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Appendix A Client Training Materials

Appendix B Forms/Notices

Abbreviations/Acronyms Used in This Guide

ADAPT	Application Benefit Delivery Automation Project
AEAUTF	Benefit authorization screen in ADAPT
AEEBTC	EBT card issuance screen in ADAPT
AR	Authorized Representative
ARU	Automated Response Unit
ATM	Automatic Teller Machine
BIN	Bank Identification Number
BPS	Benefit Program Specialist
CSR	Customer Service Representative
EBT	Electronic Benefits Transfer
EFS	Electronic Financial Services
EPPIC	Electronic Payment Processing Information Control
FIPS	Federal Information Processing Standard (the locality code)
FNS	Food and Nutrition Service
LDSS	Local Department of Social Services
NSF	Non-Sufficient Funds
OIG	Office of the Inspector General.
OTC	Over-the-Counter (synonymous with vault card issuance)
PAN	Primary Account Number
PIN	Personal Identification Number
POS	Point-of-Sale
SNAP	Supplemental Nutrition Assistance Program
USDA	United States Department of Agriculture
VDSS	Virginia Department of Social Services

Exhibits

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A. General Information

Electronic Benefits Transfer (EBT) is the way the Virginia Department of Social Services (VDSS) delivers Supplemental Nutrition Assistance Program (SNAP) benefits to eligible households. VDSS contracts with XEROX, formerly ACS, for EBT services.

Benefit information is transmitted from ADAPT to EPPIC throughout the day in batches at 9:10 AM, 11:10 AM, 1:10 PM, 3:10 PM, 5:10 PM, and 8:10 PM. Demographic information is transmitted from ADAPT to EPPIC throughout the day in batches at 9:20 AM, 11:20 AM, 1:20 PM, 3:20 PM, 5:20 PM and 8:20 PM. Demographic information includes the case name, case name's date of birth and social security number, mailing address, and information relating to authorized representatives who can receive and spend benefits on behalf of the household.

EBT uses debit card technology, where in order to make a food purchase, the card is swiped through a POS machine, or the card number is keyed manually, and the client then enters his or her Personal Identification Number (PIN) to initiate the transaction.

Retailers with less than \$100 per month in SNAP sales, or retailers that are mobile such as truck vendors, may use paper vouchers instead of a POS device to transact an EBT sale. With a paper voucher, the retailer enters the card number and amount on a 3-part voucher form provided by the EBT contractor, calls the EBT Retailer Help Desk for authorization for the amount of the purchase, and enters the authorization number on the voucher. The client signs and dates the voucher, and is given a copy for his or her records. Manual vouchers might also be used when there is an interruption in the EBT system affecting the availability of the POS devices to authorize sales.

SNAP households use the EBT card to make food purchases at retailers or other sites authorized by the Food and Nutrition Service (FNS) of the U.S. Department of Agriculture (USDA) to accept SNAP benefits. In addition, homeless SNAP households, as defined in the SNAP certification manual, may be able to use the EBT card to buy low-cost meals at FNS-authorized restaurants. (No Virginia restaurants are currently FNS-authorized.)

The Virginia EBT card cannot be used to withdraw money from Automatic Teller Machines.

Benefits that are in a household's EBT account are accessible seven days a week, 24 hours a day.

EBT cards are either mailed to eligible households by XEROX, or issued over-the-counter (OTC) from vault card supplies at the Local Departments of Social Services (LDSS).

B. The Virginia EBT Card

Virginia’s EBT card is called “*Virginia EBT.*” **Households issued Cardinal Cards on or before September 14, 2007, may continue to use that card – it is still valid.**

Eligible households receive the EBT card after the Benefits Program Specialist (BPS) approves the application for SNAP benefits.

Exhibit B-1 shows the Virginia EBT card and the Cardinal Card.



Exhibit B-1

The front of the EBT card has the following information:

- Card name;
- 16-digit PAN (card number). The first 6 digits of Virginia cards are always Virginia’s BIN number, 622044.
- The Virginia EBT card also has the VDSS website address at the bottom.
- Mailed cards have the primary cardholder's name displayed.

- Cards mailed to the AR have the names of both the authorized representative and the primary cardholder printed on the card.

Cards issued OTC will not have names printed on them. There is no card-printing equipment at the LDSS.

The back of all EBT cards has the following information:

- Magnetic stripe containing the card number and data for POS machine transactions;
- Signature bar for the cardholder to sign upon receipt;
- Phone numbers for Customer Service, Retail Assistance, and Relay Service for hearing or speech impaired people;
- Address to return found or undeliverable cards;
- Statement that unauthorized use of the card violates the law;
- USDA equal opportunity statement.

The magnetic stripe does not contain recipient demographics, PIN information or benefit information.

The EBT card does not display an expiration date. The card is usable after the SNAP certification period expires or after periods of ineligibility as long as the household has benefits remaining in the account.

Eligible households will receive only one card per household except households with an AR. In households with an AR, both the Case Name and the authorized representative will receive an EBT card with one exception. Households in an alcohol/drug treatment center will only receive their benefits through a card issued to the center's representatives.

C. Client Training Materials

At the time of application for benefits at the local agency, applicants may view a video that explains card usage and protection. Upon approval of applications, cardholders who are mailed EBT cards by XEROX are also sent:

- Card Carrier that explains how to get a PIN, how to keep the card safe, and when to call customer service;
- Wallet Card for handy reference on how to use the card in the store; and
- A Question and Answer brochure that explains card usage and protection.

When LDSS staff issues an EBT card to a client at the local agency, the following materials **must** be provided:

- Wallet Card for handy reference on how to use the card in the store; and
- Question and Answer brochure explaining card usage and protection.

Additionally, at their option, local agencies may order Card Sleeves to provide to cardholders who may want them.

When households file renewals, the LDSS may distribute materials as needed to ensure the household understands how EBT functions.

A three month supply of client training materials should be maintained by the LDSS. A worker with the appropriate role may order vault cards and client training materials and track deliveries by accessing the Order Cards/Materials button on the EPPIC main menu. Vault Cards materials are delivered within one week by FedEx.

Exhibits of the materials are in Appendix A.

D. Cardholders

Applications for benefits may be filed by an adult member of the household, or an AR. For EBT purposes however, one household member, the Case Name, must perform all the EBT-related activities instead of household members interchangeably performing these tasks. The applicant may also name an AR to receive and use an EBT card on the household's behalf.

1. Primary Cardholder

Each established EBT account will have one household member set up as the "owner" of the account. The primary cardholder will be given the Case Name in ADAPT. The primary cardholder will receive the mailed EBT card. The primary cardholder must also be present at the local agency to receive the vault card. See Section H.3.a.1 for handling a change in the primary cardholder.

2. Authorized Representatives

A household may elect to have another adult act on its behalf by applying for SNAP benefits or purchasing food for the household. Since the Case Name is the primary cardholder and must perform all the tasks associated with EBT, the household may opt to have another household member listed as an AR, such as a spouse. An AR with the capacity to purchase food will have access to all benefits in the EBT account at any time, so this person should be someone the household trusts. The LDSS may not replace benefits inappropriately used by the AR.

When the applicant wants a non-household member to act as an AR in all capacities, the BPS must:

- access ADAPT screen AECAS2 and complete the required fields; and
- enter "type" as AN or AO.

When an applicant only wants the AR to receive the benefits, but not have the authority to file applications or otherwise speak for the household, the type code

must be RU. The BPS should also use RU as the type code when the applicant wants another adult household member to have an EBT card (e.g., spouse), as all adult household members already have the capacity to file applications or speak on the household's behalf.

Exhibit D-1 shows the AECAS2 ADAPT screen and the type values for authorized representatives.



Exhibit D-1

The AR will have a separate EBT card with a different PAN, but that card is associated with the household's EBT account. The AR will also select a separate PIN. The purchases of both the primary cardholder and the AR are tracked and shown separately in the EBT account inquiry information.

A household may have only one AR at a time that can receive and use an EBT card to buy groceries. There is no limit on the number of representatives a household may have for other purposes, such as filing the application.

If the household wants to name a different AR or if the AR's name changes, the BPS must enter the new information on the AECAS2 screen in ADAPT. See Section H.3.a.2 for handling a change in the AR.

3. Residents of Eligible Institutions

Residents of certain institutions may be eligible to participate in the Supplemental Nutrition Assistance Program. The SNAP Certification Manual, at Parts II, VI and VII, discusses eligible Institutions; when residents are required to apply through an AR; and, household composition, in relation to other residents.

- a. FNS Certification - To participate in EBT, FNS must certify the institution in order for the facility to receive a POS machine which allows the residents to use their EBT cards at the institution. FNS does not necessarily need to certify an institution in order for the institution's residents to be eligible for SNAP.

- b. Using EBT Benefits in the Institution - Institutions must have a POS machine to access the client's benefits in the institution. The benefits will be electronically credited to the institution's bank account so that food may be purchased. The institution must swipe each resident's card through the POS machine at the beginning of each month and charge half the monthly allotment. The institution will access the remaining half of the household's allotment on or after the 16th of the month if the resident is still living there.

