card. A replacement card is issued when a client or authorized representative who previously had an 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 eligibility system. Read the message at the top of the webADMIN screen each time a case number is entered to ensure that it is correct.

1. Set up card issuance area. Ensure that the area is separate and secure.

2. Obtain an EBT card from the working inventory. 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.

5. Verify the identity of the individual receiving an EBT card. Any adult household member that is part of the SNAP case or authorized representative is eligible to receive an 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 eligibility system.

If an individual comes to the county office requesting a card for a client, but there is no documentation in the system or case file that the individual is the authorized representative, an EBT card cannot be issued for the client to that individual.

6. Request the client or authorized representative sign the "client signature" field on the Daily Card Issuance Log. Make sure other client information on the SFN 321 is not visable to the person signing the form.

7. **Verify the client's name and current SNAP case number in the eligibility system.**

8. Open the internet and access the EBT Edge website at:

   www.ebtedge.com

9. Click on the Agency Login and follow these steps:

   - Enter your User ID (if you do not know your User ID is not known– 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".
   - If the case is found, verify that the name is correct.

     If the name is not correct, the correct case number must be obtained before proceeding 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.
   - The curser will automatically be placed in the "card number" field. Swipe the card through the card reader and the card

number should automatically populate. Double check the card number to ensure it populated correctly.
- A confirmation message will appear at the top of the screen, "The new card was successfully issued."

10. For PIN selection on the PIN Select Device:
- Click on the "Refresh" option at the top of the screen. This will refresh your screen to reflect the card number has been issued.
- Click on the green "Card" tab. Click on the "Card Status" drop down box. Change the status of the card to "Active" and click on update.
- In the "PIN Information" box, click in the drop down box for "Method" and choose "Office" and then click "Reset PIN".
- When prompted, have the client enter a 4-digit number on the PIN pad.
- When prompted have the client re-enter their 4-digit number and hit enter.
- The status of the PIN Selected should change to "Yes". If it doesn't, click on "Refresh".
- If the PIN Selected field does not indicate "Yes" after clicking on "Refresh", the PIN select process will need to begin again.

11. If a client or authorized representative expresses concerns another individual may have access to their personal information and reports that individual may compromise their EBT account, instruct them to contact the State SNAP Office to activate the security code feature on their EBT account.

Changes to their EBT account cannot be made if the individual does not verify the security code.

Example:
A client contacted the county office because her ex mother-in-law knew her date of birth and social security number. The ex mother-in-law was using that information to change the PIN number on the client's EBT account. The county office instructed the client to contact the State SNAP Office to have a security code added to her EBT account to prevent the ex mother-in-law from changing her PIN number.

12. 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 name, and the letters "AR" to indicate they are the authorized representative.

    ### Example:
    Jane Doe/John Doe AR

13. 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, microwaves and cell phones).

14. 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.

15. At the end of the day, card inventory must be reconciled. Card inventory reconciliation procedures are contained in Service Chapter 435-06-30-05.

Procedures for Mailing EBT Cards 435-06-20-10
(Revised 10/01/17 ML #3517)
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In order to remove barriers and make benefits more accessible to clients, 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 change the card status to "Active" or select a PIN.** The client is able to PIN the card by calling the number on the back of the EBT card. Pinning the card makes the card active.
2. Completed SFN 770 "EBT Card Issued by Mail".
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 Customer Service Client Helpline.

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EBT Cards Issued to the Incorrect Case Number 435-06-20-15

(Revised 10/01/17 ML #3517)

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

1. Contact the State Office immediately to report the problem. Provide the card number, case number was incorrectly issued to the card, the case number that the EBT card should have been issued to the card, the name of the client, and the date and time the card was issued.

2. The State Office will suspend the card in the webADMIN system.

3. The State Office will contact the county when the problem has been corrected.

4. The county must destroy the EBT card that was issued incorrectly. A new card can be issued upon the State Office confirming that the problem has been corrected.

