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Appendix A Forms/Notices

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Abbreviations/Acronyms Used in This Guide

ARU	Automated Response Unit
ADAPT	Application Benefit Delivery Automation Project
ATM	Automatic Teller Machine
CSR	Customer Service Representative
EBT	Electronic Benefits Transfer
EFS	Electronic Financial Services
EW	Eligibility Worker
FNS	Food and Nutrition Service
PAN	Primary Account Number
PIN	Personal Identification Number
POS	Point-of-Sale
USDA	U.S. Department of Agriculture

Exhibits

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C-1	<i>ADAPT – AECAS2 (Case Information 2) and Screen Help</i>
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A. General Information

Electronic Benefits Transfer (EBT) is the process that the Virginia Department of Social Services uses to deliver benefits from the Food Stamp Program. This process involves the use of a plastic card with a magnetic stripe and a Personal Identification Number (PIN). Food stamp households will use the card and PIN to make food purchases using the food stamp allotment at retailers authorized by the Food and Nutrition Service (FNS) of the U.S. Department of Agriculture (USDA). In addition, homeless food stamp households, as defined in the Food Stamp Certification Manual, may be able to use the food stamp allotment to obtain low-cost meals at FNS-authorized restaurants.

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

B. Virginia EBT Card - The Cardinal Card

The card used to deliver food stamp benefits electronically in Virginia is the Cardinal Card. Eligible households receive the Cardinal Card after the Eligibility Worker (EW) approves the application for food stamp benefits. Households will receive the Cardinal Card either in the mail from J P Morgan Electronic Financial Services Incorporated (J P Morgan EFS) or over-the-counter at the local social services agency.

The card J P Morgan EFS issues through the mail will have the primary cardholder's name embossed on the front. The local agency-issued vault card will not have the cardholder's name embossed on it.

If a food stamp household elects to have an authorized representative receive and use the household's benefits, J P Morgan EFS will mail an EBT card to the representative. The card mailed to the authorized representative will have the names of both the authorized representative and the primary cardholder embossed on it.



Exhibit B-1

The Cardinal Card has a 16-digit Primary Account Number (PAN) embossed on the front of the card. The back of the card lists the Customer Service telephone number and the return address for lost/found or undeliverable cards. The back of the card also contains a magnetic stripe that contains the PAN and other data for point-of-sale (POS) device transactions. The magnetic stripe does not contain recipient demographics, PIN

information or benefit information. The back of the card contains a signature bar on which the Primary Cardholder or authorized representative must sign upon receipt.

The Cardinal Card does not display an expiration date. The card is usable after the certification period expires or after periods of ineligibility as long as the household has benefits remaining in the account. Local agency representatives must encourage recipients to protect the card and to retain it for future use.

Eligible households will receive only one card per household except households with authorized representatives. In households with authorized representatives, both the case name and the authorized representative will receive the Cardinal Card. Households in certified alcohol/drug treatment centers will receive their benefits through a card issued to the centers' representatives.

C. Cardholders

Any group of people residing in the same dwelling may apply for benefits. Any adult member of the household may generally file the application, conduct the interview or perform any other certification function on behalf of the household. 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. An authorized representative may also perform EBT activities.

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 the person in whose name the local agency listed the ADAPT case, i.e., the Case Name.

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 G.3.a.1. for processes that occur when a household changes the primary cardholder.

2. Authorized Representatives

A household may elect to have a non-household member act on its behalf by applying for food stamp benefits or purchasing food for the household. Since the Case Name alone must perform all the tasks associated with EBT, the household may also elect to name a household member as the "authorized representative."

If the household elects to have a non-household member representative act in all capacities, the EW should enter the representative type as "AN" or "AO" on the AECAS2 ADAPT screen. If the household desires to have the non-household member representative receive the benefits only, but not have the authority to file applications or conduct the interview on behalf of the household, the EW must list the representative type as "RU" on the AECAS2 ADAPT screen. J P Morgan EFS will issue an EBT card to the representative. If the authorized representative

is a household member for EBT purposes, the EW should use “**RU**” authorized representative type to identify the representative since any adult member has the capacity to file applications or participate in the certification interview on behalf of the household.

See Exhibit C-1 for the AECAS2 ADAPT screen and authorized representative type values.

```

AECAS2                      CASE INFORMATION 2                      12/04/2001
CASE: 0011048  CSLD: 1253  CASE STATUS: OPEN                      WRKR: 0035 AUTH: 0035
CASE NAME: SCOTT LONGHORN                                         06/29/2001
-----
Begin: 062001  End: [REDACTED]
      MMYYYY      MMYYYY

TANF:  Type: [REDACTED] F.S.:  Type: AR  V: VR MED:  Type: [REDACTED]

Payee/Auth Rep: JOHN [REDACTED] M [REDACTED] VEAPER [REDACTED] Suf [REDACTED] V: VR
C/O Name: [REDACTED] [REDACTED] [REDACTED] Inst:  N
Secondary Line: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Primary Line: Street# Di Street/Rural Sf Di Apt #
              456 [REDACTED] MARKET [REDACTED] ST [REDACTED] [REDACTED]
City: CHARLOTTESVILLE St: VA Zip: 22222 [REDACTED]
Telephone: Home: [REDACTED] Day: [REDACTED]
            Message: [REDACTED]
            Name: [REDACTED]
Primary Language:  1 Forms Language:  1
-----
. TABLE: TREPTY          DESCRIPTION: FS AUTHORIZED REPRESENTATIVE          VA
*
*CD BEGIN  END          DESCRIPTION
*== =====
AN 19930101  APPLIES FOR/RECEIVES/USES BENEFITS - RECEIVES NOTICES
AO 19930101  APPLIES FOR/RECEIVES/USES BENEFITS - RECEIVES NO NOTICE

AR 19930101  APPLIES ONLY - RECEIVES NOTICES
AD 19930101  APPLIES ONLY - RECEIVES NO NOTICES

RU 19930101  RECEIVES/USES BENEFITS ONLY - RECEIVES NO NOTICES
    
```

Exhibit C-1

The EW must caution households that elect to have a representative receive or access their EBT benefit accounts that the representative will have the capacity to use all of the benefits in one transaction. The local agency may not replace benefits inappropriately used by the authorized representative. Each representative on an account will have a card with a different PAN that is

associated with the household's EBT account. The representative will also have a unique PIN associated with the card.

The primary cardholder and authorized representative may receive the EBT card through the mail from J P Morgan EFS or over-the-counter at the local agency. If an agency must issue a vault card to meet the processing standards or to alleviate a household emergency, the agency may not release the vault card for the primary cardholder to the authorized representative. Either the household or the authorized representative may receive a vault to meet the processing standards. The other would receive a mailed card from J P Morgan EFS. The EW should discuss with the household in order to determine to whom the vault card would be issued for this purpose.

A household may have only one authorized representative who has the capacity to receive the benefits although the household may elect to have additional representatives for other purposes, such as filing the application. If the household wants to appoint another representative or if the representative's name changes, the EW must reflect the new information on the AECAS2 ADAPT screen. See Section G.3.a.2 for additional information about changing the authorized representative.

3. Residents of Eligible Institutions

Residents of certain institutions may be eligible to participate in the Food Stamp Program. The certification manual, at Parts II, VI and VII, discusses eligible institutions, the requirements for residents to apply through the authorized representative and household composition in relation to other residents.

a. FNS Certification

For EBT purposes, the institution must be outfitted with a POS device in order for the residents to use their EBT cards to purchase meals in the facility. FNS must certify the institution in order for the facility to receive

a POS device. FNS does not necessarily need to certify an institution in order for the institution's residents to be eligible for food stamps. FNS certification is needed, however, for residents to use the benefits at the institution.

b. Using EBT Benefits in the Institution

Institutions must have a POS device to access the client's food stamp benefits. The benefits will be electronically credited to its bank account so that food may be purchased. The institution must swipe each resident's card through the POS device at the beginning of each month and charge half the monthly allotment. The institution will access the remaining half of the household's allotment after the 16th of the month.

c. Authorized Representatives and Institutions

Residents of most eligible institutions apply for and receive food stamp benefits without regard to the institutional setting. Households will receive their benefits and the EBT card without the intervention of an authorized representative. If the household selects an authorized representative, the representative will act in the manner described in subsection two above.

Residents of treatment centers for drug or alcohol addiction must apply for food stamp benefits through a representative of the treatment center.

Treatment center representatives must also use the benefits on behalf of the participating households while members are residents of the treatment center. The agency should not authorize the issuance of an EBT card to treatment center residents. In order to set up the EBT account however, the EW must enter a "Y" in the Issue EBT Card field on ADAPT screens and indicate that the Case Name will receive a vault card. However, the agency must not issue the vault card, and the EW should not complete the *Internal Action and Vault EBT Card Authorization* form to create the vault

card. If the client already has an EBT card upon entering the treatment center, the representative must retrieve/obtain the card and keep it in a secure location until the resident leaves the facility.

d. Process for When Residents Leave the Treatment Center

In most instances when a resident leaves an eligible institution, the food stamp household must simply report the address change to the local agency. When a resident leaves an alcohol or drug treatment center however, a representative of the center should notify the local agency. The EW must change the institution status in ADAPT and remove the treatment center representative as the authorized representative.

If the resident has an individual EBT card at the treatment center, the representative must provide the card when the resident leaves the facility. If the resident does not have an EBT card, the representative must refer the client to the local agency to obtain card. If the resident leaves the facility before the 16th of the month, the treatment center must provide half of the client's benefits. If the resident leaves the facility after the 15th of the month, the treatment center must not provide any benefits for the month.

D. Initial Card Issuance

Certified households will receive their initial EBT card either through the mail from J P Morgan EFS or over-the-counter at the local social services agency. The EW must use the application processing date to decide whether to have J P Morgan EFS mail the card or to allow the household or authorized representative to pick up the card at the agency in order to provide an opportunity to participate timely.

Households that have an EBT card mailed will normally receive the card within six days through first-class mail delivery. In instances where mail delivery of the card will not provide an eligible household with an opportunity to participate in the Food Stamp Program by the end of the seven-, 30- or 60-day processing standard, as appropriate, the agency must provide or offer the vault card to the household. This means that the EW must provide or offer the vault card to any household filing an initial application or reapplication in which the EW approves the application, on or after, the second processing day or after the 24th or 54th processing day. See Part V of the Food Stamp Certification Manual for entitlement and processing standards for expedited service and Part II of the certification manual for normal processing standards.

The EW must annotate the ADAPT authorization screen for food stamps, AEAUTF and the related screen, AEEBTC, with appropriate entries to advise J P Morgan EFS to mail the card and PIN. Completion of these ADAPT screens will also document whether the household already has a Cardinal Card or whether the local agency will issue a vault card. The AEEBTC screen is also accessible through the ADAPT Food Stamps Wrap-up menu. The Eligibility Supervisor must authorize the completion of the AEEBTC screen although this guide references to the screen only note completion of the screen by the worker. See Exhibits D-1, D-2 and D-3 for a display of the ADAPT screens. Note that Exhibit D-3 is the version of the AEEBTC screen when an authorized representative exists for a household. See Section. F for benefit delivery procedures.


```

      F1 TO SEE SCREEN DICTIONARY (C,D,I) OR F4 TO PRINT SCREEN
AEAUTF          FOOD STAMPS AUTHORIZATION          MM/DD/YYYY
FIPS: 000          WRKR: NNNN
CASE: AAAAAAA CSLD: NNNN   CASE STATUS: AAAAAAA   AUTH: NNNN
CASE NAME: AAAAAAAAAAAAAA A AAAAAAAAAAAAAAAAAAAAA MM/DD/YYYY
-----
Program: FS      Cat: AA      ED/BC Result: AAAA      Month: MMYYYY
***** SUPERVISOR REVIEW REQUIRED FOR THIS CASE *****

----- FULL MONTH -----      ----- PRORATED MONTH -----
NF: AAAA      Coupon Amount      NNNN.NN      Coupon Amount      NNNN.NN
RS: AAAA      Recoupment Amount    - NNNN.NN      Recoupment Amt      - NNNN.NN
IN: AAAA      Net Coupon Allotment = NNNN.NN      Net Coupon Allotment = NNNN.NN

Override: A   Prog Req Date: NNNNNNNN   Expedited: A   [Agency Caused Delay: ]

[Prorated]      Negative
Coupon          Action Imm Iss Iss          Auth
Allotment      Action Rsn Cd Iss Mtd Agt      Wrkr      Date      By      Date
NNNN.NN        [ ] [ ] [ ] [ ] [ ] [ ] [ ]      MDDYYYYY [ ] MDDYYYYY
                BDOA: MDDYYYYY      ISSUE EBT CARD: [ ]

Comments: [ ]
    
```

Exhibit D-1

```

Attachmate Accessory Manager - [Unisys Session1]
File Edit View Tools Session Options Window Help
-----
FIPS: 770   ROANOKE - M05TR2
AEEBTC     FOOD STAMP EBT CARD ISSUANCE          03/17/2005
FIPS: 770          WRKR: 1434
CASE: 0039355 CSLD: 1600          AUTH:
CASE NAME: NIGHT QUILL
-----
Issue Card for Primary Recipient:      1 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

-----
1      2      3      4Return 5      6      7      8ScrHlp 9      10XitHlp
Pg=1 Row=11 Col= 46          XMIT: POLL
    
```

Exhibit D-2

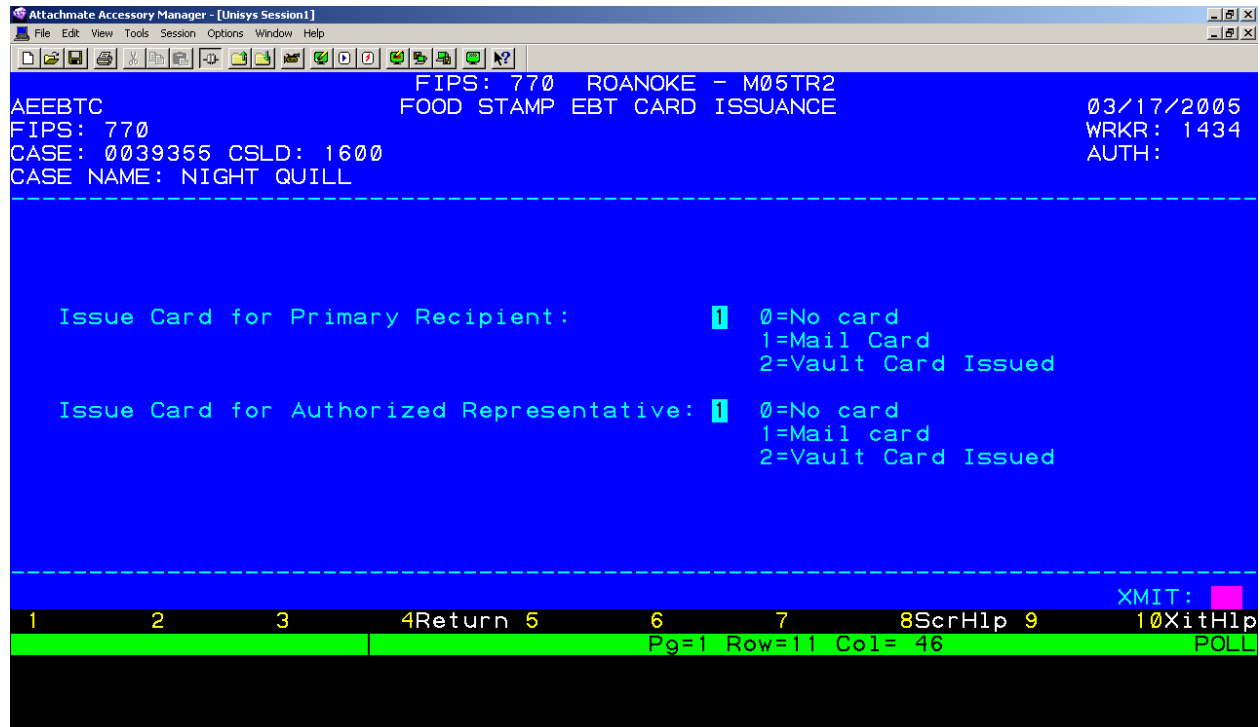


Exhibit D-3

1. J P Morgan EFS-Issued Cards - Mailed Cards

If the EW approves an initial application or reapplication before the second day after the application filing date for an application entitled to expedited processing or before the 24th or 54th day for normal processing, the applying household will receive its EBT card through the mail. The EW or supervisor must code the Issue EBT Card field on the authorization screen with “Y” and enter “1” on the AEEBTC screen for J P Morgan EFS to mail the card to the household to the mailing address provided by ADAPT. See Exhibits D-1, D-2 and D-3.

J P Morgan EFS will mail the Cardinal Card in a card carrier along with a training pamphlet and a pocket card. These materials provide instructions for recipient households on using the card. The mailed card will have the primary cardholder's

name, the authorized representative's name if a representative exists and PAN embossed on the front.

J P Morgan EFS will mail each initial card in an inactive status. J P Morgan EFS will mail the EBT card to the mailing address in ADAPT for the household and the authorized representative. The cardholder must call the ARU/Customer Service number to activate the card and to select a PIN before benefits are accessible. See Section E.2 for a discussion of the activation process.

2. Local Agency-Issued Cards – Over-the-Counter Vault Cards

The local agency must issue or offer to issue a vault card to households, if the mail delivery schedule for the card (six days) will not result in timely benefit delivery by the seventh, 30th or 60th, day after the filing date, as appropriate. The local agency must issue or offer to issue the household a vault card if the EW takes action to approve an application on or after the second processing day or after the 24th or 54th processing day for initial applications and reapplications.

In addition to providing the Cardinal Card at the local agency to meet application processing time frames, the local agency may provide vault cards to replace undelivered mail cards, or cards that are lost, stolen or damaged. See Section G for card replacements. The local agency may also provide vault cards to households experiencing emergencies or hardship situations where the six-day period for J P Morgan EFS to mail cards would cause additional hardship.

Vault cards will have a PAN embossed on the front, but the cards will not bear the cardholder's name. Vault EBT cards are, nonetheless, permanent cards.

a. Certification Unit Procedures

The EW or supervisor must code the Issue EBT Card element on the ADAPT authorization screen, AEAUTF, as “Y” and enter “2” on the AEEBTC screen to indicate that the agency will issue a vault card to the

household. (See Exhibits D-1, D-2 and D-3.) The EW must also complete the *Internal Action and Vault EBT Card Authorization* Form to authorize the Issuance Unit to prepare and issue a vault card to the household.

The issuance unit representative must enter the primary cardholder's name, birthdate, social security number, vault card number and case number in the J P Morgan EFS Web browser upon receipt of the completed internal action form from the certification unit. If the case is not known to J P Morgan then the issuance unit representative will also need to enter the FIPS code, and client address. See Exhibit D-4 for the J P Morgan EFS Web browser screen for linking the vault card to the J P Morgan EFS system.

The issuance unit representative must take special care when entering the ADAPT case number when attaching the vault card to the ADAPT case number. Use all seven digits of the ADAPT case number and verify that the number belongs to the household receiving the vault card.

When issuing a vault card to the authorized representative, the issuance unit representative must enter the primary cardholder's birthdate, social security number, and case number along with the authorized representative's vault card number in the J P Morgan EFS Web Browser System upon receipt of the completed internal action form from the certification unit.