- c. Authorized Representatives and Institutions - Residents of most eligible institutions may apply for and receive SNAP benefits on their own. Households will receive their benefits and the EBT card without the intervention of an AR. If the household selects an AR, the AR will act in the manner described in subsection 2 above. However, residents of treatment centers for drug or alcohol addiction must apply for SNAP benefits through an AR of the treatment center. The treatment center AR must use the benefits on behalf of the resident. The local agency must not issue EBT cards to treatment center residents.

For these EBT accounts, the BPS must:

- Enter a “Y” in the “Issue EBT Card” field on ADAPT screen.
- On AEEBTC, at Issue Card for Primary Recipient, enter 0 for no card. At Issue Card for Authorized Representative, enter either 1 or 2, depending on if the representative will get a mailed card or vault card. For vault card issuances to the AR, complete the Internal Action and Vault *EBT Card Authorization* form.

If the client entering the treatment center already has an EBT card, the AR must take the card and keep it in a secure location until the resident leaves the facility.

- d. Leaving the Institution - When a resident leaves an alcohol or drug treatment center, a representative of the center should notify the local agency. The BPS must change the institution status in ADAPT and remove the treatment center representative as the AR.

If the resident had an individual EBT card at the treatment center, the AR must provide the card when the resident leaves the facility. If the resident did not have an EBT card, the AR must refer the person to the local agency to obtain an EBT card. If the resident leaves the facility on or before the 15th of the month, the treatment center must ensure that at least half of the client's monthly benefit is on the account. If the resident leaves the facility on or after the 16th of the month, the treatment center must not provide any benefits on the EBT account for the month.

E. Initial Card Issuance

EBT cards are either mailed to eligible households by XEROX or issued from the vault card supply at the local department. The BPS must evaluate the application processing date to decide whether to have XEROX mail the card or offer the household or AR the chance to pick up the card at the LDSS so that there is an opportunity to participate timely.

Households that have an EBT card mailed will normally receive the card and client training materials within five to seven business days through first-class mail delivery. If mail delivery of the card will not allow an eligible household the opportunity to participate in the Supplemental Nutrition Assistance Program in the time frames required, the LDSS must provide or offer a vault card to the household. A vault card may also be offered to alleviate a household's need for assistance.

The time frames for the BPS to provide or offer a vault card to meet timely issuance throughout this guide are as follows:

- For expedited service cases, applications approved on or after the second processing day;
- For cases entitled to normal processing, applications approved after the 24th processing day;
- For cases kept pending for a second 30 day period, applications approved after the 54th processing day.

See [Part V of the SNAP Certification Manual](#) for entitlement and processing standards for expedited service and Part II of the Certification Manual for normal processing standards.

The BPS must annotate the ADAPT authorization screen for SNAP, AEAUTF, and the related screen, AEEBTC, with appropriate entries to advise XEROX to mail the EBT card. Completion of these ADAPT screens also documents whether the household already has an EBT card issued by Virginia, or whether the local agency will issue a vault card.

If the case requires supervisory authorization, the “Issue EBT Card” field on AEAUTF defaults back to “N” even if the BPS entered “Y”. In this situation, the BPS must ensure the automatic screen print of AEEBTC is in the case, or that the “Comments” section on AEAUTF notes the card instructions. The supervisor must put that information back on the AEEBTC screen that will appear when the authorization is completed. If the BPS self-authorizes cases in ADAPT, nothing additional is needed from the supervisor.

The AEEBTC screen is also accessible through Option 6 on the ADAPT SNAP Wrap-up Menu. The Eligibility Supervisor must authorize the completion of the AEEBTC screen. Please note that the screen samples in this guide only show the screens as completed by the BPS. See Exhibits E-1, E-2 and E-3 a display of the ADAPT screens. Chapter F of this guide explains how benefits are attached to EBT accounts.

```

AEAUTF                                FIPS: 770  ROANOKE - M05TR2
CASE: 0027897 CSLD: 1585             FOOD STAMPS AUTHORIZATION           06/25/2007
CASE NAME: J S BACH                  CASE STATUS: OPEN                   WRKR: 1419 AUTH:
-----
Program: FS      Cat: NA      ED/BC Result: PASS      Month: 082007
***** SUPERVISOR REVIEW REQUIRED FOR THIS CASE *****
-----
NF: PASS      Coupon Amount      203.00      Coupon Amount
RS: PASS      Recoupment Amount      -      Recoupment Amt      -
IN: PASS      Net Coupon Allotment = 203.00      Net Coupon Allotment =
-----
Override: N Prog Req Date: 06212007
Transitional Food Stamp Case:  FS Transitional Period:  - 
Negative
Coupon Allotment Action Action Rsn Cd Iss Wrkr Date Auth By Date
203.00      06252007   06252007
BDOA: 06212007
Comments:    
-----
NEXT SCREEN:  PER #:  XMIT: 
    
```

Exhibit E-1

```
AEEBTC                                FIPS: 770  ROANOKE - M05TR2
FOOD STAMP EBT CARD ISSUANCE                                06/21/2007
FIPS: 770                                                    WRKR: 1419
CASE: 0027897 CSLD: 1585                                     AUTH:
CASE NAME: J S BACH
-----
Issue Card for Primary Recipient:      1  0=No card
                                         1=Mail Card
                                         2=Vault Card Issued
-----
XMIT:     
```

Exhibit E-2

```
AEEBTC                                FIPS: 770  ROANOKE - M05TR2
FOOD STAMP EBT CARD ISSUANCE                                06/21/2007
FIPS: 770                                                    WRKR: 1419
CASE: 0024883 CSLD: 1585                                     AUTH:
CASE NAME: JORGE OCHOA
-----
Issue Card for Primary Recipient:      0  0=No card
                                         1=Mail Card
                                         2=Vault Card Issued
Issue Card for Authorized Representative: 1  0=No card
                                         1=Mail card
                                         2=Vault Card Issued
-----
XMIT:     
```

Exhibit E-3

1. Cards Mailed by XEROX

If the BPS approves an application in time for an EBT card to be mailed and still meet timely issuance standards (see Chapter E above), the BPS or supervisor must enter the following codes in ADAPT to authorize XEROX to create and mail the card:

- On AEAUTF, code the “Issue EBT Card” field with “Y”;
- On AEEBTC, enter “1”.

This code on AEEBTC is sent by ADAPT to XEROX to issue a card. XEROX batches card files three times a day and sends the files to the card vendor for processing. Card files are created at 10:30 AM, 2 PM and 12 midnight. XEROX will mail the card and client training materials to the primary cardholder and AR at the mailing addresses provided by ADAPT. Mailed cards are received 5 to 7 business days after approval. See [Exhibits E-1](#) and [E-2](#).

The cardholder must call the ARU at the Customer Service Number to select a PIN before benefits can be accessed. See [Chapter F-1](#) for a discussion of the PIN process.

2. Cards Issued Over-the-Counter by LDSS from Vault Supply

If the BPS approves an application too late in the processing cycle to meet timely issuance standards through mail (see Chapter E above), the BPS must offer to issue a vault card to the household. The household may decline the vault card issuance (for example, if the cardholder is not able to come back to the office to pick it up), in which case the BPS follows the steps for Cards Mailed by XEROX, in [Section E.1](#). above, and documents the date a vault card was offered so timely processing standards can be met.

In addition to offering a vault card to meet timely processing standards, the LDSS may issue vault cards to replace undelivered mail cards, or cards that are lost, stolen or damaged. See [Chapter H](#) for card replacement procedures. The LDSS may also provide vault cards to households experiencing emergencies or hardship situations where the time needed for XEROX to mail cards would cause additional hardship.

Even though vault cards do not have the cardholder or AR's name printed on them, they are permanent cards. Households issued vault cards must also receive the client training materials described in [Chapter A](#) above.

All sites where the LDSS issues EBT cards have a card reader for use by the primary Issuance Worker at the site.

- a. Certification Unit Procedures - To issue a vault card, the BPS or supervisor enters the following codes in ADAPT:
 - On AEAUTF, code the “Issue EBT Card” field as “Y”;
 - On AEEBTC, enter “2”.
 - Complete the Internal Action and Vault EBT Card Authorization Form to authorize the Issuance Unit to prepare and issue a vault card to the primary cardholder or the AR.

See Exhibits [E-1](#), [E-2](#) and [E-3](#).

- b. Issuance Unit Procedures
Before issuing a vault card, the Issuance Worker must inquire the EPPIC system to search for the client and determine the status of the household's EBT account. When the BPS initially approves an application in ADAPT, ADAPT transmits case demographics and benefit information to XEROX so XEROX can set up an EBT account. The Issuance Worker can prepare the vault card for issuance either before or after an EBT account has been established.

