

July 31, 2026

Electronic Benefit Transfer (EBT) Manual

Transmittal # 2

The purpose of this transmittal is to provide new, clarified and revised guidance for the EBT system and associated processes.

Unless otherwise stated, the provisions included in this transmittal are effective <Month Day, year>.

This transmission and manual are available on VDSS intranet FUSION page at <insert link>.

The manual was re-worded for clarity and plain language. Updates include EBT practices for chip cards, Summer EBT, ConnectEBT, Fraud features, and theft of benefits.

The changes to the manual are as follows:

Section	Description
Entire Manual	• Re-worded most sections for clarity and plain language. • Provided more system images and references. • Added hyperlinks to Section references. • Changed "client" to "customer". • Removed the use of Roman Numerals. • Changed Food and Nutrition Service (FNS) to Food and Nutrition Administration (FNA).
Section 1 General Information	• Remove details of benefit and demographic batches. This information is in Section 7 - Availability of Benefits. • Added dual-interface chip-enabled card, non-chip card, and SEBT Information
Section 2 Virginia EBT Card	• Removed image of the "Cardinal" and previous solid grey EBT cards (this information was moved to Appendix C) • Added images of new chip card, new non-chip card, and SEBT Card. • Added chip card, non-chip, SEBT and ConnectEBT information • Provided characteristics of the chip and non-chip cards.
Section 3 Customer Training Materials	• Moved dynamic training materials to Appendix B. • Combined information from previous sections XII into this section.

Section	Description
	• Provided images and links to standard training documents
Section 4 Card Holders	• Combined Primary Card Holder and Authorized Representative information from previous Section 9 (Household Rights and Responsibilities) into this section • Clarified that if the resident leaves the facility on or before the 15th of the month, the treatment center must ensure that at least half of the customer's monthly benefit remains on the account.
Section 5 Initial Card Issuance	• Moved information from other sections to create an introductory paragraph addressing the role of the LDSS in the initial card issuance. • Added chip card information. • Removed "Conduent" and replaced it with "EBT Processor". • Added link to fillable IAF form. • Added households experiencing theft due to skimming, phishing, etc. to scenarios that LDSS should issue a OTC card to. • Added image of EPPIC navigation menu to demonstrate where to find the EPPIC user guides and page numbers to the specific sections referenced. • Added verbiage addressing the automatic trigger for sending SNAP chip cards after an OTC card has been issued. • Reformatted and organized the Issuance Worker Procedures. • Provided references to EPPIC User Guides. • Added clarification that pre-made cards must be kept securely. • Added destruction and handling of SEBT cards returned to the LDSS. • Provided clarifying procedures and timeframes for the destruction of unclaimed EBT cards.
Section 6 Benefit Account/ Card Process	• Combined PIN information, Cardholder Changes, Reapplication, and Renewal from previous Section 9 (Household Rights and Responsibilities) into this section • Removed "Conduent" and replaced it with "EBT Processor". • Added new card, new pin policy. • Added SEBT specific information for SSN and DOB.

Section	Description
	• Added specific steps to PIN a card with EBT Customer Service Center. • Added references to pinning a card, changing pins, and reporting a card as compromised through ConnectEBT and lock/unlock. • Added Soft Pin and Pin Selection information. • Added new fee structure for replacement cards. • Added "Locked Everywhere", "Locked Out of State" and "Mailed" to Card Status. • Added SEBT expungement timeframe.
Section 7 Availability of Benefits	• Reorganizing the information to include monthly benefit information included in previous Section 9 (Household Rights and Responsibilities)
Section 8 Use of Benefits	• Moved information regarding use of benefits from in previous Section 9 (Household Rights and Responsibilities)
Section 9 Replacement of EBT Cards	• Added introductory paragraph. • Added new replacement fee section and table. • Added "The replacement fee will only be waived if the incomplete or inaccurate address is due to an LDSS error". • Added language with emphasizing best practice of not issuing OTC cards until the customer is in office. • Added instructions on how LDSS should handle EBT and SEBT cards returned to their office. • Added that replacement fee cannot be waived for lost cards. • Added that replacement fee can be waived due to benefit theft. • Added that replacement fee cannot be waived for cards not delivered due to incorrect/incomplete address provided by customer • Added that replacement fee can be waived due to benefit theft. • Added benefits cannot be replaced due to benefit theft. • Defined elderly and disabled.
Section 9 Household Rights and Responsibilities (Removed)	• Removed this section and added the information to other sections.
Section 10 Local Department Requirements	• Clarified the separation of duties between BPS and Issuance. • Added Hours of operation

Section	Description
	• Changed a 3-month supply of cards from recommended to required.
Section 11 Fraud	• Updated Fraudulent use of EBT card to include Virginia Code citation. • Added subsection on non-customer EBT theft/fraud, including mandated monthly reports. • Added subsection on locking and unlocking cards.
Section 12 Required Forms	• Provided updated descriptions of required forms and their uses.
Appendix A: Abbreviations/Acronyms	• Moved from the front of the manual to Appendix A. Added acronym for ARU, AT, DoB, EMV, HH, PCH, VRMP
Appendix B: EBT Training Information	• Includes links to EBT Card Carrier, Question and Answer Brochure, Wallet Card, Connect EBT flyers and information, and protect your benefit information.
Appendix C: Previous Versions of EBT Card Stock	• Included new appendix to document previous version of EBT cards.

Electronic Benefit Transfer (EBT) Policy and Procedures Manual

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The purpose of this manual is to provide guidance to state and local staff on the Commonwealth of Virginia Department of Social Services (VDSS) EBT system and its associated processes. This manual is intended for use in an electronic format and is subject to revision. Text shown in italics indicates content that has been modified from the previous version of the manual.

Section 1. General Information

The Virginia Department of Social Services (VDSS) distributes Supplemental Nutrition Assistance Program (SNAP), SUN Bucks (SEBT), and Disaster SNAP (DSNAP) benefits through the Electronic Benefits Transfer (EBT) system, in partnership with a contracted EBT service provider.

Eligible households use EBT cards to purchase food at retailers and locations authorized by the US Department of Agriculture (USDA) Food and Nutrition Administration (FNA). Through the Virginia Restaurant Meals Program (VRMP), certain eligible individuals – including adults age 60 or older, individuals with disabilities or unhoused individuals, and their spouses – may also purchase prepared meals at approved restaurants.

EBT benefits are accessible 24 hours a day, seven days a week, and remaining balances stay available even after a case closes, until the benefit is expunged per federal or state regulations.

VaCMS is the Commonwealth of Virginia's system of record for eligibility, and EPPIC is the current system of record for SNAP benefit issuances. VaCMS sends benefit information and demographic information to EPPIC in multiple daily batch files.

Virginia uses dual-interface chip-enabled (referred to as chip) and magnetic stripe EBT cards to enable customer food purchases using available benefits. Transactions are completed by tapping, inserting, or swiping the card through a point-of-sale (POS) terminal, or by manually entering the card number when necessary. Customers must enter a Personal Identification Number (PIN) to authorize transactions.

In limited situations, such as mobile vendors or system outages affecting POS availability, retailers may process EBT transactions using paper vouchers. This process requires manual authorization through the Retailer Help Desk, and the customer signing the 3-part voucher form.

*Virginia EBT cards **cannot** be used to withdraw money from Automatic Teller Machines (ATM) or cashback transactions.*

EBT cards are mailed from Virginia's EBT processor or issued over the counter (OTC) by Local Departments of Social Services (LDSS). Chip cards are only available through mailed issuance and cannot be issued OTC.

OTC cards are intended to provide customers with immediate access to benefits. Issuance of an OTC SNAP card automatically triggers the mailing of a permanent chip card to the customer's address on file. Once the customer activates the OTC card, it will remain active until the customer activates the permanent chip card or until 60 days from the date the OTC card was issued, whichever occurs first.

Section 2. Virginia EBT Card

Virginia's SNAP household benefits are accessed through a dual-interface, chip-enabled "Virginia EBT Chip" card (see Exhibit 2a). Households who receive DSNAP benefits exclusively or receive an over the counter (OTC) card at a local department of social services, can access their benefits using the "Virginia EBT Non-Chip" card (see Exhibit 2b). If an existing SNAP household qualifies for the SUN Bucks program, then the SEBT benefits are accessed by using the household's existing EBT account. Customers who only receive SUN Bucks benefits receive a "Virginia SUN Bucks" card (see Exhibit 2c).



Exhibit 2a: Image of Virginia EBT Chip Card



Exhibit 2b: Image of Virginia EBT Non-Chip Card



Exhibit 2c: Image of SUN Bucks Card

The dual-interface chip-enabled Virginia EBT cards are part of a statewide fraud prevention and modernization initiative. These cards include enhanced security features designed to help reduce card skimming and cloning fraud while ensuring continued access to SNAP benefits. Similar to modern debit cards, the dual-interface chip cards require customers to tap or insert the card instead of swiping. Customers may also experience additional prompts at checkout when completing purchases.

The non-chip card also includes additional security features, including a 3-digit security code and expiration date are required to use the card online. Non-chip cards look the same as chip cards but do not have the chip on the front.

SNAP households receive their chip cards via the mailing address in the eligibility system of record and display the primary cardholder's name on the back. If a card is mailed to an authorized representative (AR), the card shows both the AR's name and the primary cardholder's name. OTC cards will not have a name displayed.

*All cards begin with the same six digits, known as the BIN number: **622044**.*

For all cards, a new PIN must be selected each time a new card is issued. Customers will also use their nine-digit Social Security Number (SSN), or 9-digit pseudo-SSN (PCH's DOB in the format 000MMDDYY) assigned by the LDSS, when accessing the EBT Call Center IVR system, the ConnectEBT mobile application, and online portal. Chip card replacements cost \$4.99 for every replacement after first mass issuance. Non-chip card replacements cost \$2.00.