5. The State Office will determine if benefits have been spent using the incorrect case number. If benefits were spent, the State Office will determine how the account adjustment will be completed.

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

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

7. 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. A replacement card can then be issued.

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Issuance Operations 435-06-20-20
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Federal regulations require that responsibilities for eligibility determination and issuance activities be separate.

Conditions in some county offices may warrant having one person perform the duties of both eligibility determination and card issuance. This can seriously weaken controls and involve substantial risks - thus requiring second party reviews.

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

Annually, the State Office will send out the Annual Certification & Issuance Request form asking all county offices to verify staff who are assigned to issuance, the title of those individuals as well as whether staff need to be removed or added as issuance staff.

Any counties utilizing staff to complete both issuance and eligibility, will be required to provide their plan to verify and complete second party reviews.

The State Office will review this information and send an approval letter to each county detailing staff who are approved to complete issuance and provide the requirements for all second party reviews, if applicable.

Requirements of second-party reviews include:

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

inventory.

3. The county office will continue to submit the Monthly EBT Inventory Control Log (SFN 319) to the State office by the 5th of every month, unless prior approval has been received from the State Office to submit it later.

If eligibility personnel 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) must 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 eligibility personnel 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 Office attesting to the fact that the reviews were completed.

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

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Issuing Cards for Another County 435-06-20-25
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An EBT card may need to be issued from another county office rather than the county office where the client resides.

The eligibility worker or issuance staff must contact another county office and request that they issue the card to their client or authorized representative. The client name and case number must be provided to the county. The county that is issuing the EBT card must issue the card from their card stock and log it on their monthly card log.

The client or authorized representative may choose to pick up the EBT card at the county office or have the card mailed to them. The client or authorized representative must provide proof of identity if picking up the card in person.

Examples:

1. SNAP client goes into their local county social service office to get a replacement card and the POS device is not working to allow issuance staff to issue an EBT card. The county office contacts a neighboring county and asks them to issue the card for their client. The client is unable to drive to the neighboring county and asks that the EBT card be mailed. As long as this is not the client's 4th replacement card in a rolling 12 month period, the card can be mailed immediately upon issuance.

2. SNAP client travels to another county and realizes they lost their EBT card. The client contacts the eligibility worker in their county social service office. The eligibility worker contacts the county office the client is in and requests they issue a replacement card to the client. The client stops at the county office that is going to issue a replacement EBT card. The client's identity must be verified prior to issuing the card. As long as this is not the client's 4th replacement card in a rolling 12 month period, the card can be issued and given to the client immediately upon issuance.

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EBT Card Replacement 435-06-20-30
(Revised 10/1/17 ML #3517)
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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.

Clients may 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 eligibility 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 EBT 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.

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Example:

- **Client reports card lost or stolen on August 8. County Issuance staff must verify in webADMIN 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 is instructed to contact the customer service helpline at 1-800-630-4655 to report the card lost or stolen. A replacement card is mailed 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

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be mailed no later than Tuesday, May 10. The card is not available for pick up at the county office.

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EBT Cards Deleted From the System after 90 Days 435-06-20-35

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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 a PIN has not been assigned to the EBT card the EBT Edge system will reflect an expiration date for the EBT card 90 days from the date of issuance.

> **Example:**
>
> An EBT card was issued on May 1, 2017 and the client chose not to have a PIN number assigned to the card at the time it is issued. The expiration date of that EBT card will be July 31, 2017 until the client assigns a PIN number to the card.

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.

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EBT Card Destruction Procedures 435-06-20-40
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EBT cards that are returned to the county office must be destroyed and logged on the SFN208 - Card Problem Report form.

Reasons that an EBT card may be returned to the county office are:

1. The card no longer works because it is damaged or defective.
2. The client has closed their SNAP case and no longer wants the EBT card.