The screenshot shows a web browser window displaying the 'Vault Card Issue/Replace' form. The form is titled 'Vault Card Issue/Replace' and includes a header with the JPMorgan logo and navigation links. The main content area contains several input fields for card information and personal details. A red banner highlights that certain fields are mandatory only when issuing a card. The form also displays system information at the bottom, including the user and date.

JPMorgan Privacy/Security Log-off Cardholder Search Print Help Home

Vault Card Issue/Replace

Please enter values and press Issue or Replace to process card.

Card #: 622044 SSN: []-[]-[]
Re-enter Card #: 622044 Re-enter SSN: []-[]-[]
Case #: [] DOB: MM-[] DD-[] YYYY-[]
Re-enter Case #: [] Program: 01- Food S
Primary/Alternate Indicator: 01
Waive Fee: No

Following fields are mandatory, ONLY on "Issue"

First Name: [] Site Code: []
Middle Name: []
Last Name: []
Address1: []
Address2: []
City: []
State: [] Zip: []-[]-[]

System: VIRGINIA EBT UAT User: VASXD900 Date: 02/15/2005 Time: 12:46:51 EST
Copyright © 2004 J. P. Morgan Chase & Co. All rights reserved.

Issue Replace

Exhibit D-4

b. Issuance Unit Procedures

The issuance unit representative must request verification of the primary cardholder's identity before releasing the vault card to the primary cardholder. To the extent possible, the worker must view a picture identification of the primary cardholder. 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. The Food Stamp Program Policy (Volume V, Part III, Page 1) must be followed. The primary cardholder must sign and date the *Internal Action and Vault EBT Card Authorization* Form to document receipt of the card.

The local agency may only release the primary cardholder's vault card to the primary cardholder or an individual with the appropriate power of attorney allowing such actions. The agency may not release the card to other household members or to the authorized representative. An

authorized representative will receive the EBT card on behalf of a household from J P Morgan EFS through the mail if the primary cardholder receives a vault card from the local agency.

The agency must provide secure storage of the vault card assigned to a cardholder until the primary cardholder's arrival. The agency must destroy the card if the cardholder fails to obtain the card after five business days. The issuance unit must record the destruction of the undelivered card on the *Undelivered EBT Card - Destruction Record* form. The agency may make follow up contacts with the household if the primary cardholder does not appear at the office to obtain the card before the fifth day arrives. After the issuance unit destroys the card, the issuance unit must notify the EW assigned to the case of the cardholder's failure to obtain the vault card. If there has been no other contact with the household, the EW must send the household the *Request for Verification/Missed Interview* form to request address verification. See Part XIV of the Food Stamp Certification Manual for actions related to the request for information.

Instead of preparing a vault card ahead of time, the agency may opt to wait until the primary cardholder actually comes to the agency to receive the card. If the cardholder does not receive the card within five business days, the issuance unit worker must notify the EW through the internal action form. As addressed above, the EW must contact the household through the *Request for Verification/Missed Interview* form.

The local agency may not mail vault cards to recipient households.

The household must activate the vault card by calling the ARU/Customer Service number.

If the household decides that the cardholder will not come to the local agency to receive the vault card after the vault card's preparation or

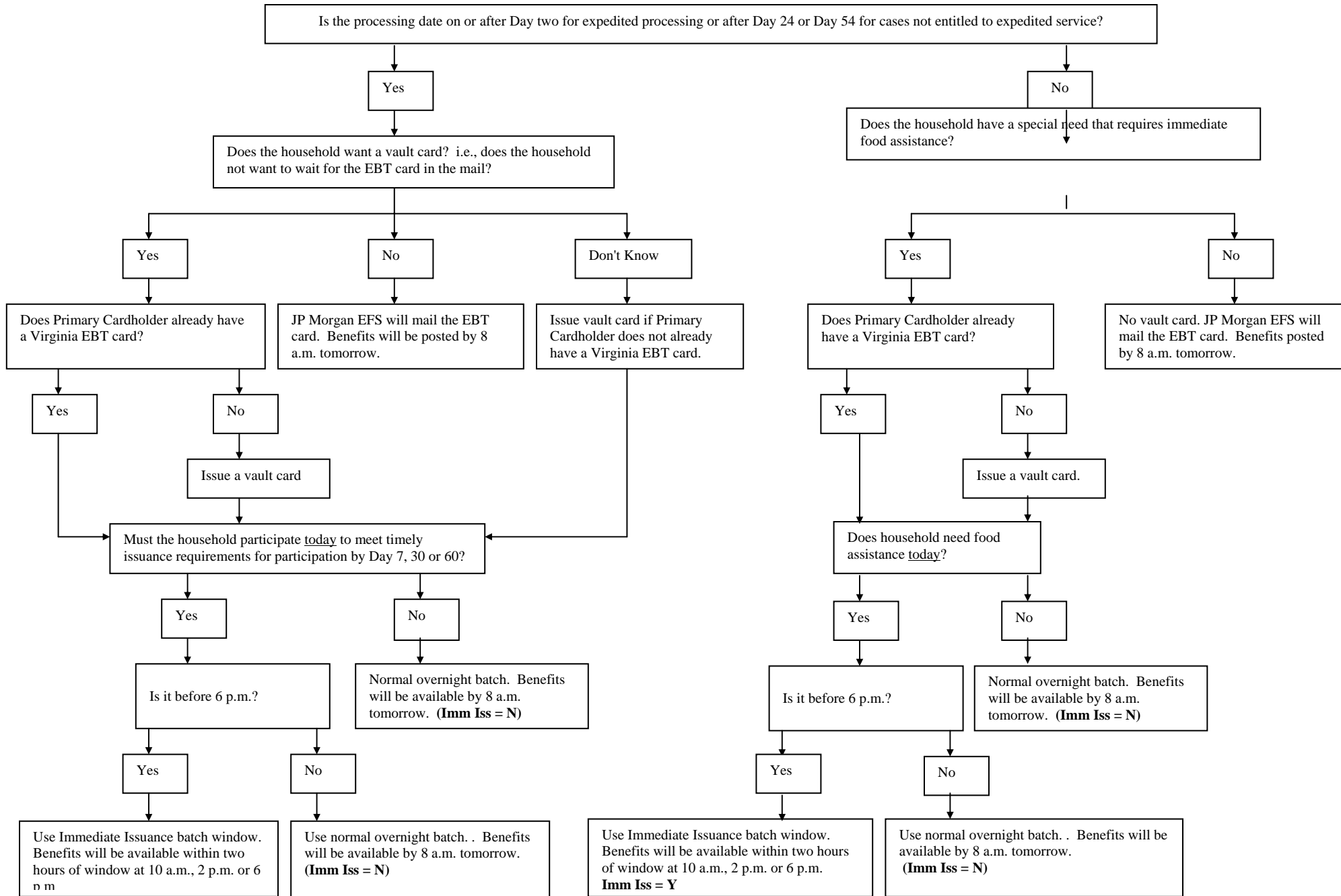
destruction, the primary cardholder may telephone Customer Service to request a replacement card to be sent by mail. The Eligibility Supervisor may also issue a mail replacement through ADAPT through option 6 of the Wrap-Up Menu.

Before issuing a vault card, the Issuance Worker must inquire the Web Browser System to determine the status of the household's EBT account. When the EW initially approves an application in ADAPT, the ADAPT system may transmit case and benefit information before the Issuance Worker prepares the vault card for issuance. If J P Morgan EFS has already received the information, a placeholder status "98" will appear in the card status field. The Issuance Worker must prepare the vault card as a replacement card if the "98" status is present. The Issuance Worker must use the Account Setup for the vault card preparation if there is no placeholder status or if there is no active EBT account established.

The chart at the end of this chapter summarizes the authorization of vault cards and the consideration of the immediate batch processing for delivery of benefits.

Vault Card Authorization
Immediate vs. Overnight Batch Processing

What is the application date? _____ What is the application processing date? _____ Is the household entitled to expedited or normal processing? _____



E. Benefit Account/Card Processes

1. PIN Selection

The Personal Identification Number (PIN) is a four-digit number electronically linked to the magnetic stripe on the Cardinal Card. The PIN allows the cardholder to access household's food stamp benefits. Cardinal Card recipients must select the PIN through the ARU.

Cardholders must receive training or printed materials about the EBT process and using the Cardinal Card. The training or printed materials must include guidance to cardholders for protecting the Cardinal Card and PIN.

The EBT account does not exist until a deposit is made since both a demographic file and a benefit file is required to establish an EBT account.

No PIN can be selected when the prorated amount is zero. The client must wait until the benefit is deposited the following month to select the PIN as the card must be attached to an EBT account in order for the PIN to be selected.

Cardholders must enter the PIN after they or retailers use the EBT card at a Point-of-Sale (POS) machine to access available food stamp benefits to make food purchases. Cardholders must guard against unauthorized or improper use of their benefit accounts and may do that by not disclosing the PIN to others and by not writing the PIN on the card.

a. PIN Selection

Upon receipt of the card in the mail from JP Morgan EFS or the receipt of a vault card from the local agency, the cardholder must call the Automated Response Unit to select a PIN. The cardholder will need to enter the 16-digit card number, the primary cardholder's birthday and social security number.

J P Morgan EFS will issue replacement EBT cards for those reported by households as lost, damaged or stolen. 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. The previously issued or selected PIN will carryover to the replacement card. The EW may also generate a replacement card when approving a case at reapplication by entering a “Y” in the Issue EBT Card field on the AEAUTF ADAPT screen and by entering “1” on the AEEBTC screen. For recertification applications, the EW may generate the replacement card by accessing the AEEBTC screen through the Wrap Up menu. If the local agency issues a vault card as a replacement card, the household may continue to use the PIN that the household previously selected.

b. Changing the PIN

A cardholder may change the PIN by calling the ARU. A cardholder may want to change the PIN if the cardholder 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 so that benefits will no longer be accessible using the compromised PIN. In addition to reporting the compromised PIN to the CSR, the cardholder must call J P Morgan EFS ARU/Customer service immediately to change the PIN.

d. Invalid PIN Attempts - Account Access Suspension

It is the cardholder's responsibility to remember the PIN in order to access the food stamp benefits in the household's account. Cardholders must also ensure protection of the PIN by not writing the number on the EBT card or by keeping the written number apart from the card.

If a cardholder makes four invalid PIN attempts consecutively, J P Morgan EFS will suspend access to the EBT account until 12:01 a.m. the next day. If the cardholder enters the correct PIN before the fifth invalid attempt, the PIN fail-count will reset to zero. Once the PIN fail-count reaches five, the cardholder will be unable to access the account until after 12:01 a.m. the next day when the PIN fail-count will reset to zero. After the fourth failed PIN attempt, the cardholder will be unable to access the account even if the cardholder later correctly enters the PIN. Changing the PIN will not unlock the account. The account will remain unavailable until after 12:01 a.m. the next day.

2. EBT Card Activation

The EBT card must be in an active status before cardholders may access benefit accounts. The cardholder must activate the initial card regardless of whether J P Morgan EFS issues the initial card or whether the local agency issues a vault card to the household. The EBT card is available for use upon a cardholder's successful completion of the activation process.

a. Initial Card Activation

When an eligible household receives an initial card from J P Morgan EFS or a vault card from the local agency, the card will be in an inactive status. The cardholder must activate the card and select the PIN by telephoning the ARU/CSR. During the telephone call, the cardholder must select the option to activate the card. Upon completion of the activation process the

cardholder must select the option to select the PIN before the benefits are available.

The activation option will require that the cardholder enter the birth date and the Social Security Number of the primary cardholder. The birth date format will be MM/DD/YY. If a household has an authorized representative who has the household's permission to access the benefit account, then the representative will also receive a separate EBT card that will require activation. The authorized representative must also call the ARU/CSR and enter the birth date and Social Security Number of the primary cardholder.

b. Replacement Card Activation

The PIN selected by a cardholder will carryover from one EBT card to another so that when a cardholder requests a replacement card, the cardholder will generally use the same PIN. J P Morgan EFS will mail replacement cards to a cardholder in an active status. The cardholder will not have to take any other action to activate the card upon receipt of the replacement card.

If the cardholder indicates a need for a new PIN when requesting the replacement EBT card, J P Morgan EFS will advise client to select a new PIN once the EBT card is received by the household. J P Morgan EFS will mail replacement cards in active status. The cardholder must call the ARU to select a new PIN.

The local agency will issue vault cards as replacement cards as individual household circumstances warrant. The issuance worker must check the case status on the J P Morgan EFS Web Browser System before proceeding with issuing a vault card. When the local agency issues a vault card as a replacement EBT card, the cardholder does not need to activate

the replacement card. The household will not need to select a PIN for the replacement the card. The cardholder may select to change the PIN by calling the ARU. See Section G for the EBT card replacement procedures.

3. EBT Card Status

A household may have only one active EBT card at a time, except for households with an authorized representative who also receives a card on the household's behalf. In order for a household to receive a replacement card, J P Morgan EFS must de-activate the status of the original card before J P Morgan EFS or the local agency may issue a replacement vault 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 G for card replacement procedures.

4. Inactive EBT Accounts

If a household fails to use its food stamp benefits or have any debit activity on the EBT account for 60 days or more, J P Morgan EFS will provide a report of the inactivity. J P Morgan EFS will report account inactivity daily as the Aging Report. J P Morgan EFS will report inactivity for accounts with a balance of \$.01 or more. The local agency may not close a food stamp case for failure to use food stamp benefits.

a. Benefit Aging

In response to inactivity on a household's EBT account, J P Morgan EFS will suspend access to the benefits and ultimately expunge the benefit after continued inactivity. J P Morgan EFS will consider an account inactive after the cardholder fails to make any purchases for 60 days. The cardholder may access the benefit account without taking any special actions beyond purchasing an eligible item. If the cardholder accesses the

benefit account before the 90th day, the Aging Clock for the account will reset to the day the cardholder accessed the account.

J P Morgan EFS will consider an account dormant if there is no activity for 90 days. The dormancy period runs from the 90th day of inactivity to day 364. While the household is still entitled to the benefits in the account, the cardholder cannot access the benefits without having the local agency reactivate the account. The household must request reactivation of the account. The EW must notify the Issuance Unit to reactivate the account through the *Internal Action and Vault EBT Card Authorization* form. The Issuance Worker will reactivate the account by updating the Dormant Account Reactivation page on the Web Browser System. See Exhibit E-1.

JPMorgan Privacy/Security Log-off Cardholder Search Reports Print Help Home

Dormant Account Reactivation

PAICE ROBERTS		Cardholder Info Card # 6220 4402 8645 4650	
1005 W. FULTON RICHMOND, VA 23219 Tel: 804-643-0101		Case #: 678905432VA SSN: 723-01-2966	DOB: 10-04-1980
		Card Status: 01 Active	Pri/Alt Ind: 01 Primary Person

Account Information

Food Stamp		Reactivate Acct.	
Acct #: 123 456 789 012	Acct Status: Active, Card Active 0	Last Debit: \$ 36.34 11/28/02 17:01:43	Last Credit: \$ 10.14 11/30/02 20:26:26
Local Info:	Inactivity Date: 00/00/0000	Avail Bal: \$ 124.75	Dormant Date: 00/00/0000
		Activity Status: Active	

System: ANYSTATE EBT PROD. User: AUSER Date: 01/01/2002 Time: 10:24:35 EST
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Exhibit E-1

Although the J P Morgan EFS system will block access to benefits in the account, the system will allow credits to the account. If the food stamp certification period continues, J P Morgan EFS will continue to post the monthly allotment to an account even if it is in an inactive status. This transaction will not reactivate the account. Similarly, if a household re-applies for benefits and the Eligibility Worker (EW) authorizes benefits during the dormant stages, the account will reactive at the time of approval. This does not apply to renewals.

b. Inactive EBT Account Case Actions

J P Morgan EFS will notify the Virginia Department of Social Services (VDSS) through ADAPT about the inactivity of an account. ADAPT will generate a *Notice of Inactive EBT Account and Request for Verification* form in response to the information from J P Morgan EFS. VDSS will mail the notices directly to the affected households. The notice will advise the household that the cardholder must use a portion of the benefits within 30 days of the notice or the account will require reactivation in order to access the benefits. The notice will also request proof of the household's address for active cases.

In addition to generating the notice to the household, ADAPT will also generate an on-line report to notify the local agency which households received the inactive account notice. Eligibility Supervisors must access the report of cases that received the inactive account notice. The report will be accessible through the ADAPT reports menu. The report will be sorted by active and closed case status, by worker number and alphabetized by the case name. The local agency should check the report weekly so that the EW may take the appropriate action within 10 days of the report.

1. Telephone Contact

Within 10 days of receiving notification through the ADAPT report menu that a household's EBT account is inactive, the EW or other local agency representative may attempt to contact the household by telephone or by other electronic means. The contact with the household is to confirm the household's address and to determine why the household is not using its benefits. If the contact is successful, the agency should offer the household additional training on how the EBT system works. The agency should also offer the household assistance in identifying or

obtaining an authorized representative. If the household reports the same mailing address the agency does not have to take any other case actions related to the nonuse of the benefits.

2. Notice of Inactive EBT Account and Request for Verification and Follow-up Action

ADAPT will generate a *Notice of Inactive EBT Account and Request for Verification* form when a household fails to use its available food stamp benefits in the EBT account. For active cases, the EW must determine whether the household timely and fully complies with the request to supply proof of its address.

If the household responds within 10 days of the notice date and the address is unchanged, there is no other action the agency needs to take in relation to the inactive benefit account or the continued eligibility of the case. If the household does not respond to the inactive account notice and verification request within 10 days or does not supply the address verification as requested, the EW must send an adverse action notice to close the case. If the case is already closed when ADAPT generates the notice, the EW does not need to take any other action in relation to the inactive benefit account. See Part XIV of the Food Stamp Certification Manual for additional information on handling changes in food stamp cases.

3. Continued Encouragement to Access Benefits

If the household responds to the agency's request for information, the agency may not take any other case actions related to the household's failure to use its food stamp benefits in the EBT account. At its option, the local agency may continue to contact the household to encourage the household to use the benefits before J P Morgan EFS expunges the benefits.

c. Expunged Benefits

After 365 days without any EBT account activity, the household will lose its entitlement to the unused benefits. J P Morgan EFS will expunge each month's benefits from the account as the benefit reaches 365 days. The daily Aging Report and the Account Activity file will reflect expunged benefits. The FNS 46 report will reflect expunged benefits during the month the benefit cancellation occurs. Staff may verify the benefits as expunge by check the case number in the Grant Expungement Database.

If a household reapplies for benefits and the EW authorizes benefits after J P Morgan EFS expunges benefits, this action will reactivate the account on the J P Morgan EFS system, but this action will not restore the expunged benefits. The account will continue to expunge until the household makes a POS purchase.

Exhibit E-2 summarizes the benefit aging process and application of the benefits on claims balances.

Days of no Cardholder Activity	Aging Status	J P Morgan EFS Action	Status of Account	Benefits Available to Cardholder?	ADAPT or Case Action	Apply Benefits to Claims Balances?
60	Inactive	Report cardholders to DSS	No change - Remains Active	Yes	Request for Verification (ADAPT) Follow up within 10 days (EW)	No
90	Dormant	Report cardholders to DSS. Change the status of the account	Change from Active to Inactive	No, unless re-activated	None	Yes with prior notice unless the household objects
320	Final Notification Prior to Expungment	Expunge balance. Return authorization to DSS	Benefits are expunged from system	No	None	Yes. Send notice as receipt.