The front of every chip card includes:

- *The Commonwealth of Virginia image*
- *A chip and tap indicator used for point-of sale transactions*

The back of every chip card includes:

- *A magnetic strip for fallback use, when necessary.*
- *The card number, expiration date, three-digit security code.*
- *The card holders name, and AR (authorized representative) if applicable*
- *A signature panel for the cardholder to sign*
- *A statement "Do not write secret PIN on card."*
- *A return address for found or undeliverable cards.*
- *Customer Service and Relay Service phone numbers.*
- *A statement explaining that unauthorized card use is illegal.*
- *The USDA equal opportunity statement.*

The back of every non-chip card (i.e. OTC and SUN Bucks) includes:

- *A magnetic stripe is used for point-of-sale transactions.*
- *A signature panel for the cardholder to sign*
- *Customer Service, Retail Assistance, and Relay Service phone numbers.*
- *A return address for found or undeliverable cards.*
- *A statement explaining that unauthorized card use is illegal.*
- *The USDA equal opportunity statement.*

*The magnetic stripe does **not** store demographics, PIN, 3-digit security code, or benefit details.*

Cardholders can continue to access their benefits using their EBT card after the SNAP certification period ends including periods of ineligibility, as long as benefits remain in the account. VDSS must allow access to remaining benefits even if the case closes, until the system expunges the benefits.

Eligible households will receive only one card per household except households with an authorized representative (AR). In households with an AR, both the primary card holder (PCH) and the AR will receive an EBT card with one exception - Households in an alcohol/drug treatment center will only access their benefits through a card issued to the center's representative.

State workers issue SUN Bucks, also known as Summer EBT (SEBT), during the summer issuance period. Households that already have an active Virginia EBT account for SNAP will access their SEBT benefits on their existing Virginia EBT card. Households without an active Virginia EBT account receive their SEBT benefits on a SUN Bucks card.

Local departments issue Virginia EBT and SEBT replacement cards using the standard over-the-counter process from Virginia EBT vault card supplies. SEBT customers can also request replacement cards through the ConnectEBT application, [ConnectEBT web portal](#), or by calling the EBT Customer Service Center (866-281-2448).

Section 3. Customer Training Materials

The local department must provide training to cardholders on access and the use of their EBT account and ConnectEBT. Training may include showing the EBT video or reviewing the customer training materials. At each application, recertification or reapplication, the BPS must assess the HH needs for further EBT education and address cardholder responsibilities as needed for each household. The local department may also discuss the household needs for an AR or whether a change in representative is appropriate when applications are filed.

EBT Cards mailed to customers include the following training information:

- *Card Carrier,*
- *Wallet Card, and*
- *Virginia EBT Question and Answer Brochure*

When LDSS staff issue an EBT card, the following materials must be provided:

- *Wallet Card,*
- *Virginia EBT Question- and- Answer Brochure, and*
- *Information on how customers can protect their benefits from non-customer fraud, including Connect EBT flyers and instructions on how to lock and unlock the EBT card.*

At their option, local departments may order Card Sleeves to provide cardholders who may want them and show the EBT training video provided by VDSS is available to assist customers with explaining the use of EBT card ([found in VDSS YouTube Channel](#))

When households renew their case, LDSS may distribute the above training materials as needed to ensure customer understanding of EBT functions.

Additionally, LDSS should instruct customers in proper care of their cards because a damaged card may result in temporary loss of access to their benefits. Customers should:

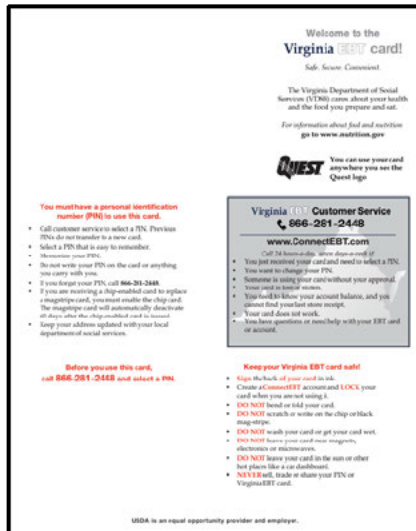
- *Keep the EBT card safe and clean.*
- *Keep the black stripe on the back free and the front chip from scratches.*
- *Do not bend or twist the card.*
- *Do not store the card near magnets or electronics.*
- *Do not place the card in direct sunlight.*

LDSS must maintain a three-month supply of customer training materials. Workers with the appropriate EPPIC role can order vault cards and materials. Orders submitted by Thursday at Noon are delivered by the end of the following week. Orders placed after Noon of Thursday will be delivered by the end of the second week.

See [Appendix B](#) additional information.

A. Card Carrier

This is the document that the EBT card is attached to when it is shipped. It explains how to set up their PIN, how to keep the card safe, and when to call customer service.

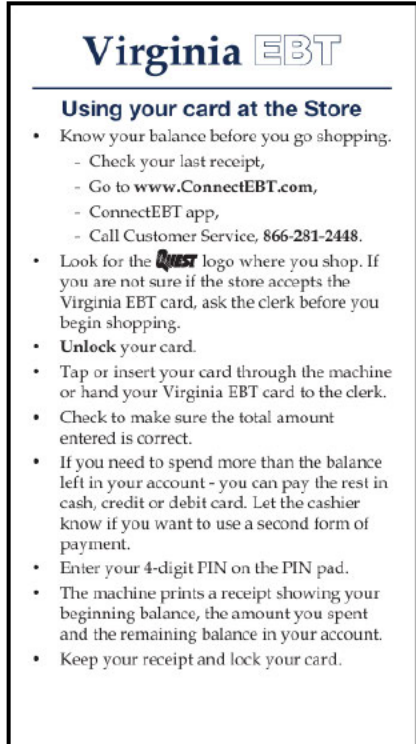


Link to document:

- [https://fusion.dss.virginia.gov/Portals/\[bp\]/EBT/Chip/VA EBT Card Carrier English 2026.pdf?ver=2026-04-23-150400-667](https://fusion.dss.virginia.gov/Portals/[bp]/EBT/Chip/VA EBT Card Carrier English 2026.pdf?ver=2026-04-23-150400-667) (English)
- [https://fusion.dss.virginia.gov/Portals/\[bp\]/EBT/Chip/2026.04.23%20VA EBT Card Carrier Spanish.pdf?ver=2026-04-23-143936-287](https://fusion.dss.virginia.gov/Portals/[bp]/EBT/Chip/2026.04.23%20VA EBT Card Carrier Spanish.pdf?ver=2026-04-23-143936-287) (Spanish)

B. Wallet Card

This is a reference document intended for customers to keep on their person to remind them of key steps in using with their EBT card.



Links to document:

- [https://fusion.dss.virginia.gov/Portals/\[bp\]/EBT/Chip/VA-EBT Wallet-Card 2026.pdf?ver=2026-04-23-161847-857](https://fusion.dss.virginia.gov/Portals/[bp]/EBT/Chip/VA-EBT Wallet-Card 2026.pdf?ver=2026-04-23-161847-857) (English)
- [https://fusion.dss.virginia.gov/Portals/\[bp\]/EBT/Chip/2026.04.23%20VA-EBT Wallet-Card Spanish.pdf?ver=2026-04-23-143953-603](https://fusion.dss.virginia.gov/Portals/[bp]/EBT/Chip/2026.04.23%20VA-EBT Wallet-Card Spanish.pdf?ver=2026-04-23-143953-603) (Spanish)

C. Virginia EBT Questions and Answer Brochure

This document is a Question-and-Answer brochure that explains card usage and protection.



Links to document:

- https://fusion.dss.virginia.gov/Portals/%5Bbp%5D/Files/qa_eng_2_5_19%20%286%29.docx (English)
- [https://fusion.dss.virginia.gov/Portals/\[bp\]/Files/EBT/qa_spa.2.5.19.pdf?ver=2019-07-09-134424-400](https://fusion.dss.virginia.gov/Portals/[bp]/Files/EBT/qa_spa.2.5.19.pdf?ver=2019-07-09-134424-400) (Spanish)

Section 4. Cardholders

Benefit applications may be filed by an adult or AR, but one household member must be designated as primary cardholder responsible for all EBT activities. The applicant may designate an AR inside or outside the household to receive and use the EBT card. There can be no more than two cards per account, one for primary cardholder (PCH) and one for AR.

A. Primary Cardholder (PCH)

One adult household member must be designated as the Primary Cardholder (PCH) and is responsible for receiving and managing the EBT account; the household may request a change to the Primary Cardholder at any time.

The primary cardholder will be designated in VaCMS under Individual Information on the SNAP/TANF Case Level – Details page.

SNAP Head of Household Visited 1

SNAP/TANF Case Level - Details

Case Name: Name, Case Case #: 113172894 Case Action: Case Change/Closure Case Status: Approved

Screen is opened in read-only mode

Populate Reset Previous Continue

SNAP/TANF Case Level Detail Dates

* Begin Date: 09 / 2016 End Date: mm / yyyy

SNAP Head of Household Information

* Name: Name, Second Client #: 2103442773

SNAP Cardholder Information

* Name: Name, Second Client #: 2103442773

TANF Benefit Recipient

Name: Client #:

Reset Previous Continue

Exhibit 4a: Example of SNAP/TANF Case Level Details page in VaCMS

B. Authorized Representatives (AR)

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

An authorized representative is a designated adult who can act on the household's behalf by applying for SNAP benefits or receiving benefits and purchasing food for the household. This may be someone within or outside of the SNAP household. An AR with the capacity to

purchase food will need access to the primary cardholder's date of birth and social security number to access benefits. Because the AR will have access to all benefits in the EBT account at any time, the AR should be someone the household trusts. The LDSS may not replace benefits inappropriately used by the AR unless the AR has accessed benefits after the customer requests the AR to have the duty to receive benefits removed.