Steps to completing the SFN208 – Card Problem Report and destroying a returned EBT card:

1. Complete the SFN208 – Card Problem Report form.
2. Enter the date the EBT card was returned to the office.
3. Enter the 16 digit card number.
4. Enter the eight digit case number.
5. Enter the client name.
6. Provide a description for the reason why the card was returned to the county office and is being destroyed.
7. Initial in the appropriate space on the form.
8. Destroy the card immediately by shredding it or cutting it up.

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

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Personal Identification Number 435-06-25
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All transactions at a POS terminal require the use of a PIN. A PIN is a four-digit 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
- Authorized retailers that do not have POS equipment (home delivery services, senior centers, etc).

Clients are allowed three incorrect PIN attempts each day. The third incorrect PIN entry denies card access and locks the account for 24 hours. The client or authorized representative may reset the PIN by calling the EBT customer service helpline 1-800-630-4655, the county office or online at www.ebtedge.com.

If the client does not reset the PIN using one of the above methods, the EBT card account will automatically unlock after 24 hours.

EBT PIN Change Procedures 435-06-25-15
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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.

1. Log into EBT eDGE at www.ebtedge.com

2. Click on the Agency Login link and follow these steps:

    - Enter the User ID. (If the User ID is unknown– contact the State Office.)
    - Enter Password.
    - Click the "Login" button.
    - On the Home page click the "Open" link.
    - Enter the EBT card number or case number.
    - Navigate to Card Screen.
    - Look for PIN information.
    - Click in the drop down box for "Method" and choose "Office" and then click the "Reset PIN" button.
    - Ask the client or authorized representative to enter the four-digit PIN using the PIN pad and wait for the next prompt.
    - When prompted ask the client or authorized representative to re-enter their 4-digit PIN using the PIN pad and press [enter] on the PIN pad.
    - Navigate to the Card Screen on the webADMIN system.
    - Verify that "PIN Selected" is set to "Yes".

3. The client or authorized representative may use the card with the new PIN immediately.

EBT Card Inventory 435-06-30
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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 Office to reflect a three-month inventory supply.

Card stock orders of 1-100 cards are packaged and sent out once a week. Card stock orders of 100 cards or more are packaged and sent on the first and third Wednesday of each month. Orders of 100 or more cards MUST be received at the State Office no later than 5:00 pm on the preceeding Monday. Card stock orders received after that deadline are not guaranteed to be packaged and sent out without a postage charge assessed to the county.

Complete Section I of 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 email or fax the form to the designated State staff.

EBT card shipments include EBT cards, card sleeves, card manifest, and the original SFN 325 - EBT Card Stock Transfer form.

When the EBT card stock shipment is received at the county office, a verification of the shipment will need to be completed.

1. Verify each card received in the shipment using the card manifest. Place a check mark beside each card number listed on the manifest for each card contained in the shipment.

2. Verify the first and last card number, total number of cards received, against Section II of the SFN 325 EBT Card Stock Transfer form.

3. Sign and date Section III of the SFN 325 EBT Card Stock Transfer form.

4. Email or fax the completed SFN325 EBT Card Stock Transfer Form to the designated State staff.

5. The original SFN325 Card Stock Transfer Form must be attached to the card manifest and maintained in the county office for a period of three (3) years.

Immediately report any problems encountered with the card shipment to the State Office.

Example:

The county office receives the card shipment and is verifying the card order. Cards are missing from the sequence listed on the SFN325 Card Stock Transfer Form.

EBT cards must be handled in a safe and secure manner. Only designated personnel should have access to the card inventory. Federal regulations require that responsibilities for certification and issuance activities be separate. Therefore, the county social service office must designate personnel responsible for the storage and security of EBT cards.

1. Bulk card inventory must be stored in a locked cabinet.

2. Working inventory must be stored in a locked storage box for secure transportation between locked cabinet and the card issuance area, if not in the same room.

3. Cards must never be left unattended and must be in secure storage. Designated personnel must be present at all times if the cards are not in secure storage.

EBT Card Inventory Reconciliation Procedures 435-06-30-05

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Electronic Benefits Transfer (EBT) card stock inventory is conducted daily and monthly. EBT issuance personnel must complete the [SFN 321](#) - Daily Card Issuance Log and [SFN 319](#) - Monthly EBT Inventory Control Log.