The XEROX User Guide in EPPIC explains the specific steps in accessing the right screens to issue a card. “Manual Account Setup” explains issuing a card before benefit and demographic information is sent from ADAPT to EPPIC. The Manual Account Setup feature can only be used to issue a card to the primary cardholder, not the authorized representative. “Issuing a New Card” explains issuing a card after the files were sent. A summary of the procedure for the Issuance Worker is as follows:

- Worker receives the *Internal Action and Vault EBT Card Authorization Form* from Eligibility to authorize the issuance.
- Worker searches for the client’s case in EPPIC. If the case is not there, follow Manual Account Setup procedures. If the case is there, the worker selects the correct case and goes to the Recipient Case Management screen in EPPIC and selects the Card field.
- Worker takes a card from the vault card inventory and swipes it through the card reader, which populates the 16-digit card number field on the screen. (The card number may also be entered manually.) Complete other required fields.
- A pop-up window will ask the Worker to confirm the card issuance. See Exhibit E-4 for the XEROX screen for linking the vault card to the account in the XEROX system.

Recipient Case Management

Case Profile						
Case Nbr	Status	Issue Date	Last Access	Balance	Available Balance	
0059365	OPEN	07/20/2007		\$151.00	\$141.00	DETAILS

Total Balance			
Food Stamp Balance	\$151.00	Food Stamp Available	\$141.00

Cardholders				
Type	Name	Card Nbr	Access Status	
PRIMARY	SMITH, DONNA	UNASSIGNED560183	Active	DETAILS CARD

SEARCH RECIPIENT CASES CARDS TRANSACTION

Exhibit E-4

- Worker records the card number on the *Vault EBT Card Issuance Log*.

- Worker obtains verification of the cardholder's identity before releasing the vault card to that person. It is recommended that the worker view a picture identification, whenever possible. In the absence of picture identification, acceptable forms of verification include a Social Security or Medicare card, library card, voter registration card or a bill for a utility or other household expense mailed to the cardholder.
- Worker obtains the cardholder's signature and date on the *Internal Action and Vault EBT Card Authorization* Form to document receipt of the card. The LDSS may release the vault card to cardholder only.

The Issuance Worker may prepare the vault card in advance of the cardholder arriving at the LDSS, or wait until the cardholder appears in the agency to create the card.

If the card is prepared in advance, the agency must securely store the vault card assigned to a cardholder until the cardholder's arrival. The LDSS must destroy the card if the cardholder fails to obtain the card after five business days. The Issuance Worker must notify the BPS through the Internal Action Form that the client did not appear. See Section [H.1.c](#) for unclaimed vault card procedures.

The local agency may not mail vault cards to cardholders.

The cardholder must call the ARU at the Customer Service Number to select a PIN before benefits can be accessed. See [Section F.2](#) for a discussion of the PIN process.

A household may contact the agency and say the cardholder will not be able to come to the LDSS after all to receive the vault card. The LDSS should determine if the client requested a replacement card through the Customer Service Number, and if not, complete the steps to issue a mail replacement through ADAPT. See Chapter H for replacement card procedures.

F. Benefit Account/Card Processes

1. PIN

The PIN is a four-digit number electronically linked to the EBT account. The PIN allows the cardholder to access the household's SNAP benefits in the EBT account. The cardholder must select the PIN through the ARU. Selecting a PIN enables the EBT card to access the account.

Cardholders may view the EBT video at the local agency or review the client training materials about EBT. The video and printed materials include guidance for protecting the EBT card and PIN. Cardholders are given several tips regarding the PIN that include:

- Choose a PIN that is easy to remember but hard for someone else to figure out;
- Memorize the PIN;
- Avoid writing the PIN on the EBT card, card sleeve, or any material carried in the same purse or wallet; and,
- Avoid telling the PIN to anyone.

The PIN can be selected once XEROX receives the case name demographic data, creates the EBT account, and the cardholder has received the EBT card.

Cardholders must enter the PIN after they swipe the EBT card at the grocery store at the POS machine or the cashier manually keys in the 16-digit PAN number.

a. PIN Selection

Upon receipt of the EBT card, the cardholder must call the ARU and follow the prompts to select a PIN. The cardholder will need:

- the 16-digit card number;
- the case name's birth date; and

- the last four digits of the case name's Social Security Number. If the case name does not have a Social Security Number, the cardholder will be prompted to enter the SNAP case number.

Cardholders do not need to select a different PIN upon receiving a replacement EBT card. A previously selected PIN will carry over to the replacement card.

b. Changing the PIN

A cardholder must call the ARU to change the PIN. A cardholder may want to change the PIN if he or she believes an unauthorized individual knows the PIN and that knowledge compromises security of the account. Cardholders may also need to change the PIN if they have forgotten the number. There is no limit on the number of times a cardholder may change the PIN.

c. Compromised PIN

In instances when the cardholder believes that someone else's knowledge of the PIN compromises the security of the EBT account, the cardholder should immediately notify the CSR if the cardholder wants the EBT card deactivated. If the cardholder still has possession of the card and wants to change the PIN, he or she must call the ARU and follow the prompts to change a PIN.

d. Invalid PIN Attempts - Account Access Suspension

It is the cardholder's responsibility to remember the PIN in order to access the benefits in the household's account. The PIN is not stored anywhere in XEROX' EBT system, EPPIC, or by the LDSS.

If a cardholder makes four invalid PIN attempts consecutively, after the fifth invalid attempt XEROX will suspend access to the EBT account until 12:01 a.m. the next day, unless the cardholder calls the ARU and successfully changes the PIN. If a PIN is changed, the benefits will be accessible immediately, and the household will not have to wait until the next day. If the cardholder enters the correct PIN before the fifth invalid attempt, the PIN-fail count will reset to zero.

2. EBT Card Status

EBT card statuses are “Active,” “Issued,” or one of these inactive statuses: “Inactive,” “Lost,” “Stolen,” “Damaged,” “Deleted,” “Undeliverable,” or “Stated by Agency.” An active card is tied to an account and can access that account. An inactive card cannot access the EBT account. The card status “issued” means XEROX is creating a file to mail that card to the cardholder. A card with the status “issued” cannot be stated or replaced until the next card file is created and the status changes to “active.”

The primary cardholder may have only one active EBT card at a time. If there is an AR on an account, the AR has his or her own EBT card that links to the primary cardholder’s account. When a household receives a replacement card, XEROX deactivates the original card. The need for a replacement card may result from a cardholder's call to Customer Service or contact with the local agency. In addition, local agency actions to change the address or to act on an undelivered card may also initiate card replacements. See Section H for replacement card procedures.

3. EBT Account Status and Benefit Status

The EBT Account status is “Open”. Benefits are readily accessible.

Benefit Status is Active or Expunged. Active benefits are available to the household.

Expunged benefits are benefits that are removed from the household's account and are no longer available.

After 365 days without any client initiated EBT account activity, the household will lose its entitlement to the unused benefits. XEROX will expunge each month's benefits from the account as the benefit ages to 366 days. The daily Aging Report and the Account Activity file tracks and reflects these benefits.

If a household reapplies for benefits and the BPS authorizes benefits after XEROX expunges benefits, this action will not restore the expunged benefits.

4. Claims Payments

The LDSS routinely establishes claims against households that are overpaid food stamp benefits. The LDSS must pursue collection of the claim. In addition to other repayment methods, a household may agree to use benefits in an EBT account to repay the claim.

Note: Payment on a claim from an EBT account is **not** allotment reduction; allotment reduction occurs in the benefit calculation in ADAPT before benefits become available to the household.

a. Active Accounts

A household may voluntarily use some or all of the available benefits in an open EBT account to repay a claim owed by the household. The household may direct the local agency to deduct a one-time amount or monthly amounts. A household member must complete the *Repayment Agreement* form to show permission for either type of deduction. Note: The agency may also use the *Request/Receipt for EBT Account Deduction* form for the household to note the request.

Upon receipt of the household's written instruction to use benefits in its EBT account to repay a claim, the LDSS worker(s) with the appropriate role in the EBT and ADAPT systems does the following:

- Conduct a Recipient Search in EPPIC to find the account and determine the availability of benefits.
- Access the Repayment option through the EPPIC Reconciliation Menu. Debit the account for the amount of the payment to perform this function.
- Record the payment on the household's claims ledger in ADAPT.
- Give the household a receipt to acknowledge the access to and reduction of the EBT account. The agency may use the *Request/Receipt for EBT Account Deduction* form as the receipt.

Exhibit F-1 shows the Adjustment Information Screen to complete the repayment function.

The screenshot displays the 'Adjustment Information' screen. It is divided into two main sections: 'Total Balance' and 'Repayment Information'.

Total Balance

Food Stamp Balance	\$130.70
Food Stamp Available	\$45.70

Repayment Information

Program: FOOD STAMP (dropdown menu)

Recipient: Name: CANT B CONFUSED
DOB: 05/06/1987
SSN: *****3185

Amount(\$): 10.00

Reason: Overpayment (dropdown menu)

REPAYMENT (button)

Exhibit F-1

b. Expunged Benefits

After 365 days of account inactivity, the benefits expunge on the 366th day. The *Benefit Aging Report* advises the LDSS of cases where benefits will expunge in 45 days, and where benefits may still be available to apply toward claims under the Active Benefits procedure. After benefits expunge, the expunged amount can be applied against the claim. The LDSS must post the amount on the claims ledger in ADAPT. The LDSS can inquire the transaction history in EPPIC to determine the dollar amount of expunged benefits.