Exhibit E-2

5. Claims Payments

The local agency must establish a claim against a household that receives more food stamp benefits that it should have received. The agency must pursue collection of the claim. In addition to other repayment methods, the local agency may 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 before benefits become available to the household.

a. Active Accounts

A household may voluntarily use some or all of the available benefits in an active 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 from the Food Stamp Claims Tracking System to show permission for a one-time or monthly deduction. **Note:** The agency may also use the *Request/Receipt for EBT Account Deduction* form for the household to note the request.

The agency must conduct a Cardholder search on the Web Browser System to determine the availability of benefits upon receipt of the household's written instruction to use benefits in its EBT account for an open claim. An agency supervisor or designated person must access and complete the Account Repayment Screen on the Web Browser System. See Exhibit E-3 for the Account Repayment Screen.

The agency must record the electronic payment on the household's claims ledger in the Food Stamp Claims Tracking System and ADAPT. The agency must also provide the household with a receipt to acknowledge access to and a reduction of the household's EBT account. The agency may use the *Request/Receipt for EBT Account Deduction* form as the receipt.

JPMorgan		Privacy/Security Log-off Cardholder Search Reports Print Help Home	
Account Repayment			
PAIGE ROBERTS		Cardholder Info Card #: 6220 4402 8645 4650	
1005 W. FULTON		Card Status: 01 Active ?	
RICHMOND, VA 23219		Pri/Alt Ind: 01 Primary Person ?	
Tel: 804-643-0101		DOB: 10-04-1980	
		Case #: 678905432VA	
		SSN: 723-01-2966	
Account Information			
Food Stamp			
Acct #: 132 456 789 012	Last Debit: \$ 36.34	Date/Time: 11/29/02 17:01:34	
Acct Status: Active, Card Active 0 ?	Last Credit: \$ 10.14	Date/Time: 11/30/02 20:26:26	
Local Info:	Avail. Balance: \$ 124.75		
Svc Site: 12345			
Repayment Information			
Repayment Amount:*	Benefit Grant Type:*	Select	
		Process Repayment	
System: ANYSTATE EBT PROD. User: AUSER		Date: 01/01/2002 Time: 10:24:35 EST	
Terms & Conditions			
<small>Copyright © 2004 J. P. Morgan Chase & Co. All rights reserved</small>			

Exhibit E-3

b. Dormant Accounts

An EBT account will become dormant if the household fails to make any purchases for 90 days. The household will retain access to the benefits in the account, but the Case Name must request reactivation through the local agency. See Section 4 of this chapter for a discussion of inactive EBT accounts.

The local agency may use all or part of the available benefits in an EBT account to repay a claim against the household if the account has been dormant between 91 and 364 days. The agency must notify the household in writing of the proposal to take the benefits as a repayment at least 20 days in advance of the deduction. The agency may use the *Notice of Deduction from an Inactive EBT Account* form to notify the household. The agency may not debit the account if the household objects to the agency's deduction of the benefits within the 20-day period.

An agency representative must perform a Cardholder search in the Web Browser System before applying the account balance against the amount owed on a claim. The agency may not debit the account if the account has been reactivated

The agency must record the electronic payment on the household's claims ledger in the Food Stamp Claims Tracking System and ADAPT. The agency does not need to provide the household with an additional receipt to acknowledge access to and a reduction of the household's EBT account.

c. Expunged Benefits

A household will lose entitlement to benefits in an EBT account after 365 days of account inactivity. The agency must assess the report of benefits about to be expunged when the agency establishes a claim or evaluates collection of an existing claim. The local agency must apply any benefits about to be expunged to the balance of a claim against the household to the extent the claims worker is aware of the expunged benefits. Once benefits are expunged the money can not be claimed.

The agency must record the electronic payment on the household's claims ledger in the Food Stamp Claims Tracking System and ADAPT. The agency must also provide the household with a receipt to acknowledge access to and a reduction of the household's EBT account. The agency may use the *Notice of Deduction from an Inactive EBT Account* form as the receipt to the household.

F. Availability of Benefits

When approving an application, the EW must determine if a household's food stamp benefits must be available immediately to the household in addition to identifying whether to issue the Cardinal Card by mail or over-the-counter at the local agency. The EW must code the Immediate Issuance (Imm Iss) field on the ADAPT food stamp authorization screen, AEAUTF, to indicate whether benefits will be in the daily, overnight batch process or in an immediate batch process. “Y” and “N” are the valid entries to initiate the immediate batch. See Exhibit D-1 and the chart filed at the end of Chapter D.

1. Daily-Overnight Batch

Daily-overnight batch means that transactions entered in the ADAPT system by 8 p.m. daily will be transmitted to J P Morgan EFS and the household's food stamp benefits will be available for use by the household by 8 a.m. the next day. The EW must code the Immediate Issuance field on the authorization screen as “N” to default to the normal, daily processing.

2. Immediate Batch

There will be instances when the EW must approve a new application or a reapplication at the end of the processing period. The agency must make the Cardinal Card and benefits available to households on the same day instead of waiting for the delivery of the card by mail or for the overnight processing of benefits. In such an instance, the EW may use an immediate issuance ADAPT batch window to relay benefit information to J P Morgan EFS. The EW must use an immediate issuance batch window if the EW processes an application on the seventh, 30th or 60th processing day.

An immediate issuance batch window will allow J P Morgan EFS to post food stamp benefits to a household's benefit account within two hours of the batch window. The immediate issuance batch windows will be at 10 a.m., 2 p.m. and 6 p.m. daily. The EW must approve applications in ADAPT, including supervisory

authorization when necessary, before 10 a.m., 2 p.m. or 6 p.m. in order for J P Morgan EFS to post benefits.

The EW must code the Immediate Issuance field on the authorization screen as “Y” for the benefit posting to occur at the next immediate window period. Coding for the immediate batch window in ADAPT is not dependent on the simultaneous issuance of a vault card or card mailed by J P Morgan EFS.

3. Monthly, Ongoing Benefits

Any case certified in ADAPT for a future month’s benefit as of the ADAPT cutoff date will have the monthly food stamp allotment deposited monthly to the EBT account until the end of the certification period. Weekends or holidays will not have an impact on the availability of benefits. The benefits will be available by noon on the first day of each month in a household’s certification period.

G. Replacement of EBT Cards

Households need a card to access benefits. The cardholder may call the CSR or to the local agency to request a replacement card.

The CSR will validate the system address before issuing a replacement card if the cardholder calls Customer Service for a replacement card. If the address is incorrect, J P Morgan EFS will not mail a replacement card but will refer the cardholder to the local agency to have the address updated. The J P Morgan EFS Customer Service does not have the ability to update household addresses.

Cardholders will generally receive a replacement EBT card through the mail from J P Morgan EFS. Depending on individual household circumstances however, the local agency may provide a vault card as a replacement card. The cardholder does not need to call the CSR before the card is replaced. **When the local agency takes action in either ADAPT or the JPM system the existing card will status as "09" (card cancelled by the state).**

The EW 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. 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 local agency to credit the replacement fee to the household's account.

A cardholder may need a replacement 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 through the mail.

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. J P Morgan EFS should not apply the card replacement fee for reapplying households or for replacements for returned undelivered cards. The local agency must credit the fee back to the household's account

if the replacement is due to a household disaster, violence against the household or for improperly manufactured cards. See Sections G.6 and G.7 for information about assigning and crediting of the fee for replacement cards.

1. Undelivered EBT Card

a. Undeliverable, Returned Cards

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 if households move but fail to report the change to the local agency.

The Virginia Department of Social Services will receive all undeliverable EBT cards. The return address on the back of a Virginia EBT card and on the card mailer will be:

Virginia Department of Social Services
Division of Finance
P. O. Box 606
Richmond, Virginia 23218-0606

Mailed EBT cards may have an active or inactive status at the mailing. Upon receipt of the undeliverable cards, the Division of Finance Management must change the status of the card to "11" through the Card Status Maintenance screen on the Web Browser System. See Exhibit G-1. Financial Management staff will also destroy the returned cards by cutting them and document the destruction on the *Undelivered EBT Card - Destruction Record*.

PAIGE ROBERTS		Cardholder Info	Card # 6220 4402 8645 4650
1005 W. FULTON RICHMOND, VA 23219 Tel: 804-643-0101		DOB: 10-04-1980	Case #: 678905432VA SSN: 723-01-2966
Date Opened: 04/26/2002		Pending: N	Card Status: 01 Active
Last Status Change: 05/01/2002		Profile #: 0654570001	Pri/Alt Ind: 01 Primary Person
Svc Site: 12345		Local Info:	
Change Status			
Change to Status:	Select New Status	Date Discovered:	MM - DD - YYYY
Comments:			
System: ANYSTATE EBT PROD.		User: AUSER	Date: 01/01/2002 Time: 10:24:35 EST
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Exhibit G-1

If the card is undeliverable because of an incomplete or inaccurate address for the primary cardholder or the authorized representative, the EW must update the mailing address on the AECASE, AECAS1 or AECAS2 ADAPT screen, as appropriate. Unless the EW is making the address change when approving an application, the supervisor must generate the AEEBTC screen through the ADAPT Wrap-up menu to provide a replacement card. The supervisor must complete the AEEBTC screen with "1" or "2" to note whether J P Morgan EFS will mail the card or whether the local agency will issue a vault card. See Exhibits C-1 and G-2 for the address screens and Exhibits D-2 and D-3 for the EBT card issuance screens.

ADAPT will send the revised or new address to J P Morgan EFS through the batch interface. The J P Morgan EFS system will reflect ADAPT address changes the following the processing of the batch.

```

AECASE                CASE INFORMATION 1                12/04/2001
CASE: 0011048 CSLD: 1263 CASE STATUS: OPEN           WRKR: 0035
CASE NAME: SCOTT LONGHORN                            12/04/2001 AUTH: 0035
-----
Case Name: SCOTT M LONGHORN Suf
C/O Name: _____ Inst: N
RESIDENCE ADDRESS
Secondary Line: _____
Primary Line: Street# Di Street/Rural Sf Di Apt # DSS
1000 W TEXAS STATE RD _____ Address: N
City: EL PASO St: TX Zip: 38909
Address FIPS: 640 V: VR
Date Moved: _____
Telephone: Home: _____ Day: _____
Message: _____ Name: _____
Mailing Address: Y Primary Language: 1 Forms Language: 1
Payee/Authorized Rep: Y Applicants Per#: 01 ID V: VR Reg to Vote: 1
Service Worker #: _____
Case Name Person#: 01
-----
NEXT SCREEN: PER #: XMIT:
    
```

```

FIPS: 640 CHARLOTTESVILLE - M06TR2
AECAS1                MAILING ADDRESS                12/04/2001
CASE: 0011048 CSLD: 1263 CASE STATUS: OPEN           WRKR: 0035 AUTH: 0035
CASE NAME: SCOTT LONGHORN                            12/04/2001
-----
Begin: 122001 End: _____
MMYYYY MMYYYY
C/O Name: MIKE M BROWN Suf
Secondary Line: _____
Primary Line: Street# Di Street/Rural Sf Di Apt #
411 _____ DOOBY ST _____
City: CHARLOTTESVILLE
State: VA
Zip: 22222
    
```

Exhibit G-2

b. Non-receipt of the EBT Card

In instances when cardholders report the non-receipt of a mailed EBT card to the local agency, the agency must check the Web Browser System to determine the mailing date and check if the status of the card has been changed. If more than six mail days has passed and the status of the card is unchanged, the cardholder must call the CSR to request that a new card.

In some instances, the Virginia Department of Social Services 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 J P Morgan EFS or the local agency 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 change the status of the card to cancel the card. J P Morgan EFS will mail another card to the household or, at the cardholder's option, defer mailing another card to allow the cardholder to receive a vault card at the local agency. If J P Morgan EFS mails a replacement card for a card the cardholder failed to receive, the cardholder must activate the card by calling the ARU. See Section E.2. for the activation process.

When a cardholder requests a vault card as replacement, the Issuance Worker must determine if there has been a sufficient period for delivery of the mailed card and determine the status of the original card before issuing a vault card. The local agency may issue a vault card to the cardholder. The cardholder must activate the card calling the ARU.

Households will not have the \$2 card replacement fee assessed against their benefit accounts when they receive replacement of undelivered cards. Households will generally have the card replacement fee automatically deducted from the account except when there is a replacement card for a card in an inactive status such as the initial card lost in the mail or one returned as undeliverable.

c. Unclaimed Vault Cards

There may be instances when the EW will arrange with the household to receive a vault EBT card at the local agency instead of a mailed card. The EW may authorize the vault card to provide an opportunity to participate within the processing periods or to meet a special need of the household.

If the primary cardholder fails to appear at the local agency to receive the card within five business days of the case approval date, the agency may initiate contact with the household. The agency must store prepared vault cards in a secure location. If the cardholder does not pick up the card within five business days and there is no further contact, the agency must destroy the card and record the destruction on the *Undelivered EBT Cards - Destruction Record*. The agency does not need to take any additional action to replace the card until the cardholder initiates the card replacement process. The EW must send the *Request for Verification* form to request address verification if the cardholder fails to obtain the card within five days. See Part XIV of the certification manual for required actions related to the information request.

2. Lost, Stolen, Damaged Cards

When a cardholder reports an inability to access the household's benefits because the EBT card is unavailable for use, the cardholder must call CSR to request deactivation of the card. Deactivation will prevent the usage of the card should the cardholder or someone else attempt to use the card.

The cardholder must request replacement of the card through the CSR or the local agency. The cardholder must note the reason for the replacement to the local agency. The reason for the destruction or unavailability of the original card will determine whether the local agency credits 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 loses the card through an act of robbery or burglary committed by someone outside the household.
- Household Disaster – The cardholder loses or damages the card through a household fire or natural disaster, such as a flood or tornado.
- Card Damage (negligence) – The card is unusable because of the cardholder's neglect.
- Card Damage (improperly manufactured) – The card is unusable because of a manufacturing error.

See Section G.6 for the discussion of the fee for replacing the card for these situations and Section G.7 for crediting the fee back to the account.

3. Account Changes

In some instances, when the EW changes information about the food stamp case, that action may generate a new EBT card sent to the cardholder. J P Morgan EFS will deduct the service fee when the case name, i.e., the primary cardholder changes, or when the household changes its authorized representative.

a. Cardholder Changes

1. Primary Cardholder Changes

Each household must identify one member in whose name the local agency lists on the case and the request for assistance. The Case Name will serve as the primary cardholder for the EBT account and card. The primary cardholder must activate the card, request replacements or balance inquiries through Customer Service, receive the vault card or select or alter the PIN.

When the primary cardholder leaves the food stamp household, the EW must change the Case Name on the AECASE ADAPT screen. The EW must also change the AECASE screen to identify another 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 a change to the EBT account information. The new or newly identified primary cardholder will need to receive another EBT card through the mail from J P Morgan EFS 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 J P Morgan EFS directly to order a new card.

When the EW changes the Case Name in ADAPT, the replacement service fee will be applied against the household's EBT account. The local agency must credit the fee back to the household's account when J P Morgan EFS assesses the card replacement fee for a change to the Case Name. Changes in the identification of the primary cardholder will not otherwise affect the card held by the authorized representative.

2. Authorized Representative Changes

A household may elect to have someone outside the food stamp household to act on its behalf by applying for, receiving or using the benefits to purchase food for the household. For EBT purposes, the household may elect to have a household member serve as an authorized representative.

If the household wants to appoint another representative or change the spelling of the representative's name, the EW must enter the new information on the AECAS2 ADAPT screen. The supervisor must complete the AEEBTC ADAPT screen through the Wrap Up menu to generate a new card to the authorized representative once the change has processed. J P Morgan EFS will mail a new EBT card to the newly appointed authorized representative.

In addition to contacting the local agency to select another authorized representative, the primary cardholder may call the CSR to request the deactivation of the authorized representative's EBT card. The household may elect to have the CSR deactivate an authorized representative's EBT card if the representative misuses the household's benefits.

When the EW changes the name of the authorized representative in ADAPT, J P Morgan EFS will assess the card replacement fee against the household's EBT account. The local agency must credit the fee back to the household's account when J P Morgan EFS assesses the card replacement fee for a change to the AECAS2 screen; to the extent the agency is aware of the assessment. Changes in the identification of an authorized representative will not otherwise affect the card held by the primary cardholder.

b. Other Household Changes in ADAPT

As indicated in subsection A of this chapter, the EW must change the Case Name or authorized representative in ADAPT as these changes occur or at the household's request. Similarly, the EW must update other information in ADAPT as changed information becomes known to the agency. These changes include changes in the household or authorized representative's address or identifying information about the primary cardholder such as a revised Social Security Number or date of birth.

4. Reapplication

Households must reapply for food stamp eligibility and benefits at the end of the certification period. Households have until the end of the month after the certification expires to reapply for benefits and qualify for uninterrupted benefits. If more than a month elapses before the household re-certifies, any subsequent application is a reapplication instead of a recertification. Food stamp certification policy also defines a reapplication as any application a household files after a denial of an application or closure of a case. This would include an application filed by a household that moves from one Virginia locality to another without a break in eligibility beyond the closure because of the move. See Definitions in the Food Stamp Certification Manual for additional information related to reapplications.

When a household reapplies for benefits, the EW must determine, during the certification interview, if the primary cardholder still possesses the previously issued Virginia EBT card. Approval of the application in ADAPT will cause J P Morgan EFS to attach the new benefits to the existing EBT account. The cardholder will continue to use the existing card to access benefits. If the cardholder no longer has the card, the EW must code the Issue EBT Card field on the AEAUTF ADAPT screen as "Y" for J P Morgan EFS to issue an EBT card or to authorize the issuance of a vault card. The EW 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. See Exhibits D-1 and D-2.

If the authorized representative needs another EBT card when the household reapplies, the EW must complete the AEEBTC screen with either "1" or "2," as appropriate. See Exhibits C-1 and D-3.

If the cardholder no longer has the EBT card when the household reapplies and the card is in an active status, the cardholder should call the CSR to request

deactivation to prevent unauthorized use of the card. The EW must code the Issue EBT Card field on the AEAUTF ADAPT screen as "Y" for J P Morgan EFS to issue an EBT card or to authorize the issuance of a vault card. The EW 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 applied against the EBT account when a cardholder receives a replacement card when households reapply for benefits. If this occurs, the local agency must credit the fee back to household's benefit account. See subsection six of this chapter for a discussion of the card replacement fee.

Note: Reapplication will reactivate the dormant account as part of the certification process.

5. Recertification

Households must reapply for food stamp eligibility and benefits at the end of the certification period. Households have until the end of the month after the certification expires to reapply for benefits and qualify for uninterrupted benefits. If a household reapplies before the end of the certification period and is eligible for benefits, J P Morgan EFS will attach the new benefit amount to the existing EBT account at the beginning of the certification period. The EW must determine during the certification interview whether the case name or authorized representative still has the EBT card to access the benefits. At each recertification, local agency staff should remind the household to keep and properly maintain the Virginia EBT card.