Steps to complete 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.

2. Enter the case name, case number, 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

   <u>- Total number of cards issued</u>

   = 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 accurate. This log must be retained at the county office for a period of three (3) years.

Steps to complete 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.

2.   Each issuance day, transfer the issuance date, beginning card number issued, ending card number issued, total number of new and total number of replaced cards issued, and total number of cards issued from the Daily Card Issuance Log(s) to the Monthly EBT Inventory Control Log. One entry is required 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 "TOTAL CARDS RECEIVED" field.

5. Calculate the monthly Total Ending Inventory as follows:

    Beginning Inventory
    + Total number of cards received
    <u>- Total number of cards issued</u>
    = Total Ending Inventory

6. Enter the ending inventory total in the "TOTAL ENDING INVENTORY" field.

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 supervisor must sign and date the form verifying the accuracy of the card inventory and issuance. If the County Director or supervisor does not sign the Monthly EBT Inventory Control Log, it will be returned to the county office for proper signature.

9. Email or fax the Monthly EBT Inventory Control Log to the designated State Staff by the fifth (5th) day of the next month. The Monthly EBT Inventory Control Log must be maintained in the County Office for a period of three (3) years.

    Example:

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

If a county office is not able to submit the Monthly EBT Inventory Control Log by the fifth day of the month, the County Office must notify the State Office that it will be late and provide a date they expect to submit it.

EBT System Security 435-06-40

(Revised 10/01/17 ML #3517)

[View Archives](#)

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

The County Director or designated county staff must complete the County Security Request form (SFN 428) located on the County Intranet at P://CountyIntranet/Information Technology Services/Security Request.

Steps to complete the County Security Request form (SFN428):

1. Complete the top section of the County Request form, filling in the county name, name of staff, job title and county office phone number.

2. In the "Email" section enter the email address of the individual if known.

3. In the "Group" section check the box next to EBT County Contacts. This will guarantee the State Information Technology Services (ITS) will add the county staff to the EBT email group.

4. In the "Eligibility" section, use the drop down to pick the type of EBT Web App access you are requesting. The options are Issuance and Case Worker.

   Choose Issuance if requesting county staff to issue EBT cards for the county office.

   Choose Case Worker if requesting inquiry only access. This will require an explanation in the "Comments" box explaining why the county staff needs inquiry access. A determination by the State Office will be made if the request can be completed.

5. In the "Comments" box, provide any information you feel would be pertinent or needs additional explanation".

6. Sign and date the form at the bottom.

7. Click on "Submit by Email".

8. The State ITS will create a work order to the appropriate State Office staff who will create a User ID and temporary password and create the access for the county staff.

9. The State Office will send an email to the county staff with instructions on how to log in and change the temporary password. This email will include the User ID and temporary password created.

To delete a county staff's security access to the EBT System, complete the County Security Request form (SFN428) following steps 1 through 7 above and note in the "Comments" box that the access needs to be deleted.

 Forms 435-06-45

SFN 208 Card Problem Report 435-06-45-05
(Revised 10/01/17 ML #3517)
[View Archives](#)

This form is used to log EBT cards that no longer work, are damaged or were incorrectly issued.

SFN 321 Daily Card Issuance Log 435-06-45-10

(Revised 10/01/17 ML #3517)

[View Archives](#)

This form is used by the County Office to log EBT cards that are issued each day. It is used to complete a daily reconciliation of EBT cards.

SFN 319 Monthly EBT Inventory Control Log 435-06-45-15

(Revised 10/01/17 ML #3517)

[View Archives](#)

This form is used by the county office to complete the monthly EBT card reconciliation. It is submitted to the State Office by the fifth day of each month.

SFN 325 EBT Card Stock Transfer 435-06-45-20
(Revised 10/01/17 ML #3517)
[View Archives](#)

This form is used by the county office to request a new stock of EBT cards from the State Office.