When the applicant wants someone to act as an AR in any capacity the Benefit Program Specialist (BPS) must designate this in VaCMS under Wrap Up-Alternate Payee- Add Authorized Representative. Enter all required information and highlight the "Type of Assistance" and all access the customer requests for the AR to have. An AR will only receive an EBT card if the AR's duties include Receive Benefits. The BPS must ensure that the access given to the AR is **ONLY** the access requested by the household. **Note:** There can be a separate AR for separate programs.

Authorized Representative/TANF Protective Payee Details

Prefix: [v] First Name: Yaloy Middle Name: Last Name: Marson Suffix: [v]
Phone #: [] [] [] Relationship to Applicant: [v]
Authorized Representative/TANF Protective Payee Address
Organization Name: []
Street #: [] Fraction: [] Pre-Direction: [v]
Str. Name/Rural Addr: [] Street Type: [v] Post-Direction: [v]
Dwelling Type: [v] # [] Address Line 2/PO Box: []
City: [] State: Virginia Zip Code: [] - []
Authorized Representative Permissions
Type of Assistance: SNAP Allow Authorized Representative to View Data: NO Is the Authorized Representative 18 years or older? [v]
Duties to Authorize for This Person: Other, Receive Benefits, Receive letters regarding actions tak, Receive requests for information ne Tanf Protective Payee? NO
Reset Cancel Add Authorized Representative Previous Continue

Exhibit 4b: Example Authorized Representative Permission page in VaCMS

The AR has a separate EBT card with a different PAN and PIN, with purchases tracked in EPPIC under case transactions, linked to the household's account.

A household may have only one AR at a time that can receive and use an EBT card to buy groceries. *A household may have an AR for other purposes outside of EBT, such as filing an application.*

A PCH may update or change the AR designated to receive *benefits at any time*. *If the household wants to name a different AR or if the AR's name changes, the BPS must end the current AR access in VaCMS. Navigate to the Authorized Representative – Details page. Under the Authorized Representative Permissions section, place the date the action should take*

place in the boxes next to “End Duty to Receive SNAP Benefits?” and press continue (see Exhibit 4c). Then go back to the page and enter the new AR’s information on the VaCMS AR screen.

Exhibit 4c: Authorized Representative Details – AR Permissions

This will deactivate the previous AR’s card; however, it is not immediate as it must wait for the batch process (see [Section 7.A Daily Benefits](#)). To ensure access is removed immediately an issuance worker must go into EPPIC and status the card for the AR that is to be removed. A customer may also call the EBT Customer Service Center to have an AR’s card statused, but the Customer Service Representative is unable to end or replace an AR’s access.

C. Residents of Eligible Institutions

Residents of certain institutions may be eligible to participate in the Supplemental Nutrition Assistance Program. Refer to the SNAP Manual for further SNAP program guidance. The following is specific for eligible institutions and the use of EBT at those institutions.

- 1) **FNA Certification** – To participate in EBT, FNA must certify the institution in order for the facility to receive a POS machine which allows the residents to use their EBT cards at the institution. FNA does not necessarily need to certify an institution for the institution’s residents to be eligible for SNAP.
- 2) **Using EBT Benefits in the Institution** – Institutions must have a POS machine to access the customer’s benefits in the institution. The institution must swipe each resident’s card through the POS machine at the beginning of each month and charge half the monthly allotment. The institution will access the remaining half of the household’s allotment on or after the 16th of the month if the resident is still living there.
- 3) **Authorized Representatives and Institutions** – Residents of most eligible institutions may apply for and receive SNAP benefits on their own. Eligible households will receive their benefits and the EBT card without the intervention of an AR. If the household selects an AR, the AR will act in the manner described in subsection above. If the customer entering the treatment center already has an EBT card, the AR must take the card and keep it in a secure location until the resident leaves.

- 4) Leaving the institution** – When a resident leaves an alcohol or drug treatment center, the center must notify the LDSS the same day. *BPS must update VaCMS, remove the treatment center as AR, and have staff status the AR's card in EPPIC immediately. AR must return the EBT card to the customer upon departure. If the card is not provided to the customer upon departure, the LDSS should generate a new card for the customer.*

If the resident leaves the facility on or before the 15th of the month, the treatment center must ensure that at least half of the customer's monthly benefit is on the account. If the resident leaves the facility on or after the 16th of the month, the treatment center is not required to provide any benefits on the EBT account for the month. The customer should receive a vault card unless otherwise requested by the customer.

Section 5. Initial Card Issuance

EBT cards are mailed by VDSS EBT Card Vendor or issued from the vault at the local department. OTC non-chip cards issued for SNAP cases will automatically trigger the mailing of a permanent chip card to the customer's address on file.

*BPS determines the issuance method and selects it from the VaCMS Issuance Information – SNAP page (see Exhibit 5a). The BPS must offer households and/or AR the option to pick up a vault card at LDSS to prevent access barriers. Households may decline vault cards. **Vault cards are not mailed.***

The screenshot displays the VaCMS interface for Card Issuance Information - SNAP. At the top, it indicates the user is in a P2 UAT environment. The page header includes the system name and navigation links for Help and Logout. The user's name (khud089) and the date (15 February) are shown. The search bar is set to 'APPLICATION'. The page is titled 'Card Issuance Information - SNAP' and shows case details: Case Name: Seven, Day, Case #: 113219487, Case Action: , and Case Status: Approved. A '+ Continue' button is visible. The 'Case Information' section shows Case #: 113219487 and a search button. The 'Benefit Payment Information' section shows Cardholder Name: Seven, Day 37F, Cardholder Issuance Method: (dropdown), Authorized Rep Name: , and Authorized Rep Issuance Method: (dropdown). The 'Additional Information' section shows 'Was vault card offered to the client?' (dropdown), 'Date vault card was offered?' (date picker), and 'Did client accept the vault card?' (dropdown). At the bottom, there are buttons for '+ Go To Internal Action', 'Reset', and '+ Continue'.

Exhibit 5a: VaCMS Card Issuance Information – SNAP page

From the VaCMS Card Issuance Information page, the BPS selects the Cardholder Issuance Method (see exhibit 5b).

The screenshot shows the 'Benefit Payment Information' section of the VaCMS interface. The 'Cardholder Issuance Method' dropdown menu is open, showing three options: 'Mail Card (EST)', 'No Card', and 'Vault Card'. A green arrow points to the 'Mail Card (EST)' option. The other fields in the section remain the same as in Exhibit 5a. The 'Additional Information' section is also visible at the bottom.

Exhibit 5b: VaCMS Card Issuance Information – Cardholder Issuance Method

A. Mailed Cards

Households receiving a mailed EBT card generally receive the card and training materials within 7–10 business days. If mail delivery may delay timely SNAP participation and the customer requests a mailed card, the BPS must advise the household of the delivery timeframe and document the case record.

- *If “Mail Card” is selected, then the card will be mailed to the customer by the EBT Processor.*
- *Households may decline vault cards even if the access to benefits is outside the allowable time frame for timeliness.*
- *If ‘Mail Card’ is selected outside the allowable time frame for timeliness, the Additional Information section must be completed by the BPS. (see Exhibits 5c & 5d)*

Information Summary Visited 43

Card Issuance Information - SNAP

Case Name: Seven, Day Case #: 113219487 Case Action: Case Status: Approved

+ Continue

Case Information

Case #: 113219487 Search

Benefit Payment Information

Cardholder Name: Seven, Day 37F Cardholder Issuance Method: Mail Card (EBT)

Authorized Rep Name: Authorized Rep Issuance Method:

Additional Information

Was vault card offered to the client? Date vault card was offered?

Did client accept the vault card?

+ Go To Internal Action Reset + Continue

Exhibit 5c: VaCMS Card Issuance Information – Additional Information

Information Summary Visited 43

Card Issuance Information - SNAP

Case Name: Seven, Day Case #: 113219487 Case Action: Case Status: Approved

+ Continue

Case Information

Case #: 113219487 Search

Benefit Payment Information

Cardholder Name: Seven, Day 37F Cardholder Issuance Method: Mail Card (EBT)

Authorized Rep Name: Authorized Rep Issuance Method:

Additional Information

Was vault card offered to the client? YES Date vault card was offered? 02 / 15 / 2017

Did client accept the vault card? NO

+ Go To Internal Action Reset + Continue

Exhibit 5d: VaCMS Card Issuance Information – Additional Information Completed

B. Cards Issued Over the Counter (OTC) by LDSS from Vault Supply

If “Vault Card” is selected as the Cardholder Issuance Method, then the LDSS will generate the card at the local department. After selecting Vault Card, select “go to internal action” to generate an Internal Action and Vault EBT Card Authorization form.

The OTC card will remain active until the customer activates the permanent chip card or until 60 days from the date the OTC card was issued, whichever occurs first. It is imperative that LDSS staff verify and update the customer’s mailing address, phone number, and email address during every customer interaction to help ensure the customer receives their chip card by mail. Accurate contact information is critical to supporting timely card delivery, customer communication, and uninterrupted access to benefits.

Case #: 113219487 Search

Benefit Payment Information

Cardholder Name: Seven, Day 37F Cardholder Issuance Method: Vault Card

Authorized Rep Name: Authorized Rep Issuance Method:

Additional Information

Was vault card offered to the client? ☐ Date vault card was offered?