If the cardholder no longer has the card at recertification, the cardholder should telephone Customer Service to request deactivation of the original card to prevent unauthorized use of the card. The household will have the card replacement fee deducted from its EBT account when J P Morgan EFS or the local agency

replaces an EBT card at recertification. The EW must complete the AEEBTC screen with "1" or "2" for J P Morgan EFS to issue an EBT card or to authorize the issuance of a vault card. The EW must also complete the *Internal Action and Vault EBT Card Authorization* form for a vault card. See Exhibits D-1 and D-2.

If the authorized representative needs another EBT card when the household recertifies, the EW must complete the AEEBTC screen with either "1" or "2," as appropriate. See Exhibits C-1 and D-3.

If the cardholder still has the EBT card at recertification and the household reports no changes in its circumstances that warrant another card, the EW must simply certify the household. J P Morgan EFS will post the new benefit amount to the existing 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 will receive written and verbal instruction on how to protect the EBT card. When an EBT card is or becomes unusable for any reason, the cardholder must obtain a replacement card to access the household's EBT account. The cardholder must contact the CSR to request a card status change before issuance of a replacement. J P Morgan EFS will deduct \$2 from each food stamp case for replacement EBT cards in nearly every instance when a cardholder receives a replacement card.

The automatic fee deduction will not occur when the original card has an inactive status. The automatic fee deduction will also not occur when a household reapplies for benefits.

The J P Morgan EFS system will only deduct the full \$2.00 replacement fee. If the household does not have the full \$2 in the benefit account to cover the replacement fee, J P Morgan EFS will establish a pending fee file against the

account. The J P Morgan EFS system will check the pending fee file daily to see if the household has an available balance of \$2 or more. When the balance equals or exceeds \$2, 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 seven of this chapter for a discussion about crediting the fee back to the household. Exhibit G-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	
		x (agency-cause error, such as misspelled name)

Exhibit G-3

7. EBT Card Replacement Fee Credit

J P Morgan EFS will automatically deduct a \$2 fee from a household's food stamp EBT account in most instances when a cardholder requests a replacement card.

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 local agency must decide whether the eligibility or administrative unit supervisor may authorize the fee credit. The supervisor must authorize the credit

on the *Internal Action and Vault EBT Card Authorization* form. To secure sufficient information related to the loss or destruction of the card, the EW may require the household complete the *Non-Receipt Affidavit/EBT Card Replacement Request* form.

The local agency must credit the replacement fee when a household experiences an individual household disaster or there is a natural disaster. An EBT card destroyed by fire, flood, tornado, hurricane or earthquake would allow the agency to credit the replacement fee back to the household. The agency must verify the impact of the disaster upon the household if the report is questionable; otherwise the household's statement is acceptable. The local agency must also credit the replacement fee when a cardholder loses the card through 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.

In addition to crediting the replacement fee for instances of a household disaster or violence against the household, the local agency must credit the replacement fee if the agency discovers an improperly manufactured card after a cardholder receives the card. The agency must also credit the replacement fee if the J P Morgan EFS system fails to identify a replacement card at reapplication or a replacement for an inactive card. The local agency may also credit the fee back to the household's account when the household identifies another Case Name or authorized representative.

Exhibit G-3 summarizes instances when the local agency must credit the card replacement fee to the household. As indicated above, an eligibility or administrative supervisor must authorize the credit. The Issuance Supervisor must perform the credit on the Web Browser System. See Exhibits G-4. The

supervisor must determine whether the replacement fee was actually applied against a household's account before crediting the fee back to the account.

JPMorgan Privacy/Security Log-off Cardholder Search Print Help Home

Fee Credits

PAIGE ROBERTS **Cardholder Info** Card #: 6220 4402 8645 4650

1005 W. FULTON
 RICHMOND, VA 23219 Case #: 678905432VA Card Status: 01 Active
 Tel: 804-643-0101 DOB: 10-04-1980 SSN: 723-01-2966 Pri/Alt Ind: 01 Primary Person

Please make selection to Process fee's For Acct #: **123 456 789 012** Avail. Balance: **\$ 124.75**

Process Fee *	Fee Description	Amount	Transaction Status
<input type="checkbox"/>	Card Replacement	\$ 2.00	

[Submit](#)

System: ANYSTATE EBT PROD. User: AUSER Date: 01/01/2002 Time: 10:24:35 EST
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Exhibit G-4

8. EBT Card Replacement Fee Charge

Occasionally the local agency will deduct a \$2 fee from a household's food stamp EBT account. The local agency may deduct the fee only to correct a fee credit error. The local agency must decide whether the eligibility or administrative unit supervisor may authorize the fee charges. The supervisor must authorize the credit on the *Internal Action and Vault EBT Card Authorization* form.

JPMorgan Privacy/Security Log-off Cardholder Search Print Help Home

Fee Charges

PAIGE ROBERTS **Cardholder Info** Card #: 6220 4402 8645 4650

1005 W. FULTON
 RICHMOND, VA 23219 Case #: 678905432VA Card Status: 01 Active
 Tel: 804-643-0101 DOB: 10-04-1980 SSN: 723-01-2966 Pri/Alt Ind: 01 Primary Person

Please make selection to Process fee's For Acct #: **123 456 789 012** Avail. Balance: **\$ 124.75**

Process Fee *	Fee Description	Amount	Transaction Status
<input type="checkbox"/>	Card Replacement Fee	\$ 2.00	

[Submit](#)

System: ANYSTATE EBT PROD. User: AUSER Date: 01/01/2002 Time: 10:24:35 EST
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Exhibit G-5

9. Benefit Replacement

Households will not receive a replacement for benefits lost due to loss of the Virginia EBT card and/or PIN up to the time that the cardholder reports the loss to CSR. Households will also receive replacement for benefits lost due to a system error.

H. Household Rights and Responsibilities

Households have the right to seek and receive information about the Food Stamp Program when they contact the local agency. Households also have the right to apply for food stamp benefits and, if eligible, to have access to the benefits by the end of the processing time frame. Issuing benefits electronically does not alter these program tenets nor does this alter the eligible items that are purchasable with food stamp benefits.

1. Changes to EBT Account Information

a. Address Changes

Any adult household member may report changes to the household's address to the local agency. It is important for the household to keep the address current because the J P Morgan EFS 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 G.3.b. for a discussion of the impact of a changed address on card replacements.

b. Changing the Primary Cardholder

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 G.3.a for a discussion of the impact of changing the primary cardholder.

c. Authorized Representative Changes

Except for residents of alcohol and drug treatment centers, no other food stamp household must have an authorized representative. For all other households, it is the household's choice whether to have a representative or whether to limit the functions that the representative may perform.

The household may change the representative who receives the EBT card at any time. Changing authorized representatives or entering an End Date on AECAS2 will result in the deactivation of the previous representative's card. The primary cardholder may also call the CSR to change the status of the representative's card immediately. There will be the service fee deduction from the household's EBT account when the household appoints a new representative.

2. PIN Selection and PIN Change

Each household will receive its initial EBT card mailed from J P Morgan EFS or a vault card from the local agency. The cardholder must select the PIN through the ARU. Cardholders may change the PIN as frequently as desired. The cardholder must call the ARU to change the PIN. The cardholder will need to enter the birth date and Social Security Number of the primary cardholder to select or change the PIN when prompted in the telephone contact to the ARU. Neither the local agency nor J P Morgan EFS will maintain the PIN itself on cardholders' behalf. 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 the first day of each month.

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

- Integrated - A retailer that uses an existing commercial POS and processor, such as large grocery chains
- EBT-Only - A retailer that uses equipment provided by the state for EBT transactions at no cost to the retailer, such as a small neighborhood store
- Non-Electronic - A retailer that uses a manual voucher process for food stamp transactions. This category may include a mobile retailers, some

nontraditional retailers or retailers that redeem less than \$100 of food sales to food stamp customers.

Authorized retailers will feature the Quest sign.



Exhibit H-1

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 not put off using the benefits; it must continuously access the account to avoid forfeiture of the benefits through expunction. The household will forfeit benefits in the account if the household fails to use benefits after 365 days. The household will lose immediate access to its benefits after 90 days of inactivity, but the benefits will be available to the household after the cardholder visits the local agency to reactivate the account. See Section E.4. for the benefit aging discussion.

4. Account Inquiries

Households need to know the balance of their EBT accounts before making food purchases at authorized retailers. The methods for households to determine the account balance are listed below. Local agency workers should emphasize to households the value of keeping all receipts from purchases to track their account balances.

a. Receipts

Each time a cardholder uses the EBT card to make purchases; the retailer must issue a receipt that shows the amount deducted and the amount

remaining in the account. Households must keep the receipts to monitor the EBT account activity and the available benefits.

b. POS Terminal Inquiries

A cardholder may determine the EBT account balance at the POS terminals at authorized retailers. The cardholder must swipe the EBT card and indicate the inquiry menu selection to determine the available balance.

c. Local Agency Web Browser System Inquiries

At the request of a cardholder, the local agency may determine a cardholder's EBT account balance through the Web Browser System. To complete balance inquiries, the Issuance or Administrative Worker must select the inquiry option on the Web Browser System. See Exhibit H-2 for the Web Browser System screen for conducting inquiries. The cardholder must actually visit the local agency with identification for agency staff to perform the cardholder search. Agency staff may provide the cardholder information in response to a telephone call to the agency as long as identification supplied by the caller sufficiently identifies the caller as the cardholder or authorized representative.

The screenshot displays the JPMorgan EBT Cardholder Information page. At the top, there is a search bar with the text "Search: Please enter values and press 'Go' to search". Below the search bar, there are dropdown menus for "Type:" (set to "Last Name"), "Prog:" (set to "All"), and a "Value:" input field. A "GO" button is located to the right of the search bar.

The cardholder information section shows the following details for PAIGE ROBERTS:

- Card #:** 6220 4402 8645 4650
- Card Status:** 01 Active Card
- Pri/Alt Ind:** 01 Primary Person
- Case #:** 678905432VA
- SSN:** 723-01-2966
- DOB:** 10-04-1980
- Address:** 1005 W. FULTON RICHMOND, VA 23219
- Tel:** 804-643-0101
- Svc Site:** 12345
- Supp Address:**

The account information section shows details for a Food Stamp account:

- Acct #:** 123 456 789 012
- Acct Status:** Active, Card Active 0
- Last Debit:** \$ 36.34 11/28/02 17:01:43
- Last Credit:** \$ 10.14 11/30/02 20:26:26
- Avail Bal:** \$ 124.75
- Transaction History:** (link)

At the bottom of the page, it shows "System: ANYSTATE EBT PROD. User: AUSER" and "Date: 01/01/2002 Time: 10:24:35 EST". The footer contains "Copyright © 2004 J. P. Morgan Chase & Co. All rights reserved" and a link to "Terms & Conditions".

Exhibit H-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.

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 certification:

- Never tell your PIN to anyone.
- Do not write your PIN on your card.
- Keep the EBT card safe.
- Keep the EBT card clean.
- Do not bend the EBT card.
- Keep the EBT card away from magnets (handbag clasps, TVs, refrigerator magnets, cell phones, etc.)
- Do not place the card in direct sunlight (i.e. on the car dashboard).

6. Access to Training

The local agency must offer training to cardholders on access to and use of the EBT account. Training must emphasize the guidelines listed in subsection six of this chapter. 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 authorized representative or the need to change representatives when the household files applications.

I. Local Agency Requirements

The local agency 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 Functions

Each local agency must have sufficient staff available to perform certification, issuance and reporting functions. The functions are not interchangeable and therefore require separate staff for each function to ensure integrity of the Food Stamp Program. While this guide identifies certain units or worker levels to perform tasks, the local agency must ultimately decide how to assign its staff members.

Each agency must have a coordinator for EBT activities. The coordinator must identify the staff assigned to each function through the completion and maintenance of agency profiles. The agency must notify the Business Operations Unit when the coordinator changes or when different profile assignments are necessary. See Appendix B for sample profiles. See Appendix A for the User Request forms to perform functions on the Web Browser System or the CAPS device.

a. Certification Unit

The Certification Unit in a local agency is responsible for conducting eligibility interviews and determining eligibility for program benefits. This unit is also responsible for establishing claims if households receive too many benefits or for providing restoration if households receive too few benefits. Eligibility functions related to the electronic delivery of benefits include:

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

- 3) assignment of immediate or overnight batch windows for determining benefit availability; and
- 4) the establishment of contact with households that fail to use authorized benefits.
- 5) authorization of account reactivation

b. Issuance or Administrative Unit

Traditionally, the Issuance Unit has been responsible for the delivery of benefits to eligible households and for generating reports about the issued benefits. The EBT functions for this unit will include the maintenance and distribution of vault EBT cards and the linkage of the vault card to the J P Morgan EFS system through the Web Browser System.

Some tasks that may be accomplished by members of the Issuance Unit or the Administrative Unit depending on the availability of staff and agency size. These tasks include requisitioning vault cards, generating reports, and conducting balance inquiries for households.

In addition to these functions, there are some issuance and administrative functions that supervisory levels must perform whenever possible. These tasks include crediting the card replacement fee and debiting household accounts to repay claims.

2. Web Browser System

Each local agency must use the J P Morgan EFS Web Browser System to issue vault cards and to receive issuance reports and information about EBT accounts for individual cases. The Web Browser System is not a separate or special computer. The Web Browser System is a Web-based application that is linked to the J P Morgan EFS system. The local agency must limit access to the Internet address by authorizing staff to perform limited tasks as permitted by the security

profile assigned. Workers must disconnect from the Web Browser System at the end of the work session to ensure system availability and security.

3. Vault Card Processes

a. Vault Card Supply

Each local agency must maintain a supply of vault EBT cards to provide to eligible households to meet the processing standards and to meet household emergencies.

1. Requisitioning and Supply

The local agency must maintain a supply of vault cards. The minimum supply is three months and the maximum amount is a twelve-month supply. The agency may estimate the number of cards needed by reviewing application-processing statistics, APPTRK, to determine the number of applications processed at the end of the processing standard. This evaluation would include the application processed on or after the second day for expedited cases and on or after the 24th or 54th processing day for applications due normal processing.

Issuance or administrative staff must requisition vault cards quarterly. The agency must submit the online [Requisition for Vault EBT Cards](#) form by completing each screen of the form.

The local agency must submit the requisition form no later than the 10th day of the last month of each calendar quarter, i.e., March 10, June 10, Sept. 10 or Dec. 10. Orders submitted outside these dates will not be forwarded to J P Morgan EFS.

2. Storage

The local agency must provide secure storage for the bulk and working supply of cards by keeping the cards in a locked file or safe. The local agency must limit access to the vault cards to authorized Issuance Unit personnel only.

The agency 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. The agency must hold the card for five business days. The agency must destroy the card if the cardholder does not pick it up within the five days or does not arrange to pick up the card on a specific day. See Section G.1.c. for additional requirements related to unclaimed cards.

3. Transfer of Vault Cards

Local agencies 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 A.

4. Loss/Theft of Vault Cards

The local agency must account for shortages in the vault card supply. If the local agency experiences a loss or theft of the cards, the agency must determine the extent of the loss. If the agency suspects the cards have been stolen, the agency 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 Business Operations Unit 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 Business Operations Unit staff will be responsible for keeping a list of

missing card numbers. The Business Operations Unit must also notify J P Morgan EFS of the loss. The Business Operations 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 D.2 discusses the process to authorize a vault EBT card and to link the card to the J P Morgan EFS system. To issue the card to the cardholders, the Issuance Worker must obtain identification of the cardholder and note the verification method on the *Internal Action and Vault EBT Card Authorization* form. The Issuance Worker must also have the cardholder sign the internal action form.

At the end of a calendar month, the agency must consult the vault card issuance report to gather the information needed to complete the *Monthly Vault EBT Card Used Report*. The monthly report allows the agency to gauge the number of vault cards to order.

c. Vault Card Destruction

Sections D.2.b and G.1.c address instances in which the local agency authorizes and prepares a vault card for a household, but the cardholder fails to retrieve the card. The agency must destroy the prepared card if the cardholder fails to receive a vault card within five business days and there is no instruction by the household about another date to receive the card.

When the Issuance Worker must destroy a prepared card, the agency must record the destruction on the *Undelivered EBT Cards - Destruction Record*. If the cardholder arranges to pick up a card after the Issuance Unit destroys the original card, the Issuance Worker must record the new card number on the *Internal Action and Vault EBT Card Authorization* form.

If the Issuance Worker finds that a vault card is unusable before issuance, the worker must list the damaged card number on the *Vault EBT Card Inventory Control Record*.

4. Ongoing Training to Households

The local agency is responsible for providing general instruction to ongoing households and new households about accessing benefits through EBT.

Households will receive written material when J P Morgan EFS mails the EBT card to cardholders. The local agency must provide the written instruction to households that receive the vault card instead of a mailed card.

J. Fraud

1. Fraudulent Use of the EBT Card

Individuals who misuse their EBT card may be in violation of the Food Stamp Program regulations and §63.2-523 of the *Code of Virginia*. Misuse of an EBT card is punishable 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 Food Stamp Certification Manual. Disqualification penalties for food stamp trafficking and for committing an intentional program violation are in Part XVII of the Food Stamp Certification Manual.

2. Common Examples of EBT Fraud

- Sale of the EBT card and/or PIN to an unauthorized person.
- The retailer provides 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 illegal items such as alcoholic beverages or tobacco.

3. EBT Fraud Referral Process

If an eligibility worker receives a complaint alleging that an individual or a store is involved in Food Stamp trafficking or misuse of Food Stamp benefits a referral should be made immediately to the local agency fraud unit. If the complaint involves a store, the local agency must forward the complaint to the appropriate USDA field office. Part II Appendix 2 of the Fraud Free Manual lists the USDA field offices and the cities and counties that each office serves.

The local agency should print the individual's transaction history from the EBT Web Browser System. The Web Browser System will retain client transactions for 90 days. Each agency must ensure that each eligibility supervisor and fraud investigator with Food Stamp program responsibilities has access to the EBT Food Stamp 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. Household Responsibilities and Education

The EW must review the penalties, restrictions and household responsibilities noted on the application during each certification interview. Note that the household is responsible if an authorized representative misuses food stamp benefits except when the representative is for a household that dwells in a drug addiction or alcohol treatment center.

5. Claims for Trafficking and Fraudulent Use

The local agency must establish a claim if it is determined through court or the ADH process that an individual committed an intentional program violation by trafficking food stamp benefits. The policy for establish trafficking claims can be found in Part XVII.C.2 of the Food Stamp manual.

6. Retailer Fraud

Investigation of retailer fraud will be 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 local agency must handle the client investigation. Procedures for investigating EBT trafficking cases are in Part XV of the Fraud Free Manual. Refer suspected retailer fraud cases to the appropriate USDA field office. Part XV of the Fraud Free Manual lists the USDA field offices and address for each office that serves Virginia. The agency should complete the Food Stamp Complaint Form, <http://localagency.dss.virginia.gov/divisions/oas/fraud/files/forms/032-29-0002-00-eng.doc> , and send it to the appropriate USDA field office.