G. Availability of Benefits

1. Daily Benefits

When applications are approved, benefits are sent to XEROX at the next batch time following approval. Batch times are 9:10 AM, 11:10 AM, 1:10 PM, 3:10 PM, 5:10 PM, and 8:10 PM. Benefits are posted in EPPIC within a half hour of batch receipt. Note: for benefits approved in the Benefit Adjustment subsystem of ADAPT, the worker may choose immediate issuance, which means the benefits go in the next batch following approval. If immediate issuance is not selected, benefits will transmit in the 8 PM batch.

2. Monthly Benefits

Any case certified in ADAPT for a future month's benefit as of the ADAPT monthly cutoff date will have the benefit allotment deposited to the EBT account each month until the end of the certification period. The benefits will be available by 12:01 a.m. according to the following schedule, even when the date falls on a weekend or holiday:

Case numbers ending in 0, 1, 2, or 3	1st of month
Case numbers ending in 4 or 5	4th of month
Case numbers ending in 6 or 7	7th of month
Case numbers ending in 8 or 9	9th of month

H. Replacement of EBT Cards

Households need an EBT card to access benefits. The cardholder may either call the CSR or the LDSS to request a replacement card. The cardholder may continue to use the PIN that the household previously selected.

A cardholder may need a replacement card if the original card is lost, damaged, destroyed in a household disaster, or stolen. A cardholder will also need a replacement card if the original card is undelivered and returned to the VDSS through the mail.

Replacement cards may be issued by XEROX as a result of a cardholder's call to the CSR to report the loss or destruction of a card or they may be issued by the LDSS if cardholders need a vault card to alleviate a household need. Households may also receive replacement cards if they no longer have the original card when they reapply for benefits, file recertification applications, or apply in one Virginia locality after prior certification in another locality.

To generate a replacement EBT card when approving a reapplication, the BPS codes the following in ADAPT:

- On AEAUTF, enter "Y" in the "Issue EBT Card" field;
- On AEEBTC, enter "1" for XEROX to mail the card or "2" for a vault card.

For recertification applications, the BPS may generate the replacement card by accessing the AEEBTC screen through the SNAP Wrap-Up menu.

In most instances, a request for a replacement card will result in the deduction of a \$2 card replacement fee from a household's EBT account. The fee should not be deducted for reapplying households, if it is deducted, it should be credited back. The local agency must either waive the fee or credit it back to the household's account if the replacement is due to a household disaster, violence against the household, for replacement of a returned undelivered card, for

improperly manufactured cards, or for a card that is worn out do to age and/or use. See [Exhibit H-2](#) for information about waiving and crediting of the fee for replacement cards.

If the household calls the CSR, the CSR will confirm the cardholder's address in the EBT system before issuing a replacement card through the mail. If the address is incorrect, XEROX will not mail a replacement card but will refer the cardholder to the LDSS to have the address in ADAPT updated and sent to XEROX as an updated demographic. The demographic file runs daily at 9:20 AM, 11:20 AM, 1:20 PM, 3:20 PM, 5:20PM and 8:20 PM. The CSR does not have the ability to update household addresses in the EBT system. A replacement fee of \$2 will be automatically assessed when the CSR replaces a card, regardless of the reason for the replacement. The CSR does not have the capability to waive the fee. The local agency is responsible for crediting the \$2 fee back to the client if the card was replaced for the reasons listed on [H-13](#).

If the household calls the LDSS for a replacement card, the BPS must determine whether the household wants the card mailed or issued OTC. If the cardholder wants to pick up the card at the LDSS, the BPS must authorize the issuance of a vault card for replacing an EBT card and notify the Issuance Unit through the completion of the Internal Action and Vault EBT Card Authorization form. Depending on the reason for the replacement, the household may need to complete the *Nonreceipt Affidavit/Vault Card Replacement Request* form to document the need for a replacement in order for the LDSS to credit the replacement fee to the household's account.

When the LDSS takes action to replace a card in either ADAPT or the XEROX system, EPPIC, the Status and Replace screen in EPPIC allows the worker to show the reason for the card replacement. The Issuance worker selects the appropriate reason from the drop down menu.

- 1. Undelivered EBT Cards**
 - a. Undeliverable Cards Returned in Mail to VDSS

The post office will not deliver EBT cards with inaccurate or incomplete addresses. The post office will not forward EBT cards to a new or changed address.

All undelivered EBT cards will be returned to the VDSS, where designated staff will:

- Status the cards as undelivered;
- Destroy the cards;
- Record the destruction on the *Undelivered EBT Cards – Destruction Record* form.

If the household contacts the local agency, and the BPS determines the card was not delivered because of an incomplete or inaccurate address for the case name or the AR, the BPS must update the mailing address on the AECASE, AECAS1 or AECAS2 screen in ADAPT, as appropriate.

Unless the BPS is making the address change when approving an application, the supervisor must do the following:

- Generate the AEEBTC screen through the ADAPT SNAP Wrap-up menu;
- Complete the AEEBTC screen with either a "1" or "2" to note whether XEROX will mail the card or whether the local agency will issue a vault card.

See [Exhibits D-1](#) and [H-1](#) for the address screens and [Exhibit D-2](#) for the EBT card issuance screen. ADAPT will send the updated address to XEROX through the batch interface. The EBT system will reflect ADAPT address changes following the processing of the batch.

```

FIPS: 770 ROANOKE - M05TR2
AECASE CASE INFORMATION 1 06/26/2007
CASE: 0027897 CSLD: 1585 CASE STATUS: OPEN WRKR: 1419
CASE NAME: J S BACH 06/21/2007 AUTH: 1419
-----
Case Name: J S BACH Suf
C/O Name: Residence Address Inst: N
Secondary Line:
Primary Line: Street# Di Street/Rural Sf Di Apt # DSS
112 MUSIC LN Address: N
City: RICHMOND St: VA Zip: 23221
Address FIPS: 770 V: VR Date Moved:
E-Mail Address:
Telephone: Home: 8042343212 Day:
Message: Name:
Mailing Address: N Prim Lang: 1 Forms Lang: 1 Int Held: Y Date: 06212007
Payee/Authorized Rep: N Applicants Per#:01 ID V:VR Reg to Vote:
Service Worker #: Hurricane:
Case Name Person#: 01 Interim Reporting (00 = NO, 12 or 24 Months): 12
-----
NEXT SCREEN: PER #: XMIT:
    
```

```

FIPS: 640 CHARLOTTESVILLE - M05TR2
AECAS1 MAILING ADDRESS 12/04/2001
CASE: 0011048 CSLD: 1263 CASE STATUS: OPEN WRKR: 0036 AUTH: 0036
CASE NAME: SCOTT LONGHORN 12/04/2001
-----
Begin: 122001 End:
MMYYYY MMYYYY
C/O Name: First M Last Suf
MIKE BROWN
Secondary Line:
Primary Line: Street# Di Street/Rural Sf Di Apt #
411 DOOBY ST
City: CHARLOTTESVILLE
State: VA
Zip: 22222
    
```

Exhibit H-1

b. Non-receipt of the EBT Card

When cardholders report the non-receipt of a mailed EBT card to the LDSS, the LDSS must access the Recipient Cards Management screen in the EBT System to determine the mailing date and check the status of the card. If more than six business days have passed and the status of the card is unchanged, the cardholder may request a replacement vault card or may call the CSR to request that a new card be sent. If sufficient mail time has not elapsed, advise the cardholder of the date to expect the card.

In some instances, VDSS may have already received the undelivered card and may have changed the status of the card by the time the cardholder reports the non-receipt to the local agency or the CSR. In these instances, either the CSR or the LDSS may initiate the replacement without further delay.

If the cardholder reports the non-receipt of a mailed EBT card to Customer Service after a sufficient mail period, the CSR will deactivate the original card and mail another card to the household, or tell the household to check with the LDSS regarding the procedures to allow the cardholder to receive a vault card at the LDSS.

The card replacement fee is automatically deducted from the account except when it is waived by the LDSS. A fee that is imposed can be credited back by the LDSS if circumstances warrant it. See Sections H. 6 and 7 for Card Replacement Fee and Credits.

c. Unclaimed Vault Cards

The BPS may arrange with the cardholder to pick up a vault EBT card at the LDSS. At the local department's option, the Issuance Worker may prepare the vault card for the cardholder before the cardholder arrives to get the card. If the cardholder fails to appear at the LDSS to receive the vault card within five business days of the case approval date, the LDSS takes the following steps:

- The LDSS may contact the household to determine the cardholder's plans to get the card.
- If the Issuance Worker has already prepared the vault card, the LDSS must securely store the card.

- If there is no further contact, the Issuance Worker must destroy the card and record the destruction on the *Undelivered EBT Cards - Destruction Record* form.
- Whether a card was prepared in advance or not, the Issuance Worker must notify the BPS on the Internal Action Form that the cardholder failed to come to the LDSS to pick up the card.
- If the AR is the cardholder who failed to appear, the BPS should notify the household of that fact to determine if the household wants to name another individual or have a card mailed to the AR.
- The LDSS need not take any additional action to replace the card until the cardholder initiates the card replacement process.