Did client accept the vault card? ☐

+ Go To Internal Action Reset + Continue

Exhibit 5e: VaCMS - Cardholder Issuance Method Vault Card

A fillable version of the form is found on FUSION the EBT Fusion Page

[https://fusion.dss.virginia.gov/Portals/\[bp\]/Files/EBT/032-03-0387-06-eng.pdf?ver=2019-05-17-124949-157](https://fusion.dss.virginia.gov/Portals/[bp]/Files/EBT/032-03-0387-06-eng.pdf?ver=2019-05-17-124949-157)

LDSS should issue vault cards in the following instances:

- Replace undelivered mail cards.
- Alleviate any barriers to benefit access.
- Replace cards that are lost, stolen or damaged.
- Recipients that do not have fixed mailing addresses (such as those experiencing homelessness).
- Households experiencing emergencies or for hardship situations.
- Households recently experiencing fraud on their EBT accounts due to skimming, phishing, or other fraudulent methods.

NOTE: Refer to [Section 9](#) regarding card replacement procedures.

Vault cards, although they do not display the primary cardholder’s or AR’s name, are

permanent cards. Households issued vault cards must also receive the customer training materials described in [Section 3](#) and in [Appendix B](#).

1. Certification Unit Procedures

To issue a vault card, BPS or BPS staff must complete the top of the Internal Action and Vault EBT Card Authorization Form (see Exhibit 5f) and then send the form to the LDSS EBT Issuance Unit.

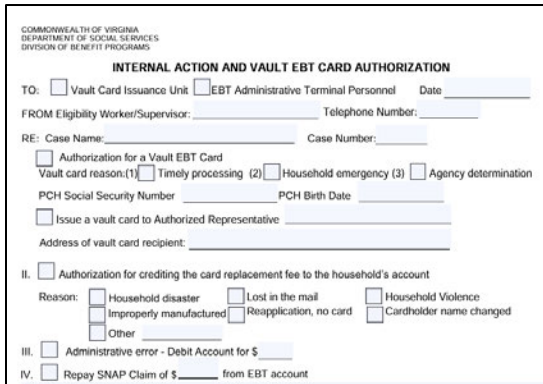


Exhibit 5f: Top of Internal Action and Vault EBT Card Authorization Form

2. Issuance Procedures

Reference the following User Guide found in EPPIC for specific steps for card issuance.



- **“Manual Account Setup”** (page 20 of the User Guide) explains issuing a card before benefit and demographic information is sent from VaCMS to EPPIC.
- **“Issuing a New Card”** (page 32 of the User Guide) explains issuing a card after the files were sent and processed by EPPIC.

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. Repaid \$_____ to SNAP Claim on: _____

Completed by: _____ Issuance/Administrative Worker Date: _____

Exhibit 5g: Bottom Half of Internal Action and Vault EBT Card Authorization Form

A summary of the procedure for the Issuance Worker is as follows:

a. Timing and Security

As a best practice, OTC vault cards should only be issued when the cardholder or AR is physically present in the office.

If a card is prepared in advance, the local department must securely store it until the cardholder arrives. If the card is not picked up after five business days, the LDSS must destroy the card following proper destruction procedures.

b. Receive Internal Action and Vault EBT Card Authorization Form (IAF)

The issuance workers receive the Internal Action and Vault EBT Card Authorization Form with the top half completed from BPS or BPS staff, to authorize the issuance of the card (see Exhibit 5f).

c. Add EBT Card to Account

- Search for the customer's case in EPPIC.
- Ensure that the case number matches the case number provided on the IAF.
- Go to the Recipient Case Management screen in EPPIC.
- Select the Card Field.
- Take a card from the vault card inventory.
- Document the card number on the Vault EBT Card Issuance Log.
- LDSS may use a card reader or may utilize a manual issuance method.
 - Swipe the card through the card reader to populate the 16-digit card number field on the screen.
 - Enter the card number.
- Complete other required fields.
- Confirm the card issuance through the pop-up window.

d. Verify Identity of Person Picking Up the Card

The issuance worker shall confirm the identity of the person picking up the card and complete the identification section of the IAF. If anyone other than the primary card holder is picking up the card a written statement is preferred (AR included).

Best practice is to identify the person with photo identification. *In the absence of picture identification, acceptable forms of verification include:*

- Social Security card.
- Medicare or Medicaid card.
- Library card.
- Voter registration card.
- A bill for a utility or other household expense mailed to the cardholder.
- *Only as of last resort, a written identity attestation may be provided by someone (other than an LDSS worker) who knows the customer and can present their own valid ID.*

LDSS employees cannot attest to a customer's identity.

e. Obtain Customer Signature and Complete IAF

- *Obtain the cardholder's signature and date on the IAF, document receipt of the card.*

Exhibit 5h: Customer signature portion of IAF

- *The issuance worker completes the bottom half of this form.*

Exhibit 5i: Issuance signature portion of IAF

- *After the IAF is completed, the LDSS may release the vault card to the customer.*

f. Upload IAF to DMIS

Upload the form to the case in DMIS once all signatures are received.

g. Personal Identification Number (PIN)

The cardholder must call the EBT Customer Service Number, or use the Connect EBT application/web portal, to select a PIN before accessing benefits. See [Section 6A](#) for PIN details.

3. Unclaimed Cards and Destruction of Card Procedures

A household may contact the local department and convey the cardholder will not be able to come to the LDSS after all to receive the vault card. The LDSS should determine if the customer requested a replacement card through the Customer Service Number or Connect EBT app, and if not, complete the steps to issue a mail replacement through VaCMS. See [Section 9](#) for replacement card procedures or request the issuance unit to order one directly in EPPIC.

*If the card is not picked up after **five business days**, the LDSS must destroy the card. The issuance worker must notify BPS through the Internal Action Form (see Exhibit 5j) that the cardholder did not appear and record the destruction on the Undelivered EBT Card-Destruction Record (see Exhibit 5k).*

The local department is prohibited from mailing vault cards to cardholders.

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. Repaid \$ _____ to SNAP Claim on _____		
Completed by _____		_____
Issuance/Administrative Worker		Date

Exhibit 5j: IAF.

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
DIVISION OF BENEFIT PROGRAMS

UNDELIVERED EBT CARDS - DESTRUCTION RECORD

AGENCY/LOCATION _____

DATE	CARD NUMBER	CARDHOLDER NAME	STATUS CHANGED?	INITIAL	CARD DESTROYED	INITIAL
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	

Exhibit 5k: Undelivered EBT Cards – Destruction Record log.

Section 6. Benefit Account/ Card Processes

A. Personal Identification Number (PIN)

The PIN is a four-digit number electronically linked to the EBT account. The PIN allows the cardholder to access the household's SNAP benefits in the EBT account. Each PCH will receive their EBT card, either OTC from the LDSS or mailed from EBT Processor. The cardholder must select the PIN through the EBT Customer Service interactive voice response (IVR) system *or through the Connect EBT application. Selecting a PIN enables the EBT card to access the account. A new PIN must be established each time a new EBT card is issued or received to ensure continued account security and access to benefits.*

Each cardholder is responsible for keeping their EBT card and PIN secure. Lost or damaged cards should be reported right away to prevent unauthorized use. Local departments should review these guidelines with applicants during initial applications, renewal and any follow-up contacts

In reviewing the training materials with the customer, the LDSS should emphasize safe card and PIN protection tips, which include:

- *Use ConnectEBT to keep the card locked when not in use.*
- *Choose a PIN that is easy to remember but hard for someone else to figure out.*
- *Memorize the PIN. Neither the LDSS nor the EBT Customer Service Center stores the PIN. It is the cardholder's responsibility to remember the PIN.*
- *Do not write the PIN on the EBT card, card sleeve, or any material carried in the same purse or wallet.*
- *Never tell anyone the PIN.*
- *Avoid using EBT cards online at third party servers, such as order ahead grocery store pickup and food delivery services.*
- *Encourage customers to change their PIN numbers frequently especially before benefits are loaded.*

The PIN can be selected once the EBT processor receives the Primary Cardholder's demographic data, creates the EBT account, and the cardholder has received the EBT card.

Cardholders must enter the PIN after they swipe the EBT card at the grocery store at the POS machine or the cashier manually keys in the 16-digit PAN number. The previously selected PIN will NOT carry over to the replacement card.

1. Activate Card and PIN Selection

Upon receipt of the EBT card, the cardholder must call the EBT Customer Service Center phone number interactive voice response (IVR) system, *or establish a ConnectEBT account*, and follow the prompts to select a PIN. The cardholder will need:

- The 16-digit card number
- The Primary Cardholder's birthdate
- The nine digits of the primary card holder's Social Security Number

Note: To set up a SEBT account the customer will use all zeros for the social security number and the oldest child's date of birth as the DOB to establish the PIN for the card.

Soft PIN feature/PIN Selection Guidelines: *To protect account security, cardholders must select a PIN that is not easily guessed. The PIN cannot be all zeros, cannot use sequential numbers (such as 1234 or 5432), and cannot contain repeated duplicate numbers (such as 1111, 2446, or 3799). Cardholders should choose a PIN that is unique and not easily associated with personal information.*

a) *To activate the card and set a PIN through the EBT Customer Service Center:*

- *Call 1-866-281-2448 (toll-free).*
- *Press 1 for English or 2 for Spanish*
- *Enter the 16-digit card number*
- *Enter the 9-digits Social Security Number (SSN) of the head of household on the case, followed by the pound sign.*
 - *If a customer does not have an SSN, they will be asked to a pseudo-SSN provided by the LDSS that uses the DOB in the following format: 000MMDDYY*
 - *SEBT only cases use all zeros for SSN and the oldest child's date of birth.*
- *Enter the date of birth of the person on the case, using two digits for month (May = 05), two digits for day (08), and four digits for year (1995)*
- *Enter the 4-digit PIN you want to use, and then press the pound sign.*
- *Verify their entry, re-enter your 4-digit PIN, followed by the pound sign.*
- *When they are successful, the caller will hear this message: "You successfully selected your PIN. Your card is ready to use. Please do not write your PIN on your card."*
- *Once the card is successfully pinned, the card is activated.*

b) *PIN card through ConnectEBT.*

NOTE: *Refer to the Connect EBT Worker Desk Reference located on [FUSION](#) for detailed instruction with images.*

1) *Download the ConnectEBT App.*

The customer must download the ConnectEBT mobile app or go to <https://www.connectebt.com/> and enter their EBT card information.