EBT Forms/Notices

[Internal Action and Vault EBT Card Authorization \(032-03-0387-04-eng\)](#)
[Notice of Inactive EBT Account and Request for Verification](#)
[Non-Receipt Affidavit/EBT Card Replacement Request \(032-03-0388-00-eng\)](#)
[Notice of Deduction from an Inactive EBT Account \(032-03-0637-00-eng\)](#)
[Request/Receipt for EBT Account Deduction \(032-03-0389-00-eng\)](#)
[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 \(032-03-0395-00-eng\)](#)
[Requisition for Vault EBT Cards and EBT Training Materials \(032-03-0396-00-eng\)-Web Page](#)
[JP Morgan EFS Browser Admin Application \(032-08-0011-00-eng\)](#)

Forms listed here may be ordered through the Office of General Services. Copies of the forms may be found at www.localagency.dss.state.va.us/divisions/bp/fs/forms/Index.html.

See the Food Stamp Certification Manual at Part I.G. for record retention requirements.

INTERNAL ACTION AND VAULT EBT CARD AUTHORIZATION

TO: _____ Vault Card Issuance Unit _____ EBT Administrative Terminal Personnel Date ____/____/____

FROM Eligibility Worker/Supervisor: _____ Telephone Number: _____

RE: Case Name: _____ Case Number: _____

I. Authorization for a Vault EBT Card
Vault card reason: (1) ____ Timely processing (2) ____ Household emergency (3) ____ Agency determination

Case Name Social Security Number _____ Case Name Birth Date ____/____/____

Issue a vault card to Authorized Representative _____

Address of vault card recipient: _____

II. Authorization for crediting the card replacement fee to the household's account

Reason: Household disaster: Lost in the mail Household Violence
 Improperly manufactured Reapplication, no card Cardholder name changed

III. Administrative error – Debit account for \$ _____.

IV. Reactivate dormant EBT account.

V. Repay FS Claim of \$ _____ from Active Dormant/expunged account

Issuance/Administrative Unit Use

I. EBT Vault Card Number: _____ Card destroyed on ____/____/____

Type of identification seen:

Driver's License Rent/Utility Bill/Receipt School ID Card Work ID Card
 Library Card Social Security Card Other _____

I acknowledge that I received my EBT card or that I received the card on behalf of another household. I understand that I need to select a Personal Identification Number to use my benefits.

Cardholder's Signature

Date

Cardholder failed to pick up vault card. Card destroyed Vault card not prepared

II. Replacement fee credited on ____/____/____.

III. EBT account debited for \$ _____ for an administrative error on ____/____/____.

IV. EBT account reactivated on ____/____/____.

V. Repaid \$ _____ to FS Claim on ____/____/____.

Completed by _____
Issuance/Administrative Worker

Date

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Internal Action and Vault EBT Card Authorization

Internal Action and Vault EBT Card Authorization

FORM NUMBER - 032-03-387

PURPOSE OF FORM - The Eligibility Unit will use this form to communicate with the Issuance or Administrative Unit in the local agency.

USE OF FORM - The EW must complete the top portion of the form to authorize the Issuance Unit to prepare and issue a vault card to an eligible household. The Eligibility Supervisor must complete the top portion of the form to authorize the Issuance or Administrative Supervisor, as designated by the agency, to credit the card replacement fee to a household's EBT account. The Issuance or Administrative Unit must complete the bottom portion of the form to document the action taken. The primary cardholder must also sign the form to acknowledge receipt of the vault card. The agency must use the internal action form to document repayment of a claim with funds in an EBT account or to debit an account for an administrative error.

NUMBER OF COPIES - Three.

DISPOSITION OF FORM - The EW or Supervisor must retain a copy of the form and forward the remaining copies to the Issuance or Administrative Unit for completion. The Issuance or Administrative Unit must retain a copy of the fully completed form and return the second copy to the Eligibility Unit. Upon receipt of the form, the EW or Supervisor must file the copy in the case file. The initial copy completed only by the Eligibility Unit may be discarded.

INSTRUCTIONS FOR PREPARATION OF FORM - The EW or Supervisor must complete the identifying case and unit information. The EW or Supervisor must complete the appropriate section of the top portion of the form to explain or authorize actions, including Section I to note why a vault card is necessary.

The Eligibility Supervisor must complete Section II to authorize crediting the card replacement fee back to the household's EBT account. The Eligibility Supervisor must also complete Section

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Internal Action and Vault EBT Card Authorization

III to debit benefits from an account that were erroneously deposited as a result of an administrative error.

The EW or Supervisor may authorize the reactivation of a dormant account by completing Section IV. The Primary Cardholder may also contact the Issuance or Administrative Worker directly to request the reactivation of the account. The EW or supervisor may also authorize deducting funds from an account to repay a claim by completing Section V.

The Issuance Unit must promptly act to prepare a vault card or convert the benefits for a household upon receipt of the form completed by the Eligibility Unit. The Issuance Worker must obtain and record identity verification before releasing the vault card and secure the signature of the cardholder on the form.

The completed form must remain with a prepared vault card until the cardholder comes to the agency. The Issuance Unit must destroy the card after five business days if the cardholder does not receive it or make additional arrangements to receive the card. The Issuance Worker must note the date of the destruction of the card on the form. If the agency opts to wait until the cardholder comes to pick up the vault card before preparing the card, the Issuance Unit must notify the EW if the cardholder fails to obtain the card within five business days after the initial authorization by the certification unit.

The supervisor of the Issuance or Administrative Unit, as determined by the agency, must complete the section to credit the card replacement fee back to the household's EBT account.

The Issuance or Administrative Worker or Supervisor must sign and date the form.

**COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
FOOD STAMP PROGRAM
NOTICE OF INACTIVE EBT ACCOUNT AND REQUEST FOR VERIFICATION**

TO:

Case Name: _____

Case Number: _____

Agency: _____

Date: _____

Our records indicate that you have not used your food stamp benefits in your Electronic Benefits Transfer (EBT) account during the past 60 days. Please note:

- You must use some of the funds in the account within the next 30 days or your account will become inactive. The balance in your account is \$_____.
- If the account becomes inactive, you will need to contact the local social services agency to gain access to the account.
- If your account becomes inactive and if you owe an amount for food stamp benefits your household received in error, the local agency may apply the balance against the amount you owe.
- You must use the benefits within a year or you will lose all entitlement to the benefits because we will delete the benefits from the account.

- You must provide proof of your address in order to continue your household's eligibility for food stamp benefits. Please provide proof of your address within 10 days of this notice.

Your food stamp case will be closed if you do not provide the address verification within 10 days. Please contact me at the number listed below if you need help obtaining this verification. Please contact me also to discuss why you have not used your food stamp benefits.

Eligibility Worker

Telephone number

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Notice of Inactive EBT Account and Request for Verification

Notice of Inactive EBT Account and Request for Verification

FORM NUMBER - This form is only available through the ADAPT system.

PURPOSE OF FORM - This form will notify a household that its EBT account will become inactive within 30 days because of the cardholder's failure to use the benefits during the prior 60 days. The notice will request address verification from active households.

USE OF FORM - The ADAPT system will prepare the form to alert a household that the EBT account will become inactive within 30 days. The notice will notify an affected household that the household may lose entitlement to the benefit or that the agency may apply the benefits to an outstanding claim. ADAPT will identify an active case and request that the household provide address verification within 10 days.

NUMBER OF COPIES - Two.

DISPOSITION OF FORM - ADAPT will store an electronic copy and Home Office will mail a copy to the affected household.

INSTRUCTIONS FOR PREPARATION OF FORM - The ADAPT system will complete the form and Home Office will mail the form to the household. If the case is active, the household must provide verification of the address within 10 days of the date of the notice.

The EW must determine if there is compliance with the verification request. The EW must send an adverse action notice if the household fails to respond or fails to comply with the verification request.

COMMONWEALTH OF VIRGINIA
 DEPARTMENT OF SOCIAL SERVICES
 DIVISION OF BENEFIT PROGRAMS

NON-RECEIPT AFFIDAVIT/EBT CARD REPLACEMENT REQUEST		CASE NUMBER
CASE NAME	DATE	LOCALITY
ADDRESS	CITY, STATE, ZIP	

CHECK (3) THE BOX BELOW WHICH DESCRIBES THE REPLACEMENT REASON: <input type="radio"/> Non receipt of electronic benefits transfer (EBT) Card <input type="radio"/> Food destroyed in a household disaster <input type="radio"/> EBT card destroyed/stolen	How was the EBT card or food destroyed or damaged?
Value of destroyed food	If the EBT card was stolen, have you filed a police report? <input type="radio"/> Yes <input type="radio"/> No Where filed? _____ Date: _____
I hereby certify, under penalty of perjury and/or fraud that the household listed above has not received its electronic benefits transfer (EBT) card or has experienced the destruction of food, the destruction of the EBT card, or has experienced the theft of an EBT card in the month of _____, (year) _____	
Signature	Date

The Virginia Department of Social Services is an equal opportunity provider.

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Non-Receipt Affidavit/EBT Card Replacement Request

Non-Receipt Affidavit/EBT Card Replacement Request

FORM NUMBER - 032-03-0388-00-eng

PURPOSE OF FORM - This form will allow the local agency to assess the reason for a replacement of an EBT card or determine the value of food destroyed. Depending on the reason for the loss, the local agency may credit the card replacement fee back to the household's EBT account or provide additional food stamp benefits to cover the value of food destroyed.

USE OF FORM - The local agency must provide the affidavit to households that request the form or who request a credit of the card replacement fee. The agency must provide the form to households that report the loss or destruction of the EBT card due to a reason for which the local agency may credit the card replacement fee. The agency must also provide the form to households that report a household disaster that resulted in the loss of food purchased with food stamp benefits.

NUMBER OF COPIES - Two.

DISPOSITION OF FORM - The local agency must provide a copy of the completed form to the household and file a copy in the case record.

INSTRUCTIONS FOR PREPARATION OF FORM - Local agency staff should complete the identifying case information at the top of the form. A household member or an authorized representative must complete or provide information for the bottom section regarding the replacement of the EBT card or food destroyed. A household member must sign and date the form.

**COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
FOOD STAMP PROGRAM**

NOTICE OF DEDUCTION FROM AN INACTIVE EBT ACCOUNT

TO:

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Case Name: _____

Case Number: _____

Agency: _____

Date: _____

Our records indicate that you have not used your food stamp benefits in your Electronic Benefits Transfer (EBT) account recently. We sent you a letter about this on _____ . Records show that you owe \$_____ to the Department of Social Services to repay the amount of food stamps your household received in error.

Inactive Accounts - 91-364 days of inactivity

We will deduct \$_____ from your EBT account and apply it to the debt you owe.

If you do not want us to apply the money in your EBT account to the debt that you owe, please let us know within 20 days of this notice. If you do not notify us, we will make the deduction.

Dormant Accounts - 365 days of inactivity

We deducted \$_____ from your EBT account and applied it to the debt you owe.

Eligibility Worker

Telephone number

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Notice of Deduction from an Inactive EBT Account

Notice of Deduction from an Inactive EBT Account

FORM NUMBER - 032-03-0637-00-eng

PURPOSE OF FORM - This form is to notify a household with a dormant EBT account and one who owes money on an unpaid claim that the agency will use all or some of the unused benefits to repay the claim unless the household tells the agency not to make the deduction. The form also allows the agency to notify a household with expunged benefits that the expunged benefits were used to repay an unpaid claim.

USE OF FORM - The local agency must provide the form if the agency wants to apply all or part of the benefits in a dormant account to an unpaid claim at least 20 days in advance of the deduction. The agency may not debit the account if the household notes its objection within the 20-day period.

The agency may also use this for to notify a household that the agency used expunged benefits from an EBT account to reduce or satisfy an unpaid claim owed by the household.

NUMBER OF COPIES - Two.

DISPOSITION OF FORM - The local agency must provide a copy of the completed form to the household and file a copy in the case record.

INSTRUCTIONS FOR PREPARATION OF FORM - Local agency staff must complete the identifying case information at the top of the form. The worker completing the form must also include the mailing date on the form.

In the body of the form, the worker must include the date of the system-generated *Notice of Inactive EBT Account and Request for Verification* sent to the household. The worker must also include the balance of the unpaid claim. The worker must note whether the deduction toward the claim will apply to dormant or expunged benefits and the amount of benefits affected. The worker completing the form must sign the form and provide the telephone number.

Commonwealth of Virginia
Department of Social Services
Division of Benefit Programs

Case Name _____

Case Number _____

Name _____

Address _____

Request/Receipt for EBT Account Deduction

- Please deduct \$_____ from my household's Food Stamp EBT Account to repay benefits my household received in error.

- Per my Repayment Agreement dated _____, please deduct \$_____ from my household's Food Stamp EBT Account to repay benefits my household received in error.

Signature of Household Member

Date

Per your request, the _____ Department deducted \$_____ from your Food Stamp EBT Account on _____.

Signature of Issuance/Administrative Supervisor

Date

Virginia EBT Policies and Procedures Guide

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Request/Receipt for EBT Account Deduction

Request/Receipt for EBT Account Deduction

FORM NUMBER - 032-03-0389-00-eng

PURPOSE OF FORM - This form serves as a request from a household member for the local agency to deduct all or part of the household's available benefits to repay a claim for overissued benefits. The form also allows the agency to provide a receipt to the household for the voluntary deduction from the EBT account.

USE OF FORM - The local agency may provide the form to the household if a household member requests to deduct an amount from the EBT account to repay a claim. The local agency Issuance or Administrative Supervisor may provide this form whenever a deduction occurs from a household's account to repay a claim.

NUMBER OF COPIES - Two.

DISPOSITION OF FORM - The local agency may provide a copy of the completed form to the household and file a copy with records that document the repayment of a claim for an overissuance of benefits.

INSTRUCTIONS FOR PREPARATION OF FORM - Local agency staff should complete the identifying case information at the top of the form. A household member may complete the section to authorize a deduction from the EBT account or provide information for the completion of the section. A household member must sign and date the form.

An administrative or issuance supervisor may complete the shaded portion of the form after the repayment action occurs through the Web Browser System.

VAULT EBT CARD ISSUANCE LOG

Agency/Location _____

Month _____ Year _____

	Date	Case Number	Cardholder Name	Reason for Vault Card (1, 2, 3)	Card Number (16 digits)	Issued By (Initials)
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						
17.						
18.						
19.						
20.						

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Vault EBT Card Issuance Log

Vault EBT Card Issuance Log

FORM NUMBER - 032-03-0391-00-eng (An Excel spreadsheet version of this form is available from the Business Operations Unit.)

PURPOSE OF FORM - This log provides a monthly listing of the over-the-counter vault cards the local agency issued. The log compiles information from the Internal Action and Vault EBT Card Authorization forms and will support inventory control and requisitioning.

USE OF FORM - The Issuance Unit must prepare the issuance log upon receipt of the Internal Action and Vault EBT Card Authorization form from the Eligibility Unit and after the Issuance Worker links the vault card in the Web Browser System.

NUMBER OF COPIES - One.

DISPOSITION OF FORM - The Issuance Worker must retain the log for the current month with copies of the Internal Action and Vault EBT Card Authorization forms received in the month.

INSTRUCTIONS FOR PREPARATION OF FORM - The Issuance Worker must complete the log based on information from the Internal Action and Vault EBT Card Authorization form. The Issuance Worker must also initial the log.

Undelivered EBT Cards - Destruction Record

FORM NUMBER - 032-03-0392-00-eng

PURPOSE OF FORM - This log allows local agency and Home Office staff to document the destruction of undelivered or returned EBT cards.

USE OF FORM - Local agency issuance staff must record the destruction of vault cards that cardholders fail to pick up. The local agency must also record the destruction of cards mailed by J P Morgan EFS to the local agency for a cardholder that the cardholder fails to retrieve. The local agency must destroy and record the destruction of cards returned to the agency on behalf of households no longer wanting or needing the EBT card. These instances include the death of all household members or when a household leaves the Commonwealth and there are no remaining benefits in the account. The local agency may also receive mutilated cards for which the household received a replacement or the household may surrender previously lost cards for which the household did receive a replacement. The local agency must record the destruction of these cards too.

The Division of Finance at the Virginia Department of Social Services will receive undeliverable EBT cards mailed by J P Morgan EFS to the household addresses in ADAPT. The Division of Finance will check the status of the cards, change the status if necessary and destroy the cards. The Division of Finance must record the status change and the destruction of the card on the Undelivered EBT Cards - Destruction Record.

NUMBER OF COPIES - One.

DISPOSITION OF FORM - Local and state staff must retain an ongoing log of cards received and destroyed.

INSTRUCTIONS FOR PREPARATION OF FORM - Local and state staff must complete the form with the date an EBT card arrives in the office and the worker determines the card needs to be destroyed. Enter the card number and the name on the card. The local agency worker does not need to complete the Status Changed? and the adjoining Initial fields, because the Division of Finance worker must complete these fields.

Local and state staff must complete the fields that document the destruction of the card. Local and state staff must destroy the cards by cutting them.

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Vault EBT Card Inventory Control Record

Vault EBT Card Inventory Control Record

FORM NUMBER - 032-03-0393-00-eng

PURPOSE OF FORM - This form provides an ongoing inventory of vault cards received and distributed by the local agency.

USE OF FORM - The form documents the receipt of cards from J P Morgan EFS or those transferred from one locality to another. The form also documents the cards taken from the bulk supply to transfer to another locality, to other distribution sites or to place in the agency's working supply.

NUMBER OF COPIES - One.

DISPOSITION OF FORM - The local agency must maintain an ongoing inventory record. If there are multiple issuance sites, each site must maintain the record.

INSTRUCTIONS FOR PREPARATION OF FORM - The Issuance Worker must enter the beginning and ending numbers of the supply of cards received and the beginning and ending numbers of cards issued. The supply of cards issued will also include unusable cards that must be included on the destruction log. The Issuance Worker must initial the receipt of cards and the withdrawal of cards from the supply.

MONTHLY VAULT EBT CARD USED REPORT

Agency/Location _____

Date _____

	Beginning Card Number	Ending Card Number	Number of Cards
Beginning Inventory	_____	_____	_____
Added to Inventory	_____	_____	_____
Card Transferred to FIPS _____	_____	_____	_____
Cards Issued	_____	_____	_____
Ending Inventory Returned to Bulk Inventory	_____	_____	_____

Signature of Issuer _____

Signature of Issuance Supervisor _____

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Monthly Vault EBT Card Used Report

Monthly Vault EBT Card Used Report

FORM NUMBER - 032-03-0394-00-eng

PURPOSE OF FORM - This form provides a monthly report of the working supply of vault cards for a local agency or a branch site of the agency.

USE OF FORM - The form documents the receipt of cards from the bulk supply of cards for the local agency. The form also documents the cards issued during the month. The agency must consider the amounts issued during the month when requisitioning additional cards.

NUMBER OF COPIES - One.

DISPOSITION OF FORM - The local agency must maintain a monthly record of the EBT cards received and issued during the month. If there are multiple issuance sites, each site must complete a monthly record to compile a single agency report.

INSTRUCTIONS FOR PREPARATION OF FORM - The Issuance Worker must enter the beginning and ending card numbers in the working supply of cards. Enter the beginning and ending card numbers of cards added to the working inventory and taken from the working supply. The Card Issued total must equal the number of cards listed on the Vault EBT Card Issuance Log for the month.

