

**NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES
BISMARCK, NORTH DAKOTA
June 12, 2018**

IM 5331

TO: County Social Service Directors
Economic Assistance Policy Regional Representatives
Economic Assistance Policy Quality Control Reviewers

FROM: Michele Gee, Director, Economic Assistance

SUBJECT: EBT card number sequence order

PROGRAMS: Supplemental Nutrition Assistance Program (SNAP)

EFFECTIVE: Immediately

RETENTION: Until superseded

**SECTIONS
AFFECTED: Procedures for Card Issuance 435-06-20-05**

Policy requires EBT cards to be issued in numerical order of the card number printed on the front of the EBT card. This IM is being issued to incorporate instructions on the proper way to read the numerical order of the EBT cards into policy.

Procedures for Card Issuance 435-06-20-05

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 sequence order **using the card number**.

- EBT cards contain a 16-digit account number printed on the front of the card.

Example: 5081325005736709

- The last digit in the card account number (digit 16) will never be in numerical order.
- The remaining numbers (digits 1-15) will always be in numerical order.

Example:

Four EBT cards in the county office inventory with the card account numbers of:

5081325005736705
5081325005736718
5081325005736724
5081325005736736

By dropping the very last digit of each card number, the correct sequence of the cards and the proper order to issue the EBT cards in is:

508132500573**6705**
508132500573**6718**
508132500573**6724**
508132500573**6736**

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 visible 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.