Apple Store: <https://apps.apple.com/us/app/connectebt/id1241215610>

Google Play Store:

<https://play.google.com/store/apps/details?id=com.conduent.ebt>

2) *To select and change PIN through the ConnectEBT app, the customer will need:*

- *Date of Birth*
- *9-digit Social Security Number (SSN) of the PCH*
- *16 digit EBT Card Number*
- *Username (This is self-generated)*
- *Password (This is self-generated)*

c) *Create an Account*

d) *Navigate to the home screen.*

e) *Tap "Settings," usually located in the bottom navigation menu or accessible via the profile icon.*

f) *In the Settings menu, select "Card PIN Selection."*

g) *Enter the 16-digit active EBT card number in the provided field and click "Continue."*

h) *On the next screen, enter the requested authentication information:*

- *SSN*
- *DOB in MM/DD/YYYY format.*

i) *Create a new 4-digit PIN.*

j) *A notification box will appear confirming the PIN has been successfully created.*

k) *If error is received or the PIN selected is not secure, user will be prompted to repeat steps with a different PIN combination.*

2. Changing the PIN

Cardholders can change their PIN anytime by calling EBT Customer Service or using ConnectEBT. To increase security, the LDSS should encourage customers to frequently change their PIN. Customers should change the PIN if it may be known by someone else or if forgotten. There is no limit to PIN changes. A new PIN must be established each time a new EBT card is issued or received. LDSS should encourage customers to change their PIN regularly, especially before benefit issuance.

3. Compromised PIN or Card

If a cardholder believes their PIN is known by someone else, they should contact the EBT Customer Service Center (866-281-2448) or use ConnectEBT to immediately change their PIN. Additionally, the card may be deactivated (also known as statusing) and have a new

card issued.

When contacted by the customer or AR for a compromised card or PIN, the LDSS must immediately status the card in EPPIC under Card Recipient Management Detail. LDSS cannot change the PIN on the card; however, the LDSS should encourage the customer to do so immediately

Recipient Card Management Detail						
Card Information						
Card Nbr	Type	Status	PIN	Issue Date	Status Date	
6220441007278465	MAIL	ACTIVE	N	02/22/2017		
PIN Transaction History						
Bad PIN Count		0		Last Bad PIN Date		
Last Card Information						
Card Nbr	Type	Status	PIN	Issue Date	Status Date	
6220446007277201	MAIL	REPLACED	N	11/29/2016	02/22/2017	HISTORY
Status Card			Status & Replace Card			
Status: No Selection			Status: No Selection			
STATUS			☐ 1 prior replacements ☐ Waive \$2.00 Fee CONTINUE			

Exhibit 6a: EPPIC Card Recipient Management Detail

4. Invalid PIN Attempts/Account Access Suspension

It is the cardholder's responsibility to remember the PIN to access the benefits in the household's account. The PIN is not stored anywhere in Conduent's EBT system, EPPIC, or by the LDSS. After four invalid PIN attempts, Conduent suspends account until 12:01 a.m. next day; correct entry resets the count.

B. EBT Address Changes

Any adult household member may report an address change to the local department. Although households are not always required to report address changes, it is important that they understand that new chip cards are mailed to the address on file. Also, the EBT system, including the EBT Call Center and its Customer Service Representative (CSR) services, uses the address on file to verify the cardholder's identity and to mail initial and replacement EBT cards.

LDSS staff should verify and update the customer's mailing address, phone number, and email address during every interaction to help ensure timely delivery of cards and uninterrupted access to benefits.

The EBT Call Center CSR cannot update addresses. If a card is mailed to an invalid or incorrect address provided by the customer, or if the customer has moved and failed to report the address change, a \$4.99 chip card replacement fee will be charged for SNAP chip cards sent via the mail. If a SNAP customer requires an immediate card, they will be charged a \$2.00 OTC card fee, plus the \$4.99 chip card replacement fee when the new card comes in the mail.

A household without a mailing address must determine which mailing address they will use. The local department address is an option for those without a fixed mailing address.

C. EBT Card Status

EBT card statuses are “Active”, “Issued”, “Damaged”, “Deleted”, “Undeliverable”, “Stated by Agency”, “Locked Everywhere”, “Locked Out of State” and “Card Mailed”. An active card is tied to an account and can access that account. An inactive card cannot access the EBT account. The card status “issued” means Conduent is creating a file to mail that card to the cardholder. A card with the status “issued” cannot be stated or replaced until the next card file is created and the status changes to “active”.

Card Status	Meaning	Access to Account?	Notes/Action Guidance
Active	<i>Card is fully usable and linked to the account.</i>	✓ Yes	<i>No action is needed unless security issue occurs.</i>
Issued	<i>Conduent is creating the card file for mailing.</i>	✗ No	<i>Card cannot be replaced or stated until it updates to Active status.</i>
Damaged	<i>Card reported damaged and unusable.</i>	✗ No	<i>Replacement card should be issued.</i>
Deleted	<i>Card is removed from use.</i>	✗ No	<i>Card is no longer valid and cannot be reactivated.</i>
Undeliverable	<i>Mail was returned to Conduent.</i>	✗ No	<i>Cardholders must update address; LDSS may reorder card.</i>
Stated by Agency	<i>Cards have been restricted by LDSS.</i>	✗ No	<i>Typically used for compromised or lost cards; new card required.</i>
Locked Everywhere	<i>The card is locked to all outbound transactions.</i>	✓ Yes	<i>The account information is accessible via IVR and</i>

Card Status	Meaning	Access to Account?	Notes/Action Guidance
			<i>ConnectEBT; however no outbound transactions can occur (ie store transactions) until the card is unlocked by the client.</i>
Locked Out of State	<i>The card is locked to all in-person out of state transactions. Online transactions can still occur.</i>	✓ Yes	<i>The account information is accessible via IVR and ConnectEBT. Online and all transactions inside the state can occur. The card is locked to all in-person out of state transactions. This card status is no longer an option. Once the card holder changes from this status via ConnectEBT, the status will no longer be a future option to the client.</i>
Card Mailed	<i>This card has been mailed to the customer but is currently not activated/pinned.</i>	✗ No	<i>Only the LDSS can issue a replacement card for this status, it cannot be replaced through the EBT Call Center.</i>

Exhibit 6b: Card Status Chart

Only the card holder can lock a card through either the ConnectEBT app or web portal. VDSS and LDSS staff cannot unlock a card.

The primary cardholder may have only one active EBT card at a time. If an AR card exists, they have their own EBT card that links to the primary cardholder's account. Both the primary and the AR will have separate Connect EBT accounts that are linked to the same primary account.

A replacement card deactivates the original card. All card holders may request a replacement card by calling the EBT Call Center, contacting the LDSS, or through the Connect EBT application/ web portal. LDSS may change the delivery address; however, the EBT Call Center may not. See [Section 9](#) for replacement card procedures.

D. EBT Active Status and Expungement Timeframes

*An EBT account with a status of **Active** indicates that benefits are currently accessible to the household.*

1) **Benefit Status**

Benefits may have a status of Active or Expunged:

- **Active benefits** are available for the household to use.
- **Expunged benefits** have been permanently removed from the household's EBT account and cannot be restored. Expungement timelines are set by federal policy.

2) **Expungement Timeframes**

- SNAP benefits are expunged after 274 days without any customer initiating EBT account activity.
- DSNAP benefits may be expunged before 274 days, depending on the specific disaster rules set by USDA FNA at the time of the disaster.
- SEBT benefits are expunged 122 days after issuance, regardless of account activity. Account activity is not considered when determining SEBT expungement.

E. Customer with Excessive Card Replacements

Each month, letters are sent to households that have requested an excessive amount of card replacements. Letters educate customers on proper EBT account management and fraud prevention.

The excessive card replacement letter will go to customers who have received their fourth and or their sixth card replacement in a rolling twelve-month period. The letter will explain:

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

F. Claims Payments

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

Note: Claim payments taken from an EBT account are not considered an allotment reduction. Allotment reduction occurs during the benefit calculation in VaCMS before benefits become available to the household.

1. **Active Accounts**

A household may voluntarily use some or all the available benefits in an open EBT account

to repay a claim owed by the household. The household may direct the local department to deduct a one-time amount or monthly amounts. A household member must complete the Repayment Agreement form to show permission for either type of deduction. *Note: The local department may also use the [SNAP Repayment Agreement](#) for the household to note the request.*

Procedure:

- Conduct a Recipient Search in EPPIC to find the account and determine the availability of benefits.
- Access the Repayment option through the EPPIC Reconciliation Menu. Debit the account for the payment to perform this function (See Exhibit 6c).
- Record the payment on the Enter & View Claim Payments screen in VaCMS.
- Give the household a receipt to acknowledge the access to and reduction of the EBT account. The local department may use the SNAP Repayment Agreement form as the receipt.

Repayment Information	
Total Balance	
Food Stamp Balance	\$1,071.00
Food Stamp Available	\$1,071.00
Repayment Information	
Program: FOOD STAMP	
Recipient: Name: FRANK FRANKLIN DOB: 05/05/1970 SSN: *****2579	
Amount(\$):	15.00
Reason:	Overpayment REPAYMENT

Exhibit 6c: EPPIC Claims Repayment Information

2. Expunged Benefits

Expunged benefits from the household's EBT account must offset a claim. VaCMS is programmed to automatically apply expunged benefits to a claim.

Expunged benefits are entered as "BR" (balance reduction) in VaCMS. No household permission is needed; a receipt must be sent.