COMMONWEALTH OF VIRGINIA
 DEPARTMENT OF SOCIAL SERVICES
 DIVISION OF BENEFIT PROGRAMS

ADVICE OF TRANSFER VAULT EBT CARDS	SENDING OFFICE		RECEIVING OFFICE		
	FIPS CODE		FIPS CODE		
	NAME AND ADDRESS		NAME AND ADDRESS		
<p><u>SENDING OFFICE:</u></p> <p>Complete all items except "date of receipt" and "signature of authorized receiving official." Retain copy 2 and forward the remaining copies to the receiving office.</p> <p><u>RECEIVING OFFICE:</u></p> <p>Complete date and signature. Retain a copy and forward a copy to the sending office.</p>	NUMBER OF CARDS		NUMBER OF TRAINING MATERIALS		
			ENGLISH	SPANISH	
DATE OF TRANSFER	SIGNATURE OF AUTHORIZED TRANSFERRING OFFICIAL		DATE OF RECEIPT	SIGNATURE OF AUTHORIZED RECEIVING OFFICIAL	

ORIGINAL

After receipt and verification of the above-described shipment, RECEIVING OFFICE must attach this original to the Monthly Vault EBT Card Used Report.

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Advice of Transfer Vault EBT Cards

Advice of Transfer Vault EBT Cards

FORM NUMBER - 032-03-0395-00-eng

PURPOSE OF AND USE OF FORM - This form documents the movement of a supply of vault cards and training materials from one agency to another.

NUMBER OF COPIES - Three.

DISPOSITION OF FORM - The sending agency must maintain a copy of the form that notes the supply of cards and training materials sent to another local agency or another distribution site and forward the remaining copies to the receiving agency. The receiving agency/site must complete the transfer form, keep a copy of the form and return the remaining copy to the sending agency.

INSTRUCTIONS FOR PREPARATION OF FORM - The sending agency must complete the form to note the number of cards and training materials sent to another agency. The sending agency must sign and date the form. The receiving agency must verify the number of cards received then sign and date the form.

The inventory control record or the Monthly Vault EBT Card Used Report must reflect the transfer out and the receipt of transferred cards from one locality to another, as appropriate. If the sending agency deducted the cards from their working supply, the receiving agency added the cards to their working supply. The monthly report will be used to reflect these deductions and addition to each agency's inventory. The inventory record will reflect the transfer if the withdrawal or addition occurs from the bulk supply.



JP Morgan EFS Browser Admin Application

VIRGINIA DEPARTMENT OF SOCIAL SERVICES

SECTION 1: USER / ACCESS INFORMATION

The following application information will be used to register users into the security system for access to the JP Morgan EFS Virginia Browser Admin System. **Please forward the original, properly signed document to the Business Operations Unit, 7 North 8th Street Financial Branch via pouch mail.**

Please select **one** box only. If you already have access to the JP Morgan EFS Browser Admin application, please select **CHANGE EXISTING USER ID RIGHTS** and provide your User ID where requested. In the User Role section, select the appropriate User Role to have your profile modified to.

- | | |
|---|--|
| <input type="checkbox"/> Create New User ID | <input type="checkbox"/> Enable/Reset Existing User ID |
| <input type="checkbox"/> Delete Existing User ID | <input type="checkbox"/> Change Existing User ID Rights |
| <input type="checkbox"/> User ID Information Update | <input type="checkbox"/> Disable Existing User ID Access |

User Information

All User Information is **required**. **Incomplete forms will be rejected.**

User Name: _____ Last 4 digits SSN#: _____

Agency/Division: _____ FIPS # _____

User Job Title: _____

Street Address: _____ Suite #: _____

City/Province: _____ State: _____ Zip Code: _____

County: _____ Telephone Number (W): _____

Work E-Mail Address: _____

Security E-Mail Address: sec-ebt-resets@dss.virginia.gov (JP Morgan use only)

User Role

User ID (will be assigned by Information Security): **VA**
User ID is composed of VA (Virginia), User's initials and FIPS code (ex.: VAABC123).
Please check only **ONE** user role below. A role **must** be selected.

- | | |
|--|--|
| <input type="checkbox"/> 1. VA Project Office (VAPROJOFF) | <input type="checkbox"/> 7. VA DIS Staff (VADISSTAFF) |
| <input type="checkbox"/> 2. VA Local Agency Supervisor (VALOCAGENS) | <input type="checkbox"/> 8. VA Returned Card (VARETCARD) |
| <input type="checkbox"/> 3. VA Financial Management (VAFINMGMT) | <input type="checkbox"/> 9. VA Small Agency (VASMAGENCY) |
| <input type="checkbox"/> 4. VA Investigative Group (VAINVESGRP) | <input type="checkbox"/> 10. VA Fraud 1 (VAFRAUD1) |
| <input type="checkbox"/> 5. VA Local Agency Admin Terminal Worker (VALOCAGENC) | <input type="checkbox"/> 11. VA Fraud 2 (VAFRAUD2) |
| <input type="checkbox"/> 6. VA Issuance Officer (VAISSUEOFF) | |

SECTION 2: SIGNATURES AND APPROVALS

_____ User Signature	_____ Date
Note: Your signature signifies an understanding that inappropriate access to or use of an EBT Administrative terminal and/or computer application/system is a violation of the Department's Security Policy and may result in administrative disciplinary action and/or civil criminal penalties. I understand the password or other access devices are my responsibility to safeguard.	
_____ Supervisor Signature	_____ Date
_____ Local Security Officer Signature	_____ Date
_____ Commonwealth Security Administration Approval	_____ Date
Questions and completed forms should be sent to Security Administration.	

SECTION 3: FOR JPMORGAN EFS USE ONLY

_____ JP Morgan EFS Security Administrator Signature/Stamp	_____ Date
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Appendix B – User Profiles/EBT Roles Home Pages

<i>VIRGINIA EBT USER</i>	<i>PROFILE USER GROUP</i>	<i>PAGE ACCESS</i>
<i>PROFILES SECURITY</i>		
<i>PROFILE ROLES</i>		
<i>Role #1</i>	<i>Project Management Group</i>	<i>Adjustment Status Search</i>
<i>VAPROJOFF</i>	<i>(Inquiry Only)</i>	<i>Adjustment Status Update</i>
		<i>Benefit Issuer Totals</i>
		<i>Benefit Update Totals</i>
		<i>Card Detail</i>
		<i>Card History</i>
		<i>Card Profile</i>
		<i>Cardholder Info</i>
		<i>Cardholder Search</i>
		<i>Fees and Adjustments</i>
		<i>File Processing Status</i>
		<i>Grant Application Detail</i>
		<i>Grant Detail</i>
		<i>Grant History</i>
		<i>Log On</i>
		<i>Password Change</i>
		<i>Pending Benefit</i>
		<i>Pending Demographic</i>
		<i>State Issuer Balancing</i>
		<i>Transaction History</i>
		<i>(Cardholder)</i>
		<i>Transaction Detail (Cardholder)</i>
		<i>Transaction History (Retailer)</i>
		<i>Transaction Detail (Retailer)</i>
<i>Role #2</i>	<i>Local Agency Management</i>	<i>Card Detail</i>
<i>VALOCAGENS</i>	<i>Group</i>	<i>Card History</i>
	<i>(Inquiry and Update)</i>	<i>Card Profile</i>
		<i>Cardholder Info</i>
		<i>Cardholder Search</i>

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<i>VIRGINIA EBT USER</i>	<i>PROFILE USER GROUP</i>	<i>PAGE ACCESS</i>
<i>PROFILES SECURITY</i>		
<i>PROFILE ROLES</i>		

- Grant Application Detail*
- Grant Detail*
- Grant History*
- Log On*
- Password Change*
- Pending Benefit*
- Pending Demographic*
- Transaction History*
- (Cardholder)*
- Transaction Detail (Cardholder)*

Role #3

VAFINMGMT

Financial Management Group

(Inquiry Only)

- Benefit Issuer Totals*
- Benefit Update Totals*
- Fees and Adjustments*
- File Processing Status*
- Log On*
- Password Change*
- Pending Benefit*
- Pending Demographic*
- State Issuer Balancing*

Role #4

VAINVESGRP

Investigative Group

(Inquiry Only)

- Card Detail*
- Card History*
- Card Profile*
- Cardholder Info*
- Cardholder Search*
- Grant Application Detail*
- Grant Detail*
- Grant History*
- Log On*

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Appendix B – User Profiles/EBT Roles Home Pages

<i>VIRGINIA EBT USER</i>	<i>PROFILE USER GROUP</i>	<i>PAGE ACCESS</i>
<i>PROFILES SECURITY</i>		
<i>PROFILE ROLES</i>		

Password Change
Pending Benefit
Pending Demographic
Transaction History (Retailer)
Transaction Detail (Retailer)
Transaction History (Cardholder)
Transaction Detail (Cardholder)

Role #5
VALOCAGENC

Inquiry and Update

Account Repayment
Card Detail
Card History
Card Profile
Cardholder Info
Cardholder Search
Dormant Account Reactivation
Fee Charges
Fee Credits
Grant Application Detail
Grant Detail
Grant History
Log On
Password Change
Pending Benefit
Transaction History (Cardholder)
Transaction Detail (Cardholder)

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Appendix B – User Profiles/EBT Roles Home Pages

<i>VIRGINIA EBT USER</i>	<i>PROFILE USER GROUP</i>	<i>PAGE ACCESS</i>
<i>PROFILES SECURITY</i>		
<i>PROFILE ROLES</i>		
<i>Role #6</i>	<i>Administrative Terminal Group</i>	<i>Card Detail</i>
<i>VAISSUEOFF</i>	<i>(inquiry and Update)</i>	<i>Card History</i>
		<i>Card Profile</i>
		<i>Cardholder Info</i>
		<i>Cardholder Search</i>
		<i>Grant Application Detail</i>
		<i>Grant Detail</i>
		<i>Grant History</i>
		<i>Log On</i>
		<i>Password Change</i>
		<i>Transaction History</i>
		<i>(Cardholder)</i>
		<i>Transaction Detail (Cardholder)</i>
		<i>Vault Card Issue/Replace</i>
<i>Role #7</i>	<i>ADAPT</i>	<i>Benefit Issuer Totals</i>
<i>VADISSTAFF</i>		<i>Benefit Update Totals</i>
		<i>Fees and Adjustments</i>
		<i>File Processing Status</i>
		<i>Log On</i>
		<i>Password Change</i>
		<i>Pending Benefit</i>
		<i>Pending Demographic</i>
		<i>State Issuer Balancing</i>
<i>Role #8</i>	<i>Returned Cards Management</i>	<i>Card Profile</i>
<i>VARETCARD</i>		<i>Card Status Change</i>
		<i>Cardholder Search</i>
		<i>Investigative Account Setup</i>
		<i>Log On</i>

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Appendix B – User Profiles/EBT Roles Home Pages

<i>VIRGINIA EBT USER</i>	<i>PROFILE USER GROUP</i>	<i>PAGE ACCESS</i>
<i>PROFILES SECURITY</i>		
<i>PROFILE ROLES</i>		

		<i>Password Change</i>
		<i>Pending Demographic</i>
<i>Role #9</i>	<i>Small Agency</i>	<i>Account Repayment</i>
<i>VASMAGENCY</i>		<i>Card Detail</i>
		<i>Card History</i>
		<i>Card Profile</i>
		<i>Cardholder Info</i>
		<i>Cardholder Search</i>
		<i>Dormant Account Reactivation</i>
		<i>Fee Charges</i>
		<i>Fee Credits</i>
		<i>Grant Application Detail</i>
		<i>Grant Detail</i>
		<i>Grant History</i>
		<i>Log On</i>
		<i>Password Change</i>
		<i>Pending Benefit</i>
		<i>Pending Demographic</i>
		<i>Transaction History</i>
		<i>(Cardholder)</i>
		<i>Transaction Detail (Cardholder)</i>
		<i>Vault Card Issue/Replace</i>
<i>Role #10</i>	<i>Fraud 1</i>	<i>Card Detail</i>
<i>VAFRAUDI</i>		<i>Card History</i>
		<i>Card Profile</i>
		<i>Cardholder Info</i>
		<i>Cardholder Search</i>
		<i>Grant Application Detail</i>

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Appendix B – User Profiles/EBT Roles Home Pages

<i>VIRGINIA EBT USER</i>	<i>PROFILE USER GROUP</i>	<i>PAGE ACCESS</i>
<i>PROFILES SECURITY</i>		
<i>PROFILE ROLES</i>		

- Grant Detail*
- Grant History*
- Investigative Account Setup*
- Log On*
- Password Change*
- Pending Benefit*
- Pending Demographic*
- Transaction History (Retailer)*
- Transaction History (Cardholder)*
- Transaction Detail (Cardholder)*

Role #11

Fraud 2

VAFRAUD2

- Card Detail*
- Card History*
- Card Profile*
- Cardholder Info*
- Cardholder Search*
- Grant Application Detail*
- Grant Detail*
- Grant History*
- Investigative Account Benefit Add*
- Log On*
- Password Change*
- Pending Benefit*
- Pending Demographic*
- Transaction History (Retailer)*
- Transaction History (Cardholder)*
- Transaction Detail (Cardholder)*

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Appendix B – User Profiles/EBT Roles Home Pages

<i>VIRGINIA EBT USER</i>	<i>PROFILE USER GROUP</i>	<i>PAGE ACCESS</i>
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PROFILES SECURITY

PROFILE ROLES

<i>Role #12</i>	<i>Domain Manager</i>	<i>Password Reset</i>
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<i>Role #13</i>	<i>Reserved Internal</i>	<i>N/A</i>
-----------------	--------------------------	------------

<i>Role #14</i>	<i>Reserved Internal</i>	<i>N/A</i>
-----------------	--------------------------	------------

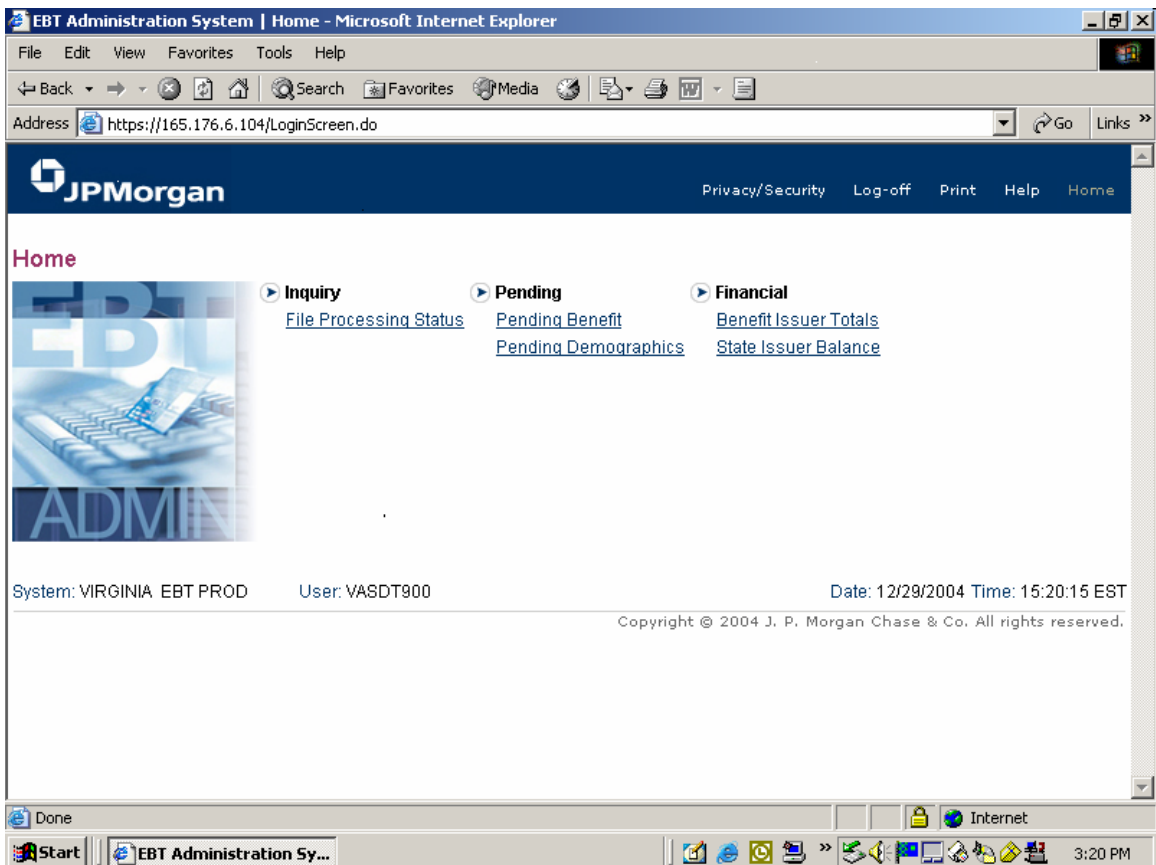
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Appendix B – User Profiles/EBT Roles Home Pages

VA PRODUCTION ROLES HOME PAGES

VA FINANCIAL MANAGEMENT (HOME OFFICE FINANCE MANAGER)



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Appendix B – User Profiles/EBT Roles Home Pages

VA PROJECT OFFICE (HOME OFFICE STAFF)

EBT Administration System | Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media Print Mail

Address <https://www.ebtadmin.jporganchase.com/LoginScreen.do> Go Links

JPMorgan Privacy/Security Log-off Cardholder Search Print Help Home

Home

- Inquiry**
 - [Advanced Adjustment Search](#)
 - [Card History](#)
 - [File Processing Status](#)
 - [Retailer Transaction History](#)
- Maintenance**
 - [Adjustment Status Update](#)
- Pending**
 - [Pending Benefit](#)
 - [Pending Demographics](#)
- Financial**
 - [Benefit Issuer Totals](#)
 - [State Issuer Balance](#)

System: VIRGINIA EBT PROD User: GREENMANR Date: 12/06/2004 Time: 15:36:39 EST

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Done Trusted sites

start Robin E Green... Win6530 - [CE... HPD:HelpDesk... EBT Administrat... R.Greenman Q... Document1 - MI... 3:36 PM

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VA LOCAL AGENCY SUPERVISOR

Appendix B – User Profiles/EBT Roles Home Pages

The screenshot shows a Microsoft Internet Explorer browser window displaying the EBT Administration System Home page. The browser's address bar shows the URL: <https://www.ebtadmin.jpmorganchase.com/LoginScreen.do>. The page header features the JPMorgan logo on the left and navigation links for Privacy/Security, Log-off, Cardholder Search, Print, Help, and Home on the right. The main content area is titled "Home" and includes a graphic of a keyboard and a card labeled "EBT ADMIN". Below the graphic are two main menu categories: "Inquiry" with a sub-link for "Card History", and "Pending" with sub-links for "Pending Benefit" and "Pending Demographics". At the bottom of the page, the system information reads "System: VIRGINIA EBT PROD" and "User: GREENMANR". The date and time are displayed as "Date: 12/06/2004 Time: 15:37:21 EST". A copyright notice at the bottom states "Copyright © 2004 J. P. Morgan Chase & Co. All rights reserved." The Windows taskbar at the bottom shows the Start button and several open applications, including "Robinson E Green...", "Win6530 - [CE...", "HPD:HelpDesk...", "EBT Administrat...", "R.Greenman Q...", and "Document1 - MI...". The system clock in the bottom right corner shows "3:37 PM".