- 2. Lost, Stolen, or Damaged Cards** - When a cardholder's EBT card is lost, damaged, or stolen, the cardholder must call the CSR to request deactivation of the card. Deactivation prevents future use of the card. If the LDSS replaces the card OTC, the "status and replace" function in EPPIC will deactivate the original card and attach the replacement.

The cardholder may request replacement of the card either through the CSR or the LDSS. The cardholder should be asked the reason a replacement card is needed, as this determines whether the LDSS will waive or credit the replacement fee back to the household's account. Reasons for replacing an EBT card include:

- Lost – The cardholder loses or misplaces the card.

- Stolen – The cardholder is a victim of a robbery or burglary committed by someone outside the household.
- Household Disaster – The card is lost or damaged by a household disaster like a fire or a natural disaster like a flood or tornado.
- Card Damage due to Negligence – The card is unusable because of the cardholder’s misuse or neglect, such as using the card to scrape a windshield.
- Card Damage due to Improper Manufacture – The card is unusable because of a manufacturing defect like a bad magnetic stripe.
- Card Damage due to Age– The card is unusable because of a usage over time and will no longer swipe properly.

See [Section H.6](#) for the discussion of the fee for replacing the card for these situations and [Section H.7](#) for crediting the fee back to the account.

3. Account Changes

In some instances, when the BPS changes demographic information in the case, that action may require a new EBT card sent to the cardholder. There will be a \$2 replacement fee incurred for all replacement cards issued directly by XEROX. This fee may only be waived by the local agency.

a. Cardholder Changes

1. Primary Cardholder Changes - The Case Name will serve as the primary cardholder for the EBT account and card. That person must receive the EBT card, select or change the PIN, request replacements or balance inquiries through Customer Service, and use the card.

When the case name leaves the SNAP household or the household wants another household member to be the primary cardholder, the BPS must change the Case Name on the AECASE screen in

ADAPT, and update the Case Name Member Number field with the member number of the new case name. The BPS must also change the AECASE screen to identify a different household member as the Case Name or to change the spelling of the name. Any change to the Case Name in ADAPT will result in an update to the demographic information in the EBT account. The new or newly identified case name will need to receive another EBT card through the mail from XEROX or may obtain a vault card from the local agency depending on the household's circumstances. The Eligibility Supervisor must authorize the issuance of a new EBT card through AEEBTC or the cardholder may call XEROX directly to order a new card.

When the BPS changes the Case Name in ADAPT, the replacement fee will be deducted from the household's EBT account. The local agency must credit the fee back to the household's account when XEROX assesses the card replacement fee for a change to the Case Name. Changes in the case name will not affect the card held by the AR; however, the LDSS may want to generate a new card for the AR so that the correct case name appears on it.

2. Authorized Representative Changes

If the household wants to appoint another AR or change the spelling of the representative's name, the BPS must enter the new information on the AECAS2 ADAPT screen. The supervisor must complete the AEEBTC screen in ADAPT through the SNAP Wrap-Up menu to generate a new card to the AR once the change has processed. XEROX will mail an EBT card to the newly appointed AR, or the LDSS may issue a vault card.

In addition to contacting the LDSS to select a different AR, the case name may call the CSR to request the deactivation of the AR's EBT card. Such an action may be necessary when, for example, the AR misuses the household's benefit, or when the AR is a household member and that person leaves the household. When the BPS changes the name of the AR in ADAPT, XEROX will deduct the card replacement fee from the household's EBT account. The local agency must credit the fee back to the household's account when XEROX assesses the card replacement fee for a change to the AECAS2 screen, to the extent the agency is aware of the transaction. Changes in the name of an AR will not affect the card held by the case name.

- b. Other Household Changes in ADAPT - As indicated in subsection a of this chapter, the BPS must change the Case Name or AR in ADAPT as these changes occur or at the household's request. Similarly, the BPS must update other information in ADAPT as changed information becomes known to the agency. These changes include changes in the household or AR's address or identifying information about the case name such as a revised Social Security Number or corrected date of birth. Any changes in case demographics are sent from ADAPT to XEROX.

4. Reapplication

When a household reapplies for benefits, during the certification interview the BPS must determine if the case name still possesses the previously issued EBT card. Upon approval of the reapplication in ADAPT, XEROX will attach the new benefits to the existing EBT account, and the cardholder can continue to use the existing card to access benefits.

If the cardholder no longer has the EBT card when the household reapplies and the card is in an active status, the BPS should notify the issuance unit to

request deactivation to prevent unauthorized use of the card; however, replacing the card will deactivate the missing card. The BPS must code the Issue EBT Card field on the AEAUTF ADAPT screen as "Y" for XEROX to issue an EBT card or to authorize the issuance of a vault card. The BPS must also complete the AEEBTC screen with "1" or "2" to generate a card and complete the *Internal Action and Vault EBT Card Authorization* form for a vault card.

Households should not have the card replacement fee deducted from the EBT account when a cardholder receives a replacement card when households reapply for benefits. If this occurs however, the local agency must credit the fee back to household's benefit account. See subsection 6 of this chapter for a discussion of the card replacement fee.

5. Renewal

Households must renew their eligibility for SNAP in order to continue to receive benefits after the certification period expires. At each renewal, local agency staff should remind the household to keep and properly maintain the Virginia EBT card, and to save receipts to track the balance remaining on the account.

The BPS must determine during the renewal interview if the case name or AR still has the EBT card to access benefits. If the cardholder no longer has the EBT card at renewal and the card is in an active status, the BPS should notify the issuance unit to request deactivation to prevent unauthorized use of the card however, replacing the card will deactivate the missing card. The household will have the card replacement fee deducted from its EBT account when XEROX or the local agency replaces an EBT card at recertification. The BPS must complete the AEEBTC screen with "1" or "2" for XEROX to issue an EBT card or to authorize the issuance of a vault card. The BPS must complete the

Internal Action and Vault EBT Card Authorization form for a vault card. See [Exhibits D-1](#) and [D-2](#).

If the cardholder still has the EBT card at recertification and the household reports no changes in its circumstances that warrant another card, the BPS must simply certify the household. XEROX will post the new benefit amount to the existing EBT account and the household may access the benefits using the existing EBT card at the beginning of the new certification period.

6. EBT Card Replacement Fee

Each cardholder receives written or verbal instruction on how to protect the EBT card. When an EBT card becomes unusable for any reason, the cardholder must obtain a replacement card to access the household's EBT account.

When the cardholder contacts the CSR to request a replacement card, the CSR will deactivate the original card. XEROX will deduct \$2 from the EBT account for replacement EBT cards except when the original card has an inactive status.

XEROX will deduct only the full \$2.00 replacement fee. If the household does not have the full \$2 in the account to cover the replacement fee, XEROX will establish a pending fee file against the account. XEROX will check the pending fee file for 30 days to see if the household has an available balance of \$2 or more; when that happens, the assessment for the replacement fee will automatically occur.

While a household's benefit account will automatically reflect the replacement fee deduction, there may be instances when there is good cause for the request for a replacement card. See subsection 7 of this chapter for a discussion about crediting the fee back to the household. Exhibit H-3 summarizes instances when a household will have the card replacement fee applied against it.

No Fee	Fee Deducted	Fee Credited
Reapplication		X (if applied)
Inactive card, such as lost in the mail		X (if applied)
	Lost	
	Stolen/robbery	X (police report required)
	Household disaster	X (verify if questionable)
	Improperly manufactured	X
	Cardholder name change	X
	Card damaged/destroyed	
	Card damaged due to age/usage	X
		X (agency-caused error, such as misspelled name)

Exhibit H-2

7. EBT Card Replacement Fee Credit

For most replacement requests through the CSR, XEROX will automatically deduct a \$2 fee from a household's EBT account. There are instances, however, when the household experiences loss or destruction of the EBT card despite proper care of the card by the cardholder. In these instances, the local agency must credit the \$2 replacement fee back to the household's account.

The eligibility supervisor must authorize the fee credit on the *Internal Action and Vault EBT Card Authorization* form.

Circumstances for crediting the replacement fee back to the EBT account include:

- Loss of the card is due to an individual or natural disaster, such as a house fire or flood. The household's statement about the disaster is acceptable, unless the agency documents a reason to find it questionable, in which case verification of the disaster is needed.
- Loss of card is due to violence inflicted upon the household or cardholder by someone outside the household. The household must file a police report to document its claim. The agency must verify the existence of the

police report if the information is questionable; otherwise the household's statement is acceptable;

- Card no longer swipes correctly due to age/usage;
- Improper manufacturing of the card makes the card unreadable by store machines.

The agency must also credit the replacement fee if the household is erroneously charged the replacement fee at reapplication or when a replacement for an inactive card is requested. The local agency may also credit the fee back to the household's account when the household identifies another Case Name or AR as a cardholder.

[Exhibit H-2](#) summarizes instances when the local agency must credit the card replacement fee to the household. As indicated above, an eligibility supervisor must authorize the credit. An Issuance Worker must perform the credit on the Adjustment Information screen in EPPIC. See Exhibit H-3. XEROX will not permit a fee to be credited if the fee had not been assessed in the first place.