G. Cardholder Changes

1. Primary Cardholder (PCH) Changes

The PCH must receive the EBT card, select or change the PIN, request replacements or balance inquiries through EBT call center, *ConnectEBT*. *Note: LDSS can provide account information to the customer including a printout of transactions.*

When the PCH leaves the SNAP HH or the HH wants another PCH, the BPS must change the PCH designated in VaCMS under Individual Information on the SNAP/TANF Case Level – Details page. Any change to the PCH in VaCMS will result in an update to the demographic information in the EBT account. The new or newly identified PCH will receive another EBT card either through the LDSS (OTC) or through mail by the EBT Card Vendor. Note the new information will not appear in EPPIC until the batch has completed following the change in VaCMS.

The \$4.99 replacement fee should be waived for a card issued due to a new PCH designation. Changes to the PCH do not affect the AR's card; however, the customer and/or AR may request a new card via mail for the AR, so that the correct PCH name appears on the card. Additionally, the AR will need the new PCH DOB and SSN to make changes to account.

2. Authorized Representative Changes

If a household requests to appoint a new Authorized Representative (AR) or update existing AR information (such as correcting the spelling of a name), the Benefit Programs Specialist (BPS) must first end the AR's "receive benefits" access in VaCMS. The BPS must then enter the updated AR information on the Authorized Payee page in VaCMS during the "Wrap Up" process. If a new EBT card is required, the BPS may request a mailed card or issue a vault card, as appropriate.

In addition to contacting the LDSS to change an AR, the PCH may contact either the LDSS or the EBT Call Center to request deactivation of the AR's EBT card. Deactivation may be necessary in situations such as misuse of benefits by the AR or when the AR, who is also a household member, leaves the household.

The agency must act immediately to remove the AR's access to benefits. This process includes the BPS ending the AR's access in VaCMS and the Card Issuance Unit (CIU) statusing the card in EPPIC. If benefits are accessed after the household has requested removal of the AR, the agency is responsible for replacing all benefits used between the time the request was made, and the time access was removed. These benefit replacements cannot be processed through VaCMS and must be issued using local-only funds.

When the BPS removes an AR's "receive benefits" access in VaCMS, enters a new AR, and orders a mailed replacement card through VaCMS, Conduent will assess a \$4.99 card replacement fee. The local department must credit this fee back to the EBT account. Changes to the AR's name do not affect the PCH's EBT card.

3. Demographic Changes

For SNAP/EPPIC purposes, demographic information consists of:

- *The PCH's name, date of birth, social security number and address; or*
- *The AR's name and address.*

The BPS must change this information as the changes occur or at the household's request. Any changes in case demographics are sent via batch from VaCMS to the EBT Card Vendor (refer to [Section 7.A Availability of Benefits – Daily Benefits](#)).

H. Reapplication

When a household reapplies for benefits, during the certification interview the BPS must determine if the PCH still possesses the EBT card that was issued under the case number. Upon approval of the reapplication in VaCMS, Conduent will attach the new benefits to the existing EBT account, and the cardholder can continue to use the existing card to access benefits.

If the cardholder no longer has the EBT card when the household reapplies and the card is in "active" status, the BPS should notify the issuance unit to request immediate deactivation to prevent unauthorized use of the card. Note replacing the card will deactivate the missing card also. The BPS must request a new card either vault or mail per customer request. A fee must not be deducted for these card issuances.

I. Renewal

Households must renew their eligibility for SNAP to continue to receive benefits after the certification period expires. At each renewal, local department staff should remind the HH to keep and properly maintain the EBT card and to save receipts to track the balance remaining on the account. Customers can also utilize the Connect EBT app and web portal for balance tracking.

If the cardholder has the EBT card and no changes are reported at recertification, the BPS certifies the HH. The EBT Processor posts new benefit amounts to the existing EBT account, and the HH uses the existing/same EBT card.

Section 7. Availability of Benefits

Households can access EBT benefits seven days a week and 24 hours a day.

A. Daily Benefits

Upon application approval, benefits are transmitted to Conduent during the next batch cycle and are posted to EPPIC within approximately 30 minutes of batch receipt.

File Pick-up/ Cut Off	Benefit File Transmission	Demographic File Transmission	Time Available to Customer
9:00 am	9:00 am	9:10 am	9:30 am
11:00 am	11:00 am	11:10 am	11:30 am
1:00 pm	1:00 pm	1:10 pm	1:30 pm
3:00 pm	3:00 pm	3:10 pm	3:30 pm
5:00 pm	5:00 pm	5:10 pm	5:30 pm
8:00 pm	8:00 pm	8:10 pm	8:30 pm

B. Monthly Benefits

Any case certified in VaCMS for a future month's benefit by the VaCMS monthly cutoff date (3 days prior to end of month, will have the benefit allotment deposited to the EBT account each month through the certification period. *Benefits are added monthly on a staggered schedule based on the last digit of the case number.* Benefits are available by 12:01 am. according to the following schedule, even on a weekend or holiday:

Last Digit of Case Number	Monthly Access Date
0, 1, 2, or 3	1 st
4 or 5	4 th
6, 7, 8, or 9	7 th

Section 8. Use of Benefits

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

Cardholders may use EBT benefits in-person and online with retailers authorized by USDA. Brick and mortar authorized retailers should feature an EBT acceptance sign in their stores.

EBT cards from other states may be used at Virginia merchants authorized by USDA. Similarly, the Virginia EBT card may be used to make purchases in other states. SNAP recipients cannot be treated differently than non-SNAP recipients.

A. Expungement Timeframes

For SNAP households, they must make a purchase from the account at least once in a 274-day period to avoid forfeiture of the benefit by expungement. When benefits are expunged, they cannot be replaced. On 274 days of no customer-initiated spending activity upon each individual allotment, benefits will be expunged and no longer available. Note: Once the benefit is used the 274-day clock is reset.

For SEBT households, benefits are expunged 122 days after issuance regardless of account activity.

Sales tax cannot be imposed on SNAP purchase; however, recipients will be charged tax on the value of cents-off manufacturer coupons they might use which cannot be paid with SNAP benefits.

B. Account Inquiries

Households should know their EBT balance before shopping. Workers should emphasize keeping receipts to track balances. Methods for checking are listed below.

- 1) **Receipts** - Retailers issue receipts showing deductions and remaining balances. These should also be checked before leaving the checkout line to ensure expenditure/balance accuracy. This is an important customer training item. **Note:** Once the customer leaves the store, discrepancies may be difficult to resolve, as verification will depend on the retailer's records and policies.
- 2) **POS Terminal Inquiries** - A cardholder may determine the EBT account balance at the POS (point-of-sale) terminals at authorized retailers. The cardholder must swipe the EBT card and choose the inquiry menu selection to determine the available balance.

- 3) **EBT System Inquiries** - At the request of a cardholder, the local department may determine a cardholder's EBT account balance through the EBT system. To complete balance inquiries, the worker must select the inquiry option on the EBT system. Before providing the balance, the worker must ensure identification (demographics) provided by the person sufficiently identifies the person as the cardholder. (see Exhibits 9a, b and c below) **Note:** Any time someone (customer, call center, VDSS or LDSS) accesses the account, it is noted in transaction history.
- 4) **Calling the EBT Customer Service Call Center** - Cardholders may call to check balances via Interactive Voice Response (IVR) menu options.
- 5) **Internet Inquiries** - The cardholder has access to the account balance and transaction history online at <https://www.connectebt.com/>

To perform inquiries, the cardholder must set up a User ID and password and provide required demographic information.

- 6) **Mobile App**- The cardholder has access to all account information via Connect EBT mobile app.
To perform inquiries, the cardholder must set up a User ID and password and provide required demographic information.
- 7) **Calling the EBT Customer Service Call Center** - Cardholders may call to check balances via IVR menu options.

The following are EPPIC Screen shots of EPPIC inquiries:

Exhibit 8a: EPPIC Client Search

Type	Case Number	Legacy Case Number	Name	SSN	Address	City	ST	
AUTH REP	113527697		ALBERTS, ALICE	*****4585	2247 KIRBY RD.	RICHMOND	VA	CASES
PRIMARY	113527697		LIGHTHOUSE, JAKE	*****4585	1 HARTSOCK LN.	BASSETT	VA	CASES

Exhibit 8b: EPPIC Client Search Results

Recipient Case Management

Accounts							
Case Number	Legacy Case Number	Program	Status	Last Access	Total Bal	Avail Bal	
113527697		SNAP	ACTIVE		\$0.00	\$0.00	DETAILS

Total Balance	
SNAP Balance	\$0.00
SNAP Available	\$0.00

Clients					
Type	Name	Card Number	Program		
PRIMARY	LIGHTHOUSE, JAKE	UNASSIGN00000000	SNAP	DETAILS	CARD
AUTH REP	ALBERTS, ALICE	UNASSIGN00000000	SNAP	DETAILS	CARD

[SEARCH](#)
[CLIENT](#)
[CASES](#)
[CARDS](#)
[TRANSACTION](#)

Exhibit 8c: EPPIC Recipient Case Management

Section 9. Replacement of EBT Cards

A replacement fee of \$4.99 will be automatically assessed when the CSR replaces a card, regardless of the reason for the replacement. The CSR does not have the capability to waive the fee.

If the card is replaced for the qualifying reasons (see [Section 9.C – Waiving Replacement Fee](#)) the customer will need to request a credit from the LDSS. The LDSS will not be automatically notified on the \$4.99 fee on the customer accounts. If contacted by the customer, the local department is responsible for crediting the \$4.99 fee back to the customer if replacement reason is qualified.