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Appendix B – User Profiles/EBT Roles Home Pages

VA INVESTIGATIVE GROUP (LOCAL AGENCY FRAUD INVESTIGATORS)

The screenshot shows a Microsoft Internet Explorer browser window displaying the EBT Administration System home page. The browser's address bar shows the URL: <https://www.ebtadmin.jpmorganchase.com/LoginScreen.do>. The page header features the JPMorgan logo on the left and navigation links for Privacy/Security, Log-off, Cardholder Search, Print, Help, and Home on the right. The main content area is titled "Home" and includes a graphic with the text "EBT ADMIN" and a keyboard. Below the graphic are two main sections: "Inquiry" with links for Card History and Retailer Transaction History, and "Pending" with links for Pending Benefit and Pending Demographics. At the bottom of the page, the system information reads "System: VIRGINIA EBT PROD" and "User: GREENMANR", with a timestamp of "Date: 12/06/2004 Time: 15:38:08 EST". A copyright notice at the bottom states "Copyright © 2004 J. P. Morgan Chase & Co. All rights reserved." The Windows taskbar at the bottom shows the Start button and several open applications, including "Robinson E Green...", "Win6530 - [CE...", "HPD:HelpDesk...", "EBT Administrat...", "R.Greenman Q...", and "Document1 - MI...". The system clock in the bottom right corner shows "3:38 PM".

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Appendix B – User Profiles/EBT Roles Home Pages

VA LOCAL AGENCY WORKER (LOCAL AGENCY FISCAL STAFF)

The screenshot shows a Microsoft Internet Explorer browser window displaying the EBT Administration System home page. The browser's address bar shows the URL: <https://www.ebtadmin.jpmorganchase.com/LoginScreen.do>. The page header features the JPMorgan logo on the left and navigation links for Privacy/Security, Log-off, Cardholder Search, Print, Help, and Home on the right. The main content area is titled "Home" and includes a graphic with the text "EBT ADMIN" and a keyboard. Below the graphic are two main menu items: "Inquiry" with a sub-link "Card History", and "Pending" with a sub-link "Pending Benefit". At the bottom of the page, the system information reads "System: VIRGINIA EBT PROD" and "User: GREENMANR". The date and time are displayed as "Date: 12/06/2004 Time: 15:39:01 EST". A copyright notice at the bottom states "Copyright © 2004 J. P. Morgan Chase & Co. All rights reserved." The Windows taskbar at the bottom shows the Start button and several open applications, including "Robin E Green...", "Win6530 - [CE...", "HPD:HelpDesk...", "EBT Administrat...", "R.Greenman Q...", and "Document1 - MI...". The system clock shows 3:39 PM.

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Appendix B – User Profiles/EBT Roles Home Pages

VA ISSUANCE OFFICER

The screenshot shows a Microsoft Internet Explorer browser window displaying the EBT Administration System home page. The browser's address bar shows the URL: <https://www.ebtadmin.jpmorganchase.com/LoginScreen.do>. The page header features the JPMorgan logo on the left and navigation links for Privacy/Security, Log-off, Cardholder Search, Print, Help, and Home on the right. The main content area is titled "Home" and includes a graphic with the text "EBT ADMIN" and a keyboard. Below the graphic are two main sections: "Inquiry" with a link for "Card History" and "Maintenance" with a link for "Vault Card Issue/Replace". At the bottom of the page, the system information is displayed: "System: VIRGINIA EBT PROD", "User: GREENMANR", and "Date: 12/06/2004 Time: 15:39:44 EST". A copyright notice at the bottom right reads: "Copyright © 2004 J. P. Morgan Chase & Co. All rights reserved." The Windows taskbar at the bottom shows the Start button and several open applications, including "Robin E Green...", "Win6530 - [CE...", "HPD:HelpDesk...", "EBT Administrat...", "R.Greenman Q...", and "Document1 - MI...". The system clock in the bottom right corner indicates the time is 3:39 PM.

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Appendix B – User Profiles/EBT Roles Home Pages

VA DIS STAFF (HOME OFFICE INFORMATION SYSTEMS)

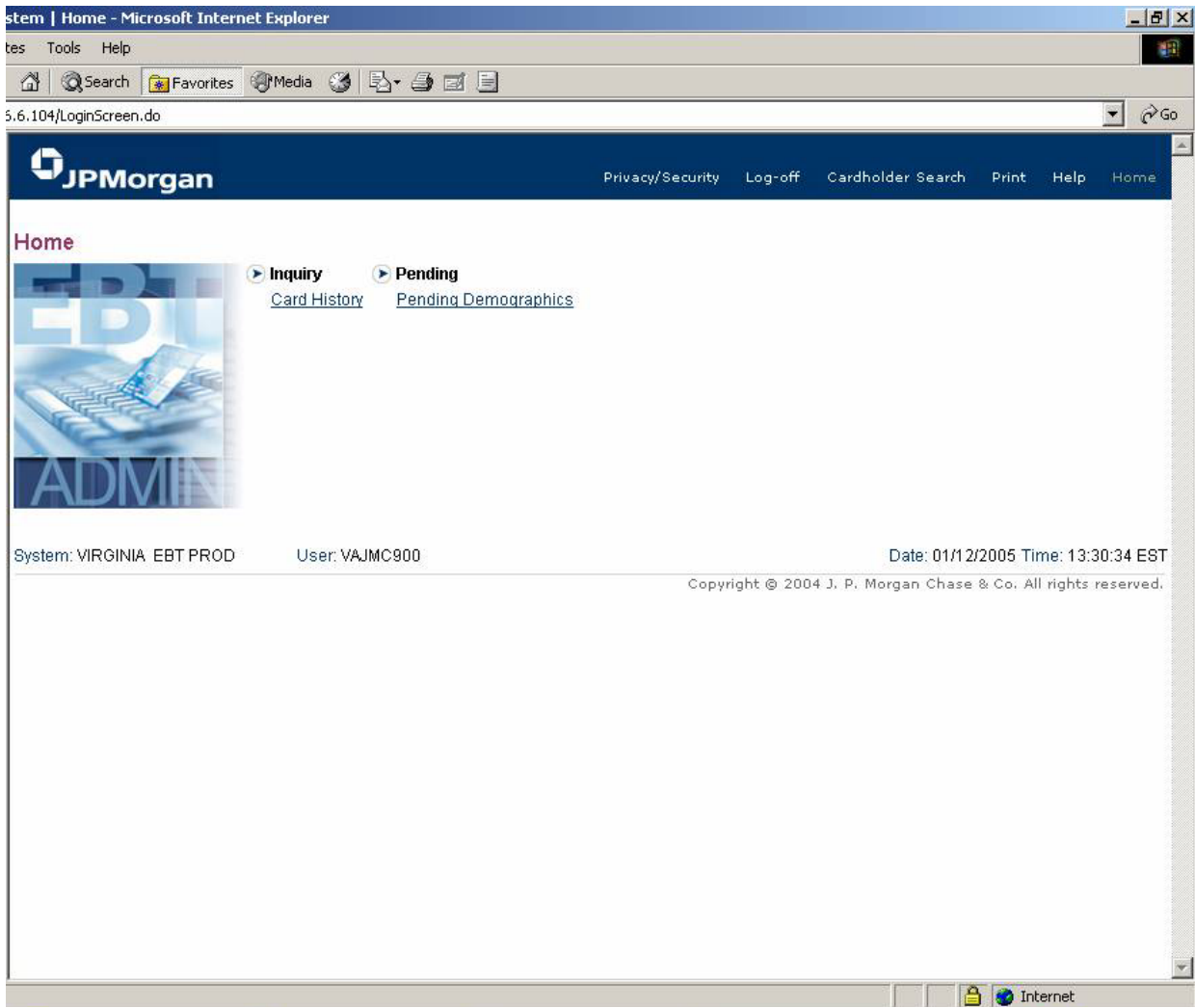
The screenshot shows a Microsoft Internet Explorer browser window displaying the EBT Administration System Home page. The browser's address bar shows the URL: <https://www.ebtadmin.jpmorganchase.com/LoginScreen.do>. The page header features the JPMorgan logo on the left and navigation links for Privacy/Security, Log-off, Print, Help, and Home on the right. The main content area is titled "Home" and includes a graphic of a keyboard with "EBT ADMIN" text. Below the graphic are three expandable menu sections: "Inquiry" with links for File Processing Status; "Pending" with links for Pending Benefit and Pending Demographics; and "Financial" with links for Benefit Issuer Totals and State Issuer Balance. At the bottom of the page, the system information reads "System: VIRGINIA EBT PROD" and "User: GREENMANR", with a timestamp of "Date: 12/06/2004 Time: 15:40:19 EST". A copyright notice for 2004 J. P. Morgan Chase & Co. is also present. The Windows taskbar at the bottom shows the Start button and several open applications, including "Robinson E Green...", "Win6530 - [CE...", "HPD:HelpDesk...", "EBT Administrat...", "R.Greenman Q...", and "Document1 - MI...". The system clock indicates 3:40 PM.

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Appendix B – User Profiles/EBT Roles Home Pages

VA RETURNED CARD (HOME OFFICE FINANCE STAFF)



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VA SMALL AGENCY

Appendix B – User Profiles/EBT Roles Home Pages

The screenshot shows a Microsoft Internet Explorer browser window displaying the EBT Administration System home page. The browser's address bar shows the URL: <https://www.ebtadmin.jpmorganchase.com/LoginScreen.do>. The page header features the JPMorgan logo on the left and navigation links for Privacy/Security, Log-off, Cardholder Search, Print, Help, and Home on the right. The main content area is titled "Home" and includes a graphic of a keyboard with "EBT ADMIN" text overlaid. Below the graphic are three menu categories: "Inquiry" with links for Card History and Vault Card Issue/Replace; "Maintenance" with a link for Pending Benefit; and "Pending" with a link for Pending Demographics. At the bottom of the page, the system information reads "System: VIRGINIA EBT PROD" and "User: GREENMANR". The date and time are displayed as "Date: 12/06/2004 Time: 15:41:47 EST". A copyright notice at the bottom states "Copyright © 2004 J. P. Morgan Chase & Co. All rights reserved." The Windows taskbar at the bottom shows the Start button and several open applications, including "Robin E Green...", "Win6530 - [CE...", "HPD:HelpDesk...", "EBT Administrat...", "R.Greenman Q...", and "Document1 - MI...". The system clock in the bottom right corner shows "3:41 PM".

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Appendix B – User Profiles/EBT Roles Home Pages

VA FRAUD 1 (HOME OFFICE FRAUD MANAGEMENT)

EBT Administration System | Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media Print Mail

Address <https://www.ebtadmin.jpmorganchase.com/LoginScreen.do> Go Links

JPMorgan Privacy/Security Log-off Cardholder Search Print Help Home

Home

Inquiry
[Card History](#)
[Retailer Transaction History](#)

Maintenance
[Investigative Account Setup](#)

Pending
[Pending Benefit](#)
[Pending Demographics](#)

System: VIRGINIA EBT PROD User: GREENMANR Date: 12/06/2004 Time: 15:42:43 EST

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start Robinson E Green... Win6530 - [CE... HPD:HelpDesk... EBT Administrat... R.Greenman Q... Document1 - MI... 3:42 PM

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Appendix B – User Profiles/EBT Roles Home Pages

VA FRAUD2 (HOME OFFICE FRAUD MANAGEMENT STAFF)

The screenshot shows a Microsoft Internet Explorer browser window displaying the EBT Administration System home page. The browser's address bar shows the URL: <https://www.ebtadmin.jpmorganchase.com/LoginScreen.do>. The page header features the JPMorgan logo and navigation links for Privacy/Security, Log-off, Cardholder Search, Print, Help, and Home. The main content area is titled "Home" and includes a graphic of a keyboard and a card labeled "EBT ADMIN". Below the graphic are three menu categories: "Inquiry" with links for Card History and Retailer Transaction History; "Maintenance" with a link for Investigative Account Add Benefit; and "Pending" with links for Pending Benefit and Pending Demographics. At the bottom of the page, the system information reads "System: VIRGINIA EBT PROD" and "User: GREENMANR", with a timestamp of "Date: 12/06/2004 Time: 15:43:18 EST". A copyright notice for 2004 J. P. Morgan Chase & Co. is also present. The Windows taskbar at the bottom shows the Start button and several open applications, including "Robinson E Green...", "Win6530 - [CE...", "HPD:HelpDesk...", "EBT Administrat...", "R.Greenman Q...", and "Document1 - MI...". The system clock indicates the time is 3:43 PM.

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Appendix B – User Profiles/EBT Roles Home Pages

DOMAIN MANAGER (HOME OFFICE DIS CUSTOMER CARE CENTER STAFF)

The screenshot shows a Microsoft Internet Explorer browser window displaying the EBT Administration System login page. The browser's address bar shows the URL: <https://www.ebtadmin.jpmorganchase.com/LoginScreen.do>. The page header features the JPMorgan logo on the left and navigation links for Privacy/Security, Log-off, Print, Help, and Home on the right. The main content area is titled "Home" and includes a graphic with the text "EBT ADMIN" and a keyboard. Below the graphic, there is a "System Admin" section with a "Password Reset" link. At the bottom of the page, the system information is displayed: "System: VIRGINIA EBT PROD" and "User: GREENMANR". The date and time are shown as "Date: 12/06/2004 Time: 15:44:17 EST". A copyright notice at the bottom reads "Copyright © 2004 J. P. Morgan Chase & Co. All rights reserved." The Windows taskbar at the bottom shows the Start button and several open applications, including "Robinson E Green...", "Win6530 - [CE...", "HPD:HelpDesk...", "EBT Administrat...", "R.Greenman Q...", and "Document1 - MI...". The system clock indicates the time is 3:44 PM.

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Web Browser Transaction Codes

Transaction Type Codes		Transaction Error Codes	
0,0	Food Stamp Balance Inquiry	04	Invalid FNS Number
0,3	Cash Balance Inquiry	05	Bad Merchant
1,0	POS Purchase Debit	07	Invalid Terminal
1,3	Cash Purchase Debit	12	Invalid Transaction Code
2,0	POS Credit	14	Invalid Account
2,1	Credit Adjustment	15	Invalid Cash Request
2,2	Manual Authorization—Hold Expiration	17	Maximum Amount Exceeded
2,4	Deposit (benefit issuance transmission)	31	Unknown Card/Bank
2,6	Emergency Benefit	41	Hot Card (reported stolen or cancelled)
3,0	Credit Void	50	Pre-authorization Transaction Denial
3,1	Debit Adjustment	51	Insufficient Funds (NSF)
3,2	Debit Benefit Update	52	Account Not On File
3,5	Coupon Conversion (withdrawal)	54	Expired Card
3,7	Expungement	55	Invalid PIN
4,0	Debit Void	56	Card Not On File
5,0	Manual Authorization—Hold	57	Transaction Not Permitted for Cardholder
5,1	Manual Authorization—Debit	62	Inactive Card
5,2	Repayment	63	Closed Card
5,7	Targeted Recovery—Debit	64	Card Status Inactive
7,0	Voucher Clear	75	PIN Tries Exceeded
7,5	Food Stamp Card Replacement Fee	76	PIN Key Synchronization Error
7,7	Cash Replacement Credit (N/A VA)	77	Maximum PIN Tries Exceeded
8,0	Voucher Clear—Purchase Return	79	Duplicate Reversal
9,0	Federal Pre-note	80	Manual Authorization Expired
*	Debit Void	81	No Manual Authorization Record
Card Status Codes (Card Sts)		82	Amount Exceeds Hold
00	Not Activated	91-95	Unable to Process Transaction
01	Active Card	98	Placeholder—No Card Issued
02	Reported Lost	EDA Status Codes	
03	Reported Damaged	01,0	Account Active, Card Inactive
04	Reported Stolen	01,1	Account Active, Card Access Active
09	Card Deactivated (by State)	01,2	Account Active, Card Access Prohibited
11	Undeliverable Card	02,1	Account Dormant, Card Access Active
13	Disaster Card—Drop Ship Reissue	02,2	Account Dormant, Card Access Prohibited
22	Reported Lost-Address Incorrect- Refer to LWA	O	Active
33	Damaged; no automatic reissue	I	Inactive
44	Stolen; no automatic reissue	D	Dormant
54	Expired Vault Card	E	Expunged
61	Closed Card—Cancelled by State		
98	Placeholder—No Card Issued		
Pending Search Codes		Approval Codes—AFSC	
06	ADAPT Case #	A	Approved or Denied:
07	Last Name, First Name	Y	Transaction Approved
08	Client Card Number (PAN)	N ^{##}	Transaction Denied w/Transaction Error Code
Client Search Codes		*	Completed Amt Less Than Requested Amt
01	Internal Benefit Account Number (EDA)	U	Unmatched Reversal
02	Client Social Security Number	M	Matched Reversal
03	Client Card Number (PAN)	F	Fee:
04	Case Number	Y	Fee Charged to Account
05	Last Name, First Name	N	No Fee Transaction
Coupon Conversion Reason Code		S	Surcharge:
01	Moving Out of Project Area	Y	Surcharge to Account
Primary Alternate Indicator		N	No Surcharge
01	Primary Person	C	Card Method:
02	Authorized Representative FS	S	Card Swiped
99	Card has been Pinned by CAPS (Audit Line)	K	Card Keyed

EBT Standard Reports

All reports are in Portable Document Format (PDF), so you must have Acrobat loaded to read them.

Daily Reports:

Vault Card Report – sorted by FIPS code. Identifies card number issued; date and time issued; group column will always be vaebt1 since only the local agency can issue vault cards; user column identifies the issuance clerk from their sign on; and the case number to which the card was attached.

Card Change Audit Reports – This report shows all card changes, including the ones reported to the ARU. It will assist in identifying clients who requested replacement cards through the ARU instead of the local agency.

Name	Description
County (FIPS Code)	County in which cardholder resides
Card	Card Number
Date	Date of card status change
Time	Time of card status change
From	Original card status: 00 = Not Activated 01 = Activated 02 = Lost 03 = Damaged 04 = Stolen 05=Compromised 11=Undeliverable (No-Auto-reissue) 22=Lost (No-Auto-reissue) 33=Damaged (No-Auto-reissue) 44=Stolen (No-Auto-reissue) 55=Primary Recipient Stated Auth Rep Card (No-Auto-reissue) 06=Used without authorization 07=Stopped by Head of Household 08=Other 09=Stated/Replaced through the batch
To	New Card status
Reason	Reason for statusing card
Group	Group id (State and local personnel always identified as vaebt1)
User	User Id
Memo	Filled by CSR; card status change reason

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Appendix D-EBT Reports

Monthly Reports:

Exceeded PIN Attempts Report – This report may be useful to Fraud workers and individuals involved with service to the elderly and disabled clients. A report listing all cards with exceeded PIN attempts (four unsuccessful PIN attempts). These attempts exceeded the number of four consecutive unsuccessful PIN attempts (irrespective of time or transaction) causing the PINs to be locked until the next calendar day. In short, the first time the name appears, a fifth attempt was made to enter a PIN. When you see the same name listed again on a following date, it indicates this person had four new attempts to remember his PIN, but was once again locked out. Sorted by county.