Adjustment Information

Recipient Information

First	CANT	Last	CONFUSED
DOB	05/08/1987	SSN	*****3185

Error Transaction History

Date	Type	Response	Program	Case Nbr	Card Nbr	Amount
07/20/2007 13:20:45	RECIPIENT CARD REPLACEMENT FEE	Approved/Success	FS	0059265	8220448006927174	\$2.00

Card Replacement Fee Refund Information

Adjustment Type:

Program Type: FOOD STAMP

Amount(\$): 2.00

Reason:

Exhibit H-3

8. Benefit Replacement

Households will not receive a replacement for benefits spent from an account due to loss of the EBT card and/or PIN up to the time that the cardholder reports the loss to CSR or agency. Households may have benefits replaced if the account is accessed after the cardholder reports the card lost or stolen to the CSR or agency depending on the circumstances.

I. Household Rights and Responsibilities

Households have the right to seek and receive information about the Supplemental Nutrition Assistance Program when they contact the local agency. Households also have the right to apply for benefits and, if eligible, to have access to the benefits by the end of the processing time frame. Issuing benefits through EBT cards does not alter these program tenets, nor does this alter the eligible items that can be purchased with SNAP benefits.

1. Changes to EBT Account Information

a. Address Changes

Any responsible household member may report changes to the household's address to the local agency. While it is not required that households report address change, it is important for the household to understand that the EBT system uses the address to identify the cardholder and to send initial and replacement cards. A household without a mailing address may use the local agency address. See [Section H.3.b.](#) for a discussion of the impact of a changed address on card replacements.

b. Changing the Case Name

One member of the household must serve as the Case Name for applying for benefits. The Case Name must serve as the primary cardholder for the household for receiving and managing the EBT account.

The household may request a change in the Case Name. The household does not need to reapply to change the Case Name. See [Section H.3.a](#) for a discussion of the impact of changing the primary cardholder.

c. Authorized Representative (AR) Changes

Except for residents of alcohol and drug treatment centers, no other SNAP households are required to have an AR. For all other households, it is the household's choice whether to have a representative or how to limit the functions that the representative may perform. The household may change

the AR who receives the EBT card at any time. Changing the AR or entering an End Date on AECAS2 will result in the deactivation of the previous representative's card. The case name may also call the CSR to change the status of the representative's card immediately.

2. PIN Selection and PIN Change

Each household will receive its initial EBT card mailed from XEROX or issued OTC from the LDSS. The cardholder must call the ARU and provide the card number and the correct demographic information to choose or change a PIN. Cardholders may change the PIN as frequently as desired. The cardholder will need to enter his or her card number, the case name's birthdate and last 4 digits of the Social Security Number to select or change the PIN when prompted in the telephone contact to the ARU. Neither the LDSS nor XEROX stores the PIN. It is the cardholder's responsibility to remember the PIN.

3. Benefit Access and Use

Households will have access to the benefits in the EBT account seven days a week and 24 hours a day. A household's account will have the monthly benefit added on a staggered schedule based on the last digit of their case number.

Cardholders may use the benefits in the EBT account at retailers authorized by USDA. Retailer categories are:

- Integrated - A retailer that uses an existing commercial POS and processor, such as large grocery chains;
- EBT-Only - A retailer that uses equipment for EBT only transactions, such as a small neighborhood store;
- Non-Electronic - A retailer that uses a manual voucher process for SNAP transactions. This category may include mobile retailers, or retailers that redeem less than \$100 of SNAP sales each month.

Authorized retailers will feature the Quest sign in their stores.



Exhibit I-1

EBT cards from other states may be used at Virginia merchants authorized by USDA. Similarly, the Virginia EBT card may be used to make purchases in other states.

The cardholder must present the EBT card to the grocery store cashier or other food vendor to purchase eligible food items. The retailer may require no additional verification for the cardholder to make purchases.

The household must continuously access the account to avoid forfeiture of the benefits when benefits are expunged. On the 366th day of no client initiated activity, benefits will be expunged and no longer available. See Section E.4. for the expungement discussion.

SNAP purchases are exempt from state sales tax; however, recipients will be charged tax on the value of cents-off manufacturer coupons they might use.

4. Account Inquiries

Households need to know the balance of their EBT accounts before making food purchases at authorized retailers. Local agency workers should emphasize to households the value of keeping all receipts from purchases to track their account

balances. The methods for households to determine the account balance are listed below.

- a. Receipts - Each time a cardholder uses the EBT card to make purchases, the retailer issues a receipt that shows the amount deducted and the amount remaining in the account. Keeping receipts is the easiest way to monitor the account balance.

- b. POS Terminal Inquiries - A cardholder may determine the EBT account balance at the POS (point-of-sale) terminals at authorized retailers. The cardholder must swipe the EBT card and choose the inquiry menu selection to determine the available balance.

- c. EBT System Inquiries - At the request of a cardholder, the local agency may determine a cardholder's EBT account balance through the EBT System. To complete balance inquiries, the worker must select the inquiry option on the EBT System. See Exhibit H-2 for the screen. Before providing a balance, the agency must ensure identification provided by the requestor, either in person or over the phone, sufficiently identifies the person as the cardholder.

Recipient Search

Recipient Search

Select search method

Case Number

Last and First Name

SSN

Card Number

Case Number

Recipient Case Management

Case Profile

Case Nbr	Status	Issue Date	Last Access	Balance	Available Balance	
0059365	OPEN	07/20/2007		\$151.00	\$141.00	<input type="button" value="DETAILS"/>

Total Balance

Food Stamp Balance	\$151.00	Food Stamp Available	\$141.00
--------------------	----------	----------------------	----------

Cardholders

Type	Name	Card Nbr	Access Status	
PRIMARY	SMITH, DONIA	UNASSIGNED560183	Active	<input type="button" value="DETAILS"/> <input type="button" value="CARD"/>

Exhibit I-2

- d. Calling the ARU -
The cardholder may telephone the ARU to determine the EBT account balance. The cardholder must follow telephone menu options to obtain the balance.

- e. Internet Inquiries - The cardholder has access to the account balance and transaction history on line at www.ebt.acs-inc.com. To perform inquiries, the cardholder must set up a User ID and password and provide required demographic information.

5. EBT Card and PIN Responsibility

Each cardholder is responsible for protecting his or her EBT card and for the secrecy of the PIN. It is the cardholder's responsibility to report the loss or destruction of the EBT card to Customer Service to prevent the unauthorized use of the card. The local agency should emphasize the following guidelines at each application:

- Memorize the PIN.
- Never tell the PIN to anyone.
- Do not write the PIN on the card or card sleeve.
- Choose a PIN that is easy to remember but hard for someone else to figure out.
- Keep the EBT card safe and clean.
- Keep the black stripe on the back free from scratches.
- Do not bend or twist the card, or use it to scrape windshields or open door locks.
- Do not store the card near magnets, like handbag clasps, refrigerator magnets, or TVs.
- Do not place the card in direct sunlight (e.g. on the car dashboard).

6. Training and Client Education

The local agency must offer training to cardholders on access to and use of the EBT account. Training may consist of showing the EBT video or providing or reviewing the client training materials. At each recertification or reapplication, the agency must address cardholder responsibilities as individual households warrant. The agency may also suggest the household's need for an AR or the need to change representatives when the household files applications.

7. Client with Excessive Card Replacements

Each month, letters will be sent to certain households that have requested an excessive amount of card replacements.

These letters are to educate clients about proper management of their EBT accounts and fraud.

The excessive card replacement letter will go to clients who have received their fourth card replacement within a twelve month period. The letter will explain:

- How to properly care for the EBT card
- The client's responsibilities as a SNAP recipient
- Federal regulations and state law in regards to the use of their EBT cards

J. Local Agency Requirements

The LDSS is responsible for processing applications for benefits timely and for the delivery of benefits to eligible households. This chapter describes the processes a local agency must perform related to the delivery of benefits through EBT.

1. Separation of Duties

Each local agency must have sufficient staff available to perform certification and card issuance/account maintenance duties. The duties are not interchangeable and therefore require separate staff for each duty to ensure integrity of the program. While this guide identifies certain units or worker levels to perform tasks, the LDSS must ultimately decide how to assign duties among its staff.

Each agency must have a security officer for EBT activities. The officer must identify the staff assigned to each duty through the completion and maintenance of worker user types and roles in EBT. The local Security Officer adds and deletes users, updates users, and performs password resets for workers in that locality.

a. Certification Duties

The Certification Unit in the LDSS is responsible for conducting eligibility interviews and determining eligibility for program benefits. Other functions include establishing claims if households receive too many benefits or for providing restoration if households receive too few benefits. Eligibility functions related to EBT include:

- 1) authorizing the issuance of vault cards;
- 2) approval for crediting the replacement fee back to the household;

Persons who perform the above duties may have inquiry only access to EBT.