A. Undelivered EBT Cards

1. Undeliverable Cards Returned in Mail

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

All undelivered EBT cards will be returned to the EBT Card Processor where the staff will:

- *Status the cards as undelivered*
- *Destroy the cards*
- *Record the destruction of each card*

*VDSS EBT staff can access a daily **Undeliverable Card** report in EPPIC. This report lists EBT cards returned as undeliverable and includes the FIPS code, case number, cardholder address, and card number.*

If the household contacts the local department, and the BPS determines the card was not delivered because of an incomplete or inaccurate address for the primary cardholder or the AR, the BPS must update the appropriate mailing address in VaCMS and offer the customer a vault card. The updated address will appear in EPPIC after the next batch run following the update in VaCMS. The replacement fee will be waived if the incomplete or inaccurate address is due to an LDSS error.

*If the case is closed and the worker is unable to update the address, the worker must offer the customer a vault card and contact their regional **SNAP** consultant.*

2. Non-receipt of the EBT Card by Customer

When reported to the local department, the LDSS must use EPPIC to check the address, mailing date, PIN status, and offer a vault card without assessing the replacement fee.

If the cardholder reports the non-receipt of a mailed EBT card to the EBT Call Center after a sufficient mail period (7 to 10 days), the CSR will deactivate the original card and mail another card to the cardholder or tell the household to check with the LDSS if there is a household emergency need. The fee is ALWAYS deducted when a card is issued through Customer Service. The replacement fee will only be waived by the LDSS if there is an incomplete or inaccurate address is due to an LDSS error.

The screenshot displays the EPPIC Recipient Card Management Detail interface. It includes a sidebar with navigation links such as Recipient Info, Card Information, PIN Transaction History, Last Card Information, Status Card, Status & Replace Card, Cases, and User Guide. The main content area shows details for a specific card, including Card Nbr (1668), Type (MAIL), Status (ACTIVE), PIN (N), Issue Date (06/25/2018), and Status Date. It also displays PIN Transaction History, Last Card Information, and Status Card details. Red arrows highlight the 'Address' field, the 'Date of mailing' field, and the 'PIN status' field.

Exhibit 9a: EPPIC Recipient Card Management Detail

3. Unclaimed OTC Cards

If the LDSS prepares the card in advance of the customer arriving (not recommended) the card must be placed in a secure location until the cardholder arrives in office. It is best practice for the LDSS to wait to prepare the card until the customer is at the local department. If the cardholder fails to appear within five business days of the case approval date, the LDSS completes the following steps:

- The Issuance Worker destroys the card by shredding and records it on the [Undelivered EBT Cards – Destruction Record form](#).
- The Issuance Worker notifies the BPS Worker via the Internal Action Form that the cardholder did not pick up the card.
- The BPS Worker contacts the household to determine the household's plans regarding the replacement card. If the AR is the cardholder who failed to appear, the BPS should notify the household of the fact to determine if the household wants to name another individual or have a card mailed to the AR.
- The LDSS need not take any additional action to replace the card until the cardholder initiates the card replacement process.

4. EBT Cards returned to or received by LDSS

If an LDSS receives an EBT card, they must immediately status the card and follow the destruction of card protocol. Note: the card should not be sent to Home Office.

*If an LDSS receives a SUN Bucks card through the mail, they need to determine if the card is for a child in foster care or a household experiencing homelessness. A card for a child in foster care should be provided to the corresponding Foster Care Worker, who will coordinate the delivery of the card. A homeless individual's card must follow the homeless mail protocol. All other SUN Bucks cards received by the agency must be statused and destroyed following the destruction of card protocol. SUN Bucks cards should follow the same destruction protocol as standard EBT cards. **Note:** An undelivered or returned SEBT card should not be sent to Home Office or any other location.*

B. Lost, Stolen, or Damaged Cards

When an EBT card is lost, damaged, or stolen, the cardholder must immediately contact the EBT Call Center or the LDSS to request that the card be deactivated (statused) to prevent further use. This action must be completed without delay.

Issuance staff must access EPPIC and, on the **Client Card Management** screen, use either the **"Status Card"** or **"Status & Replace Card"** drop-down menu. Staff must select the appropriate reason and complete all required fields as prompted.

Note: If BPS staff request a replacement card OTC and issuance staff choose the **Status & Replace Card** option but delay statusing the card until the customer arrives to pick up the replacement, any transactions that occur during that delay are the responsibility of the LDSS. In such cases, the LDSS, using local only funds, must reimburse the customer for all transactions that occurred between the time the loss was reported and the time the card was officially statused. Note: ordering a new card in VaCMS does not immediately status a card. This action must be taken within EPPIC.

The screenshot shows the EPPIC Client Card Management interface. The 'Last Card Information' section is highlighted with a green arrow. Below it, the 'Status Card' and 'Status & Replace Card' sections are highlighted with red boxes. The 'Status Card' section has a 'Status' dropdown menu set to 'No Selection' and a 'STATUS' button. The 'Status & Replace Card' section has a 'Status' dropdown menu set to 'No Selection', a '0 prior replacements' checkbox, a 'Waive \$2.00 Fee' checkbox, and a 'CONTINUE' button. The 'Cases' section at the bottom shows a table with columns for Case Number, Legacy Case Number, Program, Case Status, Last Issued, and Balance. The table contains one row with Case Number, Legacy Case Number, SNAP, ACTIVE, 11/25/2025, and \$195.70. A 'CARD CASE' button is next to the balance.

Card Number	Type	PIN	Status	Issue Date/Time
	OTC	Y	LOCKED EVERYWHERE	

Bad PIN Count	Last Bad PIN Date	Reset Count	Reset Date
0		0	

Case Number	Legacy Case Number	Program	Case Status	Last Issued	Balance
		SNAP	ACTIVE	11/25/2025	\$195.70

Exhibit 9b: EPPIC Client Card Management: Last Card Information

A replacement card may be requested through the EBT call center, LDSS, or ConnectEBT. The cardholder must be asked the reason for replacement, as this determines whether the replacement fee is waived or credited back to the household's account. Reasons for replacing an EBT card include:

- **Lost:** *The cardholder loses or misplaces the card. **The replacement fee cannot be waived.***
- **Stolen or Skimmed:** *The cardholder is a victim of a robbery or burglary committed by someone outside the household. The cardholder is a victim of benefit theft due to skimming, cloning or other fraudulent methods. The replacement fee is waived.*
- **Household Disaster:** *The card is lost or damaged by a household disaster such as a fire or a natural disaster like a flood or tornado. The replacement fee is waived.*
- **Card Damage:** *The card is unusable because of the cardholder's misuse or exposure to damaging environments such as proximity to magnets. The replacement fee is waived.*
- **Card Damage due to Improper Manufacture:** *The card is unusable because of manufacturing defects like a bad magnetic stripe. The replacement fee is waived.*
- **Card Damage due to Age:** *The card is unusable because of a usage over time and will no longer swipe properly. The replacement fee is waived.*

C. Waiving Replacement Fees

The issuance unit has access directly into EPPIC to waive the fee or refund the fee as required – BPS worker must provide the required information on the Internal Action Form (IAF). The replacement fee is waived for the following reasons and if it is deducted, the LDSS must credit it back:

- *Reapplying or recertifying households.*
- *New designated head of household.*
- *Household disaster or violence against the household.*
- *Improperly manufactured cards.*
- *Cards that are worn out due to age and/or use.*
- *Cards replaced due to skimming on the EBT account*

Card Information					
Card Number	Type	PIN	Status	Issue Date/Time	
6220448 [REDACTED]	OTC	Y	LOCKED EVERYWHERE	12/04/2025 16:09:33	

PIN Information			
Bad PIN Count	Last Bad PIN Date	Reset Count	Reset Date
0		0	

Last Card Information					
Card Number	Type	Status	Issue Date	Status Date	
6220448 [REDACTED]	OTC	STATUS BY AGENCY	11/17/2025	12/04/2025	HISTORY

Status Card
Status: No Selection
[STATUS](#)

Status & Replace Card
Status: No Selection
0 prior replacements
☒ Waive \$2.00 Fee
[CONTINUE](#)

Cases					
Case Number	Legacy Case Number	Program	Case Status	Last Issued	Balance
[REDACTED]		SNAP	ACTIVE	11/25/2025	\$0.01 CARD CASE

Exhibit 9c: EPPIC Card Status Screen

The EBT Call Center cannot defer the replacement fee. In these situations, the customer can request reimbursement for the fee from the LDSS. If the card is replaced for the reasons specified above, then the LDSS may credit the fee back to the customer account. It is up to the BPS worker to communicate to the issuance unit the need for a refund for this fee.

No Fee	Fee Deducted	Fee Credited
Initial Card		X (if applied)
Reapplication		X (if applied)
Local Department-caused error, such as misspelled name		X (if applied)
Card not delivered due to incorrect/ incomplete address caused by the LDSS	Card not delivered due to incorrect/ incomplete address provided by customer	
	Lost or misplaced card	
Stolen/Theft of Benefits		X (if applied)
Household disaster		X (if applied)
Improperly manufactured		X (if applied)
Cardholder name change		X (if applied)
Card damage or destroyed		X (if applied)
Card damaged due to age or usage		X (if applied)

No Fee	Fee Deducted	Fee Credited
Vulnerable population (elderly*, disabled** or unhoused individuals)		
Lost card due to household violence		

**An elderly individual is defined by USDA FNA as a person who is 60 years of age or older.*

***A disabled person is someone who meets one of the following criteria:*

- *Receive **federal disability or blindness payments** under the Social Security Act, including:*
 - *Supplemental Security Income (SSI)*
 - *Social Security disability or blindness benefits*
- *Receive **state disability or blindness payments** based on SSI rules*
- *Receive a **government disability retirement benefit** for a permanent disability from a federal, state, or local agency*
- *Receive a **railroad retirement disability annuity** under the Railroad Retirement Act and are eligible for Medicare or meet SSI disability standards*
- *Are a **veteran** rated as totally disabled by the VA, or are permanently homebound or in need of regular aid and attendance*
- *Are the **surviving spouse or child** of a veteran receiving VA benefits and are considered permanently disabled*
- *Receive **interim assistance** pending SSI approval, or disability-related Medicaid or state general assistance based on disability standards at least as strict as SSI's*

For additional information regarding this definition, refer to:

[eCFR :: 7 CFR Part 271 -- General Information and Definitions](#)

[SNAP Special Rules for the Elderly or Disabled | Food and Nutrition Administration](#)

D. EBT Card Replacement Fee Credit

The EBT Call Center Customer Service Representatives (CSR) are unable to waive replacement fees. Customers may request a credit for qualifying reasons for replacements cards (see [Section 9.C – Waiving Replacement Fees](#)). Additionally, an LDSS may inadvertently charge a replacement fee for a situation that qualifies for waving the fee.