Name	Description
Report Date and Time	Date and time report ran
Report Month	Numeric month (e.g., December = 12)
County (FIPS Code)	Number assigned by Commonwealth
Name	Cardholder name
Case Number	ADAPT case number
Card Number	Cardholder's card number
Date of Transaction	Date transaction was attempted
Time of Transaction	Time transaction was attempted
County Totals	Total exceeded PIN attempts by County
State Totals	Total exceeded PIN attempts by State

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Appendix D-EBT Reports

Lost, Damaged Stolen Card Report - A report listing cards that have been reported Lost (L), Damaged (D), Stolen (S), Compromised (C), Unauthorized (U), Household Requesting Stop (H) and Other (O).

Name	Description
Card Name	Name of owner cardholder
Case Number	ADAPT case number
Card Number	Owner card number
Date of Report	Date report ran
Time of Report	Time report ran
Type of Report	L (Lost), D (Damaged), S (Stolen), C (Compromised), U (Unauthorized), H (Household Requesting Stop), O (Other)
County Totals by Type of Report	County total of each report type
State Totals by Type of Report	State total of each report type

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Appendix D-EBT Reports

Transaction Attempted on Invalid Cards - A report of POS transactions attempted on cards with lost, damaged or stolen status, expired cards, non-sufficient funds, etc. It shows summary totals at the end of the report—the number of invalid card POS attempts. A summary page, sorted by FIPS, will be created to show the number of unsuccessful (the transaction was denied) PIN attempts by the cardholder.

Name	Description
Card Name	Cardholder name
Case Number	ADAPT case number
Card Number	Card number attached to case
Retailer Name	Name of retailer
Retailer ID	FNS number
Device	POS
Date	Date of transaction
Time	Time of transaction
Reason	Reason transaction was rejected
Device	Type of device: POS
L/D/S Card	Lost/Damaged/Stolen Card
Invalid PIN	Incorrect PIN attempted
Expired	Date card was expired
NSF	Non-sufficient funds
Total Trans	Total number of transactions by device

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Appendix D-EBT Reports

Card Issuance Replacement Statistics Detail Report - A report that lists the number of new cards and replacement cards issued by program types.

Name	Description
Run Date/Time	Date and time of report run
Report Month	Month of reported data
Original	Card Issuance by type and case
Replacement	Replacement card issuance by type of case
Total	Totals by type of case and issuance

EBT Benefits Debited - A report of the food stamp benefits converted to coupons and to cash. The report is used for verification and reconciliation of the eligibility system in Virginia.

Name	Description
Report Date	Report generation date/time
Report Month	Numeric report month/year
County (FIPS Code)	Numeric County code
Card Name	Cardholder name
Card Number	Cardholder's Primary Account Number (PAN)
Case Number	ADAPT case number
Account Balance	Account start balance
Amount Debited	Amount converted to paper coupons
Date of Debit	Date amount converted to paper coupons
Time of Debit	Time of coupon debit conversion
Remaining Balance	Balance remaining in account
<i>Totals</i>	
Total # Debits	County total of all debits
Total Amount of All Debits	County total dollar amount
Average Amount Per Debit	Total number divided by total amount
Total # Debits	State-wide total of all debits
Total Amounts of All Debits	State-wide total dollar amounts of coupon conversions
Average Amount Per Debit	State-wide total number divided by total amount

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Appendix D-EBT Reports

Monthly Detail of Waived Fees by FIPS - A report of the fees waived for card replacements. The report is used to provide agencies with an overview of their waived fees as well as information to compare their agency to the statewide totals. Agencies that have a high ratio of waived fees in comparison to the state-wide totals may wish to evaluate their staff actions.

Name	Description
Run Date/ Time	Report generation date/time
Report Month	Numeric report month/year
County (FIPS Code)	Numeric County code
Last Name	Cardholder last name
First Name	Cardholder first name
MI	Cardholder middle initial
Case Number	ADAPT case number
Card Number	Cardholder's Primary Account Number (PAN)
User Name	User Id
<i>Totals</i>	
Total Waived Fee Count	User total of all waived fees
Total Waived Fee Amount	User total dollar amount of waived fees
Total Waived Fee Count	County total of all waived fees
Total Waived Fee Amount	County total dollar amount of waived fees
Total Waived Fee Count	State-wide total of all waived fees
Total Waived Fee Amount	State-wide total dollar amount of waived fees

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Appendix D-EBT Reports

Lost, Damaged Stolen Card Report - A report listing cards that have been reported Lost (L), Damaged (D), Stolen (S), Compromised (C), Unauthorized (U), Household Requesting Stop (H), and Other (O).

Name	Description
Card Name	Name of owner cardholder
Case Number	ADAPT case number
Card Number	Owner card number
Date of Report	Date report ran
Time of Report	Time report ran
Type of Report	L (Lost), D (Damaged), S (Stolen), C (Compromised), U (Unauthorized), H (Household Requesting Stop), O (Other)
County Totals by Type of Report	County total of each report type
State Totals by Type of Report	State total of each report type

Transaction Attempted on Invalid Cards - A report of POS transactions attempted on cards with lost, damaged or stolen status, expired cards, non-sufficient funds, etc. It shows summary totals at the end of the report—the number of invalid card POS attempts. A summary page, sorted by FIPS, will be created to show the number of unsuccessful (the transaction was denied) PIN attempts by the cardholder.

Name	Description
Card Name	Cardholder name
Case Number	ADAPT case number
Card Number	Card number attached to case
Retailer Name	Name of retailer
Retailer ID	FNS number
Device	POS
Date	Date of transaction
Time	Time of transaction
Reason	Reason transaction was rejected
Device	Type of device: POS
L/D/S Card	Lost/Damaged/Stolen Card
Invalid PIN	Incorrect PIN attempted
Expired	Date card was expired
NSF	Non-sufficient funds
Total Trans	Total number of transactions by device

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Card Issuance Replacement Statistics Detail Report - A report that lists the number of new cards and replacement cards issued by program types.

Name	Description
Run Date/Time	Date and time of report run
Report Month	Month of reported data
Original	Card Issuance by type and case
Replacement	Replacement card issuance by type of case
Total	Totals by type of case and issuance

EBT Benefits Debited - A report of the food stamp benefits converted to coupons and to cash. The report is used for verification and reconciliation of Virginia's eligibility system.

Name	Description
Report Date	Report generation date/time
Report Month	Numeric report month/year
County (FIPS Code)	Numeric County code
Card Name	Cardholder name
Card Number	Cardholder's Primary Account Number (PAN)
Case Number	ADAPT case number
Account Balance	Account start balance
Amount Debited	Amount converted to paper coupons
Date of Debit	Date amount converted to paper coupons
Time of Debit	Time of coupon debit conversion
Remaining Balance	Balance remaining in account
Totals	
Total # Debits	County total of all debits
Total Amount of All Debits	County total dollar amount
Average Amount Per Debit	Total number divided by total amount
Total # Debits	State-wide total of all debits
Total Amounts of All Debits	State-wide total dollar amounts of coupon conversions
Average Amount Per Debit	State-wide total number divided by total amount

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Monthly Detail of Waived Fees by FIPS - A report of the fees waived for card replacements. The report is used to provide agencies with an overview of their waived fees as well as information to compare their agency to the statewide totals. Agencies that have a high ratio of waived fees in comparison to the state-wide totals may wish to evaluate their staff actions.

Name	Description
Run Date/ Time	Report generation date/time
Report Month	Numeric report month/year
County (FIPS Code)	Numeric County code
Last Name	Cardholder last name
First Name	Cardholder first name
MI	Cardholder middle initial
Case Number	ADAPT case number
Card Number	Cardholder's Primary Account Number (PAN)
User Name	User Id
Totals	
Total Waived Fee Count	User total of all waived fees
Total Waived Fee Amount	User total dollar amount of waived fees
Total Waived Fee Count	County total of all waived fees
Total Waived Fee Amount	County total dollar amount of waived fees
Total Waived Fee Count	State-wide total of all waived fees
Total Waived Fee Amount	State-wide total dollar amount of waived fees

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Databases:

EBT Expungement Database: A database containing the EBT accounts that have been expunged by JPM because the account has aged to 365 days since the last purchase by the account. The account will expunge monthly as each benefit reaches 365 days of age. The database may be searched by FIPS or Case Number.

Name	Description
FIPS	Numeric County code
Case Number	ADAPT Case Number
EBT Account	JPM EBT Account Number
Issuance Number	ADAPT Issuance number
Grant Amount Expunged	Amount that was expunged
Balance	EBT Account Balance
Last Debit Date	Date of Client's Last Purchase
Grant Availability	Benefit Month
Account Activation	Date the Account was last active

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Appendix E-EBT Aging Accounts

PROCEDURES FOR HANDLING AGING ELECTRONIC BENEFIT TRANSFER (EBT) ACCOUNTS November 2002

This procedure summarizes procedures for handling EBT accounts aging to 60 and 90 days, and reactivating dormant EBT accounts.

ACCOUNTS AGING TO 60 DAYS

When a household fails to make a purchase on its EBT account for 60 days, J P Morgan EFS provides a file of these cases. Information Systems creates a report from this file each Monday, showing the accounts that aged to 60 days in the prior Sunday through Saturday. The most recent four weeks are stored on line. A person must have a supervisor profile to access the reports.

This report is accessed from ADAPT as follows:

From ADAPT main menu, choose option 18, "FS/TANF/MC Reporting."
From the Statistical Report Menu, choose option 16, "EBT Aging Report."
From the next screen, IREBAG, the options 1-4 correspond with the last four 60-day reports, and the options 5-8 correspond with the last four 90-day reports. This report must be accessed weekly, so generally the worker will be choosing option 1, the most recent 60-day report.
This option brings up the Report Request Screen, which allows the worker to select the report by FIPS, caseload, supervisor, worker, or case number. Mark the selections and transmit. The report is then displayed.

The report is sorted so that active cases appear first, and then closed cases. Broadcast #1789, dated July 30, 2002, provided detailed instructions on how to print this MAPPER report so all the fields would be included.

ADAPT generates a "Notice of Inactive EBT Account and Request for Verification" letter to all households whose accounts age to 60 days. This letter is sent from Central Office. A copy of the letter is stored in ADAPT. From the ADAPT main menu, choose option 10, then from the NGMENU screen, select option 5 to view these notices.

If the case is active when the letter is generated, a box on the letter is checked that says the household must provide proof of its address within 10 days, or the case will be closed.

If the household fails to respond, the local agency must send Advance Notice of Proposed Action to close the case, 10 days following the mailing of the 60 day notice.

ACCOUNTS AGING TO 90 DAYS

When a household fails to make a purchase on its EBT account for 90 days, J P Morgan EFS provides a file of these cases. Information Systems creates a report from this file

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each Monday, showing the accounts that aged to 90 days in the prior Sunday through Saturday. The most recent four weeks are stored on line. A person must have a supervisor profile to access the reports. Any cases that have a claim balance are marked with an asterisk on the report. At 90 days of inactivity, the account goes dormant.

The 90 Day Aging Report is accessed from the same screen as the 60 day report; see the above step-by-step description for accessing the report. The 90 day report must also be accessed weekly, so generally the worker will be selecting option 5 on IREBAG for the most recent week's report.

The local agency may use all or part of the money in a dormant account to pay on a claim. The local agency must send the "Notice of Deduction from an Inactive EBT Account to inform the household that the money will be taken. This form is not in ADAPT, so a hard copy must be stored in the case file. The household has 20 days from the date of the notice to notify the agency if it does NOT want the deduction taken.

If a claim is owed and the household does not respond in 20 days to the Notice of Deduction letter, the agency may take the money from the account and apply it to the claim.

The "Internal Action and Vault EBT Card Authorization" form is being revised to include a fifth section to authorize taking the money from a dormant account. As with other transactions using this form, the Eligibility staff will authorize the action by completing the top part of the form to indicate the amount to be taken, and the Administrative staff performs the function in the EBT Administrative Terminal and completes the bottom of the form.

If an old version of the Internal Action Form is being used, write in the action to be taken next to section IV.

The local agency must also record the payment on the client's ledger in ADAPT and in the Food Stamp Claims Tracking System.

REACTIVATING DORMANT ACCOUNTS

Questions have been raised about which agency is responsible for reactivating accounts when clients move. The responsibility may vary, based on the circumstances, and the personnel designated in local agencies to perform functions. Some of the following information reiterates steps that were described above.

IN ALL SITUATIONS, THE AGENCY SHOULD PERFORM THESE STEPS:

Check the Cardholder Information Page in the EBT Web Browser Administrative System to verify the status of the account. The EDA account status will be 02, 1, D if the account is dormant.

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Check whether there are any outstanding claims. Money in dormant accounts may be applied toward claims prior to reactivation, unless the client responded to the Notice of Deduction and said NOT to take the money. NOTE: If money is still in a dormant account that could have been applied toward a claim, contact the agency that had the case record at the time the “Notice of Deduction from an Inactive EBT Account” was sent; the client could have responded to that letter and said NOT to take the money on the claim. If the money can be taken, post the amount to the claims ledgers in the Food Stamp Claims Tracking System and ADAPT.

If there are any benefits remaining, reactivate the account. NOTE: If the client is reapplying, the account must be reactivated, even if the balance is zero. Approving the case in ADAPT does not automatically reactivate the EBT account.

Review with the client why the account is dormant, and that the client can prevent this from happening by making regular purchases from the account.

IF THE CLIENT CONTACTS THE AGENCY THAT LAST ISSUED BENEFITS:

Perform the steps described above, “In All Situations...”

If the ADAPT case is still open:

The client should be referred to his or her eligibility worker (EW). The EW completes the Internal Action Form, section IV, submits to the supervisor, and forwards it to the Issuance staff to reactivate the account.

If the client needs a new EBT card, a supervisor must go to Food Stamp Wrap-Up Menu, option 6, to generate a new card.

If the ADAPT case is closed but the client is reapplying:

The EW who is processing the reapplication completes the Internal Action Form; section IV, to reactivate the EBT account. Just approving an application in ADAPT does NOT reactivate the EBT account.

If the client needs a new EBT card, and the client has benefits remaining in the account, a supervisor must go to the Food Stamp Wrap-Up Menu, option 6, to generate a new card. If the account balance is zero, the EW can issue a new card through the “Issue EBT Card” field on AEAUTF.

If the ADAPT case is closed and the client is not reapplying:

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The local agency must work out a procedure to designate a person to handle these requests. It could be the last EW who had the case, or a supervisor. In any event, authorization to reactivate the account must come from eligibility on an Internal Action Form to the Issuance staff.

If the client needs a new EBT card, a supervisor must go to Food Stamp Wrap-Up Menu, option 6, to generate a new card.

IF THE CLIENT CONTACTS A NEW AGENCY:

Perform the steps in the above section, “In All Situations...”

If the ADAPT case is still open in another agency and the client reapplies:

The EW taking the reapplication must contact the former locality to close the case in ADAPT. The EW completes the Internal Action Form to reactivate the account. Just approving the application in ADAPT will NOT reactivate the EBT account.

If the client needs a new EBT card, and the client has benefits remaining in the account, a supervisor must go to the Food Stamp Wrap-Up Menu, option 6, to generate a new card. If the account balance is zero, the EW can issue a new card through the “Issue EBT Card” field on AEAUTF.

If the ADAPT case is closed and the client reapplies in a new agency:

The EW taking the reapplication must complete the Internal Action Form to reactivate the account. Just approving the application in ADAPT will NOT reactivate the EBT account.

If the client needs a new EBT card, and the client has benefits remaining in the account, a supervisor must go to the Food Stamp Wrap-Up Menu, option 6, to generate a new card. If the account balance is zero, the EW can issue a new card through the “Issue EBT Card” field on AEAUTF

If the client is not filing a reapplication:

Refer the client to the former agency.

320-Day Aging Report

The 320-Day Aging Report was developed to assist staff with identifying EBT accounts that are approaching expungement (365 days inactive). The 320-Day Aging Report provides an additional opportunity for agencies to identify cases with dormant EBT account balances that may be applied toward repayment of a food stamp claim.

REPORT DESIGN

The report has a familiar look as it provides all the information/data of the 90-day report for the EBT inactive accounts that have reached the 320-day mark. The 320-day report lists all food stamp cases with dormant EBT accounts and includes the following information:

- The caseload, supervisor, worker and case numbers
- Case status
- Case name
- Inactivity begin date
- 60-day (aging) date
- 90-day (aging) date
- EBT account balance
- Claim balance from ADAPT
- 320 days (aging) date

NOTE: Claims balances are not visible until the report is printed.

ACCESSING THE REPORT

The new report is located under Option 16 (EBT Aging Report), which can be accessed from the FS/TANF/MC Statistical Reports Menu (Option 18 on the ADAPT Main Menu). The EBT Aging Report Menu provides six reports (identified by the Monday report date), which are listed separately as options 9 through 14; staff should click the option that displays the appropriate Monday's date.

USE OF THE REPORT

When EBT accounts become inactive, local agencies have the opportunity at 90 days to apply funds from a dormant account to an outstanding food stamp claim. The Notice of Inactive EBT Account and Request for Verification form advises households that if an account becomes inactive, the agency may apply the balance toward a claim.

The 320-day report gives the agency one more opportunity to identify cases with outstanding claims that may have been overlooked, had collection action postponed or were established after the 90-day inactive report was run.

In order to determine if cases exist with claims balances, local agencies must print the 320-day report. The report will provide the account balance that may be applied toward claim repayment. The amount of the claim balance is from ADAPT. The local agency should verify this amount against the claim balance in the Food Stamp Claims Tracking System and resolve any discrepancy before applying the EBT balance to the claim. The local agency must send the

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household the Notice of Deduction from an Inactive EBT Account at least 20 days in advance of the deduction. We, therefore, recommend local agencies review the 320-day reports on a weekly basis. Enter the payment on the ledgers in both ADAPT and the Food Stamp Claims Tracking System, using EB as the Method of Payment code.

Please refer to Part XVII of the Food Stamp Manual and Chapter E, Part 5, of the EBT Policy and Procedures Manual for the instructions on handling food stamp overissuance claims in the EBT environment.

This report should help localities maximize the potential for claim collection from inactive EBT accounts.

If you have any questions regarding the report please contact Sandra Davis at 786-2499.

Attachmate Accessory Manager - [ADAPT Session 1]

File Edit View Tools Session Options Window Help

FIPS: 000 CENTRAL OFFICE - M13PR2
IREBAG EBT AGING REPORT MENU 03/19/2003
FIPS: 000 WRKR: 0001

60 DAY AGING REPORTS	90 DAY AGING REPORTS
1. MONDAY REPORT DATE - 20030317	5. MONDAY REPORT DATE - 20030317
2. MONDAY REPORT DATE - 20030310	6. MONDAY REPORT DATE - 20030310
3. MONDAY REPORT DATE - 20030303	7. MONDAY REPORT DATE - 20030303
4. MONDAY REPORT DATE - 20030224	8. MONDAY REPORT DATE - 20030224

320 DAY AGING REPORTS

9. MONDAY REPORT DATE - 20030317	12. MONDAY REPORT DATE - 20030224
10. MONDAY REPORT DATE - 20030310	13. MONDAY REPORT DATE - 20030217
11. MONDAY REPORT DATE - 20030303	14. MONDAY REPORT DATE - 20030210

Option:

1ADAPT 2IRSTMN 3 4 5 6 7 8 9 10 XMIT:

Pg=1 Row=21 Col= 18 POLL