In addition to the duties listed above, during household interviews or other contact, certification staff must ensure that cardholders understand the proper use of and care for EBT accounts, including that the card does not expire; that it should be protected as one would protect cash; and that an AR, who is not a household member, with the capacity to purchase food, will have access to all benefits in the account at any time. Selecting an AR therefore, should be given especial care in that the AR should be someone the household trusts since the LDSS will not replace benefits inappropriately used by the AR.

b. Issuance and Account Maintenance Duties

Issuance duties include the management of vault card inventories and the linkage of the vault card to an EBT account through the EBT Administrative Terminal. Tasks include maintaining required inventory reports. Account Maintenance Duties include crediting card replacement fees back to EBT accounts and debiting accounts to repay claims.

The Issuance Unit will not attach vault cards, credit or debit accounts, or reactivate dormant accounts without authorization from the Certification Unit on the Internal Action Form.

2. EPPIC System

Each LDSS must use the EPPIC system to issue vault cards. EPPIC is accessed by a URL sign-on. Tasks individuals may perform are determined by the user type and roles assigned by the security officer. The worker will be timed off the system after 30 minutes of inactivity. EBT management reports are available on line.

3. Vault Card Processes

- a. Vault Card Supply Each local agency must maintain a supply of EBT cards for occasions when cards must be issued OTC to meet processing standards or respond to a household emergency. The local supply of cards is referred to as “vault” cards.

1. Requisitioning and Supply

The recommended supply of vault card is three months. The agency may estimate the number of cards needed by reviewing application-processing statistics in APPTRACK to determine the number of applications processed during the last six days of processing time. Vault cards are packaged 200 per box. Requisitions will be batched by XEROX as received and sent every Friday at noon for processing. Cards are delivered using FedEx 2-day express delivery.

A worker with the appropriate role may order vault cards and client training materials as needed by accessing the Order Cards/Materials button on the EPPIC Main Menu.

2. Storage

The LDSS must securely store vault cards in a locked file or safe. The LDSS must limit access to the vault cards to authorized Issuance Unit personnel only. The LDSS must also securely store vault cards assigned to specific cardholders that have not been picked up as well as cards mailed to the agency for households using the agency address. The Issuance Unit must maintain the Internal Action Form that authorized the vault card with the

assigned card. See [Section H.1.c.](#) for additional requirements related to handling cards.

3. Transfer of Vault Cards

LDSS' may transfer vault cards from one locality to another, as needed. Both the receiving and transferring agencies must account for the transfer on the *Monthly Vault EBT Card Used Report*, and the *Advice of Transfer and the Vault EBT Card Inventory Control Record*. Copies of these forms are in Appendix B.

4. Loss/Theft of Vault Cards

The LDSS must account for shortages in the vault card supply. If cards are lost or stolen, the LDSS must determine the extent of the loss. If theft is suspected, the LDSS must notify local police even though the vault cards cannot be used without other processes taking place to activate the card or to establish a link with ADAPT to assign benefits. The local agency must also notify SNAP Unit at Home Office about the loss or theft of vault cards and the range of card numbers involved in the loss or theft. Upon receipt of the report about lost cards, the SNAP Unit staff will keep a list of missing card numbers. The SNAP Unit staff must also notify XEROX of the loss. The SNAP Unit must consult the list of card numbers reported lost when local agencies report the existence of suspicious vault card numbers.

b. Vault Card Distribution

Section E.2 discusses the process to authorize a vault EBT card and to link the card to the XEROX system. When giving the card to the case name or AR, the Issuance Worker must verify the identity of the cardholder and note the verification method on the *Internal Action and Vault EBT Card Authorization* form. The cardholder must sign the *Internal Action and Vault EBT Card Authorization* form to document receipt of the card.

At the end of a calendar month, the LDSS must assess its vault card and client training material inventories to determine if a requisition should be sent. The Monthly Vault EBT Card Used Report can help with this review. A three month supply is recommended.

Along with the vault card, the LDSS must offer households the EBT Questions and Answers brochure, the wallet card, and a card sleeve, if the LDSS has opted to order card sleeves.

c. Vault Card Destruction

[Sections E.2.b](#) and [H.1.c](#) address instances in which the LDSS authorizes and prepares a vault card for a household, but the cardholder fails to pick up the card within 5 business days. The LDSS must destroy the prepared card after that time frame has elapsed. When the Issuance Worker must destroy a prepared card, the agency must record the destruction on the *Undelivered EBT Cards – Destruction Record* and notify the certification unit by completing and returning the *Internal Action and Vault EBT Card Authorization* form that authorized the creation of the vault card. If the cardholder arranges to pick up a card after the Issuance Unit destroys the original card, the Benefits Program Specialist must reauthorize the issuance of a vault card on the *Internal Action and Vault EBT Card Authorization* form and the Issuance Worker must record the new card number.

If the Issuance Worker finds that a vault card is unusable before issuance (e.g., scratched magnetic stripe or otherwise improperly manufactured), the worker must list the damaged card number on the *Vault EBT Card Inventory Control Record*.

K. Fraud

1. Fraudulent Use of the EBT Card

Individuals who misuse their EBT card may be in violation of the program regulations and §63.2-523 of the *Code of Virginia*. Misuse of an EBT card is subject to disqualification through the Administrative Disqualification Hearing process as well as through criminal proceedings. Definitions of terms related to claims, trafficking, and intentional program violations are in the SNAP Certification Manual. Disqualification penalties for program trafficking and for committing an intentional program violation are in Part XVII of the SNAP Certification Manual.

2. Common Examples of EBT Fraud

Examples of fraud include:

- Sale of the EBT card and/or PIN to an unauthorized person.
- The retailer provides the cardholder cash in an amount less than the EBT transaction. The cardholder may receive no merchandise in return.
- Allowing unauthorized individuals to use an EBT card.
- Purchasing non-eligible items, such as alcoholic beverages or tobacco, with SNAP benefits.

3. EBT Fraud Referral Process

If the LDSS receives a complaint alleging that an individual or a store is involved in program trafficking or misuse of SNAP benefits, a referral should be made immediately to the LDSS fraud unit. If the complaint involves a store, the LDSS must forward the complaint to the appropriate USDA field office. The field office is listed in the [SNAP Certification Manual](#), Part I, Chapter C.

In investigating potential fraud, the local agency can print the individual's transaction history from the EBT System, which will retain client transactions for three years. Each LDSS must ensure that each eligibility supervisor and fraud

investigator with program responsibilities has access to the SNAP EBT Transaction History Inquiry through the Data Warehouse. The local agency may request access for the appropriate staff individuals by completing the access form on the Technology Business Support Services page of the Local Agency Website.

4 Retailer Fraud

Investigation of retailer fraud is the responsibility of FNS. If there is suspected collusion between a household member and a retailer, FNS will be responsible for handling the retailer investigation and the LDSS must handle the client investigation. Procedures for investigating EBT trafficking cases are in Part XV of the [Fraud Free Manual](#). The agency should complete the USDA Retailer Referral Form, <http://spark.dss.virginia.gov/divisions/bp/fm/index.cgi> , and send it to the appropriate USDA field office.

Client Materials

Card Carrier

Wallet Card

EBT Question-Answer Brochure

Card Sleeve (not displayed)

The documents contained in this Appendix are displayed in English. The reverse side of the actual document is in Spanish which is not displayed here.

Welcome to the
Virginia EBT card!

*The Virginia EBT card is a safe and easy way
to get and use your food benefits.*

The Virginia Department of Social Services (VDSS)
cares about your health and the foods that you
prepare and eat.

*For information regarding food and nutrition -
go to www.nutrition.gov*




You can use your card anywhere
you see the Quest logo.

**You must have a Personal Identification
Number (PIN) to use this card.**

- If this is your first card, call Customer Service to select a PIN.
- If this is a replacement card, continue to use the PIN you have been using.
- Select a PIN that is easy to remember.
- Memorize your PIN.
- Do not write your PIN on the card or anything you carry with you.
- If you forget your PIN, call **1-866-281-2448**.

Virginia EBT Customer Service

 **1-866-281-2448**

Call 24 hours-a-day, seven days-a-week if:

- You just received your first card and need to select a PIN.
- Someone is using your card without your approval.
- Your card is lost or stolen.
- You need to know your food balance and you cannot find your last store receipt or go to www.ebt.acs-inc.com.
- You forgot or want to change your PIN.
- Your card does not work.

www.ebt.acs-inc.com

**Before you use this card,
call 1-866-281-2448 and select a PIN.**


Keep your Virginia EBT card safe!

- Sign and print your name in ink on the back of your card.
- **DO NOT** bend or fold your card.
- **DO NOT** scratch or write on the black stripe on the back of your card.
- **DO NOT** wash your card or get your card wet.
- **DO NOT** leave your card near magnets, TVs, VCRs, stereos, or microwaves.
- **DO NOT** leave your card in the sun or other hot places like the dashboard of your car.
- **DO NOT** sell, trade, or give away your PIN or Virginia EBT card.