To apply the credit to the account, the BPS supervisor must authorize the fee credit on the [Internal Action and Vault EBT Card Authorization form](#) and provide it to the Issuance Unit.

An Issuance worker must perform the credit on the Adjustment Information screen in EPPIC (See Exhibit 8c below). NOTE: The system will not permit a fee to be credited if the fee has not been assessed in the first place.

The screenshot displays the 'Adjustment Information' screen in EPPIC. It is divided into three main sections:

- Recipient Information:** A table with fields for First Name (CANT), Last Name (CONFUSED), DOB (05/08/1987), and SSN (****3185).
- Error Transaction History:** A table with columns: Date, Type, Response, Program, Case Nbr, Card Nbr, and Amount. It contains one entry dated 07/20/2007 13:20:45 for a 'CARD REPLACEMENT FEE' with a response of 'Approved/Success', program 'FS', case number '0059265', card number '6220448006927174', and amount '\$2.00'.
- Card Replacement Fee Refund Information:** A form area with 'Adjustment Type' set to 'CARD REPLACE FEE ADJUSTMENT', 'Program Type' set to 'FOOD STAMP', 'Amount(\$)' set to '2.00', and 'Reason' set to 'Stolen Card - not recipient's fault'. An 'ADJUST' button is at the bottom.

Exhibit 9d: EPPIC Adjustment Information Screen

E. Benefit Replacement

Households will not receive a replacement for benefits spent on an account due to loss of the EBT card and/or PIN up to the time that the cardholder reports the loss to CSR or local department.

EBT benefits lost as a result of card cloning, skimming, or other forms of electronic theft on or after December 21, 2024, are not eligible for replacement using state or federal funds.

Section 10. Local Department Requirements

LDSS must process benefit applications timely and deliver benefits to eligible households. This chapter details EBT benefit delivery process.

A. Separation of Duties

Each local department must have sufficient staff available to perform certification and card issuance/account maintenance duties. The duties are not interchangeable and therefore require separate staff for each duty to ensure integrity of the program including those that supervise such duties.

Agencies are locally administered and have the right to organize their individual units but must keep in mind the rules and regulations encumbered on the duties assigned and responsibilities encumbered within those duties. The separation of duties is a Federal Mandate and NOT optional. State required documents and policies are NOT to be altered or revised as part of a locally administered implementation.

Individuals authorized to issue EBT cards may not authorize eligibility in VaCMS or directly supervise staff who perform eligibility authorization. Likewise, individuals who authorize eligibility in VaCMS, or who supervise staff responsible for eligibility authorization, may not issue EBT cards or supervise staff who issue EBT cards, nor can they have access to card stock, ordering of cards/materials etc

1. Certification Duties

The Certification Unit in the LDSS is responsible for:

- *Conducting eligibility interviews and determining eligibility for program benefits.*
- *Establishing claims if households receive too many benefits or provide restoration if households receive too few benefits.*
- *Eligibility functions related to EBT include:*
 - *Authorizing the issuance of vault cards; and*
 - *Approval of crediting the replacement fee back to the household*

Person performing these duties must have inquiry-only EBT (EPPIC) access.

In addition to the duties listed above, during household interviews or other contact, certification staff must ensure that cardholders understand:

- *The proper use of and care for EBT accounts, including that the card does not expire; that the card should be protected as one would protect cash; and*
- *An AR can be a member of the HH or an individual from outside the HH. An AR will have the capacity to purchase food, will have access to all benefits in the account at*

any time in addition to the customers' address, date of birth and SSN. Selecting an AR, therefore, should be given special care in that the AR should be someone the household trusts since the LDSS will not replace benefits inappropriately used by the AR.

2. Card Issuance and EBT Card Account Maintenance Duties

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

The Issuance Unit cannot attach vault cards, credit or debit accounts, without a request from a representative from Certification Unit requesting the card through the Internal Action Form.

B. Hours of Operation

If the LDSS is open to the public, including during periods when services are available by appointment only, the LDSS is required to issue EBT cards.

If the Issuance Unit is unable to issue EBT cards due to special circumstances, public signage must be posted in the office seven to ten business days in advance, and VDSS Home Office EBT staff must be notified. LDSS are also encouraged to post notices on their social media pages.

C. EPPIC System

Each LDSS must use the EPPIC system to issue vault cards. EPPIC is accessed by a URL sign-on. Tasks individuals may perform are determined by the user type and roles assigned by the security officer. The worker will be timed out of the system after 30 minutes of inactivity. EBT management reports are available online in EPPIC. The State will review security access monthly and immediately address any noted issues.

D. Vault Card Processes

1. Vault Card Supply

Local departments must maintain a 3-month supply a supply of vault EBT cards.

2. Requisition and Supply

The required supply of vault cards is three months. The department may estimate the number of cards needed by reviewing application-processing statistics in APPTRACK to determine the number of applications processed during the last six days of processing

time. Vault cards are packaged at 200 per box. Requisitions will be batched by Conduent as:

- *Order received by noon on Thursday should be received by the end of the following week – 8 to 11 days.*
- *Order received after noon on Thursday or Friday should be received by the end of the second week – up to 15 days.*

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

3. Storage

The LDSS must:

- Securely store vault cards in a locked file or safe that *is not easily moved*.
- Limit access to vault cards to authorized Issuance Unit personnel only.
- Securely store vault cards assigned to specific cardholders that have not been picked up as well as cards mailed to the department for households using the LDSS address.
 - Maintain the Internal Action Form that authorized the vault card with the assigned card until all signatures are received then the form should be uploaded to the case.
- Secure vault cards in a new location throughout the day if they are removed from the safe/vault for same day use. Return leftover cards to the safe/vault daily.

4. Transfer of Vault Cards

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

5. Loss/Theft of Vault Cards

The LDSS must account for shortages in the vault card supply. If cards are lost or stolen, the LDSS must determine the extent of the loss. If theft is suspected, the LDSS must notify local police. The local department must also notify the EBT *staff* at Home Office about the loss or theft of vault cards and the range of card numbers involved in the loss or theft. Upon receipt of the report about lost cards, the EBT staff at Home Office will keep a list of missing card numbers. The *Home Office* EBT *staff* must also notify EBT vendor of the loss.

6. Vault Card Distribution

The Issuance Worker verifies identity, notes method on the form, and the cardholder

signs to confirm receipt.

At the end of the calendar month, the LDSS must assess its vault card and customer training material inventories to determine if a requisition should be sent. The Monthly Vault EBT Card Used Report must be used to complete this review. A three-month supply is required.

LDSS must provide households with the EBT Questions and Answers brochure, the wallet card, and, if ordered, a card sleeve.

7. Vault Card Destruction

The LDSS must destroy prepared cards after the time frame for pick-up has elapsed (5 business days). When the Issuance Worker must destroy a prepared card, the LDSS must record the destruction on the Undelivered EBT Cards-Destruction Record and notify the certification unit by completing and returning the Internal Action and Vault EBT Card Authorization form that requested the creation of the vault card. If the cardholder arranges to pick up a card after the Issuance Unit statuses the original card, a new request (IAF) for a vault card must be submitted. The Issuance Worker must record the new card number.

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. Record the destruction on the Undelivered EBT Cards-Destruction Record.

SNAP EBT and DSNAP EBT cards returned to the agency that do not belong to a homeless household who is using the LDSS address must be statused and destroyed.

SUN Bucks EBT cards returned to the agency that do not belong to a Foster Child or a Homeless Households must be statused and destroyed.

Section 11. Fraud

A. Fraudulent Use of the EBT Card

Misuse of an EBT card may violate program regulations and the Code of Virginia (§63.2-523). Such violations can result in disqualification through the Administrative Disqualification Hearing process and/or criminal prosecution. Definitions and penalties related to claims, trafficking, and intentional program violations are detailed in the SNAP Certification Manual, Part 17.

B. Common Examples of EBT Client or Retailer Fraud

Examples of Client or Retailer fraud include:

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

C. EBT Fraud Referral Process

LDSS must promptly refer complaints of trafficking or misuse to the LDSS fraud unit. Retailer complaints are forwarded to the VDSS Home Office Fraud Unit and VDSS EBT Unit for USDA reporting.

*In investigating potential fraud, the local department can print the individual's transaction history from the EBT System (EPPIC) which will retain customer transactions for a minimum of three years. Each LDSS must ensure that each eligibility supervisor and fraud investigator with program responsibilities has access to the SNAP EBT Transaction History Inquiry through the Data Warehouse. Data Warehouse also provides other reports that may be helpful in the investigation process. **Note:** There is now a new role in EPPIC specifically for LDSS Fraud Unit staff.*

D. Retailer Fraud

Investigation of retailer fraud is the responsibility of FNA. If there is suspected collusion between a household member and a retailer, FNA will be responsible for handling the retailer investigation and the LDSS must handle the customer investigation. Procedures for investigating EBT trafficking cases are in Part 15 of the Fraud Manual. The LDSS should submit a complaint to [REDACTED] (do not share this email address with the public) and send it to the Fraud and EBT Units at Home Office who will send to the appropriate USDA field office.

E. Non-Customer EBT Theft/