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Virginia EBT

Using your card at the Store

- Know your balance before you go shopping.
 - Check your last receipt,
 - Go to www.ebt.acs-inc.com, or
 - Call Customer Service.
- Look for the  logo where you shop. If you are not sure if the store accepts the Virginia EBT card, ask the clerk before you begin shopping.
- At checkout, tell the cashier that you are using the Virginia EBT card.
- Swipe your card through the machine or hand your Virginia EBT card to the clerk.
- Check to make sure the total amount entered is correct.
- If you need to spend more than the balance left in your account - you can pay the rest in cash. Let the cashier know if you want to use cash.
- Enter your 4-digit PIN on the PIN pad.
- The machine prints a receipt showing your beginning balance, the amount you spent and the remaining balance in your account.
- Always keep your receipt so that you know your balance the next time you go shopping.

Virginia EBT Customer Service
☎ 1-866-281-2448

Virginia EBT

Questions and Answers



*A safe and easy way
to use your food stamp benefits.*

*Save this brochure. It tells you how to use
your Virginia EBT card.*



Customer Service

1-866-281-2448

24 hours a day, 7 days a week

www.ebt.acs-inc.com

TTY (Relay Service for Hearing/Speech Impaired)
1-800-828-1120

When should I call the Client Customer Service Help Desk?

Call the Client Customer Service at 1-866-281-2448 if:

- You receive your new Virginia EBT card and need to choose a PIN.
- You want to change your PIN.
- Your card is ever lost, stolen or damaged and you need to replace it.
- Someone is using your Virginia EBT card without your approval and you need to report it.
- You need to find out your Food Stamp balance.
- You need help or have questions about your Virginia EBT card or account.



The Client Customer Service Help Desk is available 24 hours a day, 7 days a week.

Legal Notice

You must not give false information or hide information to get Food Stamp benefits. You must not trade or sell EBT cards or PINs. You must not use benefits to buy non-food items or exchange benefits for cash at a retailer. You must not use someone else's EBT card for your household. If you intentionally break any of these rules, you can be disqualified from the Food Stamp Program, fined, and/or imprisoned.

This is an equal opportunity program. If you think you have been discriminated against in your efforts to receive government benefits because of race, color, national origin, sex, age, disability, religious creed, or political beliefs, write immediately to:

Administrator, Food and Nutrition Services
3101 Park Center Drive
Alexandria, VA 22302

Virginia Department of Social Services and the US Department of Agriculture are equal opportunity providers and employers.



Welcome to Virginia EBT!

What does EBT mean?

EBT means Electronic Benefits Transfer. The Virginia EBT card is like a debit card that lets you access your food stamp account at grocery stores. You access your account by swiping your card and entering your secret PIN.

What is a PIN?

PIN means Personal Identification Number. You must have a 4-digit PIN to use your card and access the benefits in your Food Stamp account. To choose a PIN, you call 1-866-281-2448 and follow the instructions. You will need the following when you call:

- Virginia EBT Card Number
- Social Security Number
- Birth Date

If you don't have a Social Security Number, you will need your Food Stamp case number.

TIPS on choosing and caring for your PIN:

- ✓ Choose a PIN that is easy for you to remember but hard for someone else to figure out if they find your card.
- ✓ Don't use numbers that are easy for someone to figure out, like your address or phone number.
- ✓ Memorize your PIN. Do NOT write it on anything you carry with you. Do NOT write it on your EBT card or card sleeve.

If you forget your PIN, call 1-866-281-2448 and choose a new PIN before you go to the store. If you enter the

wrong PIN at the store, the point-of-sale (POS) machine will deny your transaction with the message "INVALID PIN". After five (5) wrong PIN attempts, your card will not work until 12:01 a.m. the next day, unless you call 1-866-281-2448 and choose a new PIN.

If someone finds your card and the PIN is with it, that person could swipe your card, enter your PIN, and spend the money in your account. If that happens, benefits will not be replaced.

When do I receive my Food Stamp benefits? How much do I get?

When you were approved for Food Stamps, you got a Notice of Action telling you how many benefits you would get each month, and for how many months. Your monthly Food Stamp benefits are automatically deposited into your EBT account right after midnight on the first day of each month, even if the first is a weekend or holiday.

How do I know how much money is in my account?

Before you shop, **KNOW YOUR BALANCE** by any of these ways:

- Save your receipts. The receipts always show how much you spent and how much is left in your account.
- On the Internet, go to www.ebt.acs-inc.com and follow the Virginia link. Besides your balance, you can see your last 90 days of transactions online, too.
- Call 1-866-281-2448.
- Some grocery stores have a point-of-sale (POS) machine in their customer service area, where you can swipe your card and check your balance before you shop.

Where can I shop?

At any store displaying the Quest logo or Virginia EBT card. If you don't see those signs, ask the manager or cashier if they accept the Virginia EBT card before you shop. Some retailers like a Farmer's Market or Route Vendor also accept EBT cards; ask them if you are not sure.



What can I buy with my Virginia EBT card?

You can buy the following items with your Virginia EBT card:

- Any food to be eaten at home by people, including baby food, non-alcoholic beverages, and seasonings.
- Seeds and plants to grow food for your own family's consumption.

Food stamp purchases are not charged sales tax. You may use manufacturer's cents-off coupons to reduce the cost of your groceries, but you will have to pay sales tax on the value of the coupons.

You cannot buy non-grocery items with the Virginia EBT card, such as cleaning products, pet food, paper products, alcohol, or tobacco. You will have to pay for those items with cash, by check, or a credit or debit card.

You cannot access cash from a grocery store or ATM with your Virginia EBT card.

How do I use my EBT card at the store?

After you complete your grocery shopping, proceed to a checkout lane.

- Tell the cashier that you are using your Virginia EBT card.
- You or the cashier swipes your card through a POS machine.



- Cashier enters the amount of the purchase. Check the total to make sure it is correct.
- YOU must enter your secret 4-digit PIN on the PIN pad. Never tell the cashier or anyone else your secret PIN. Never ask the cashier to enter your PIN for you.

- The machine prints a receipt showing your beginning



- balance, the amount of your purchase, and the amount left in your Food Stamp account. **SAVE YOUR RECEIPT.** It is the easiest way to know your balance.
- Take your card and receipt with you when you leave.

What if I don't have enough money in my Food Stamp account to cover the groceries?

Let the clerk know before you check out. You can pay for your groceries using a combination of your Virginia EBT card and cash (or by check, or credit or debit card), but the clerk will need to know before you try to pay. Some store cash registers have a special key to push in order to accept two methods of payment. You may have to pay the cash amount before you can pay using your Virginia EBT card.

What if a store's EBT machine is not working or the store does not have a card reader?

Some places that sell groceries might not have card readers, like a Farmer's Market or Route Vendor.



Sometimes the EBT machines aren't working in the stores. In these situations, the cashier fills out a paper voucher with the amount of purchase and calls the Retailer Customer Service Help Desk to get an authorization number for your purchase, and enters that number on the voucher. Make sure the amount is right, and then you must sign the voucher. Keep a copy for your records.

How should I take care of my Virginia EBT card?

Keep your EBT card. It can be used month after month. If you forget your card at home, you cannot use your Food Stamp benefits.

If your card is lost, stolen or damaged, call 1-866-281-2448 immediately to report it. Stay on the line after the system asks for your card number - if you don't have your card number, you will be told how to transfer to a Customer Service Representative to report the card lost, stolen or damaged.

TIPS on caring for your Virginia EBT card:

- ✓ Keep your card safe and clean, like you would a credit card.
- ✓ Keep the black stripe on the back free from scratches.
- ✓ Do not bend or twist it, or use it to scrape windshields or open door locks.
- ✓ Do not store it near magnets, like handbag clasps, refrigerator magnets or TVs.

Do I have to use all my benefits in one month?

You do not have to spend all your benefits each month. Benefits you do not use stay in the account and roll over to the next month. But if you do not use your card at all, after 60 days you will get a letter telling you your account will be frozen after 90 days if you do not buy something. Once your account is frozen, you will have to call your local social services worker to reactivate it. Sometimes people who get a small amount each month want to save it up. That is OK, but buy something every two months so the account will not be frozen.

How do I protect my Food Stamp benefits?

If your card is lost or stolen, call 1-866-281-2448 immediately. When entering your secret PIN on the PIN pad, be sure no one else can see what numbers you are entering. If someone else knows your PIN and uses your benefits, your benefits will not be replaced.

EBT Forms/Notices

Forms and notices referenced in this guide that are not contained in this appendix may be found in Part XXIV of the Food Stamp Certification Manual or at <http://spark.dss.virginia.gov/divisions/dgs/warehouse.cgi>.

See the [Food Stamp Certification Manual](#) at Part I.G. for record retention requirements.

Internal Action and Vault EBT Card Authorization (032-03-0387-06-eng)

Request/Receipt for EBT Account Deduction (032-03-0389-01-eng)

Vault EBT Card Issuance Log (032-03-0391-00-eng)

Undelivered EBT Cards - Destruction Record (032-03-0392-00-eng)

Vault EBT Card Inventory Control Record (032-03-0393-00-eng)

Monthly Vault EBT Card Used Report (032-03-0394-00-eng)

Advice of Transfer Vault EBT Cards (032-03-0395-00-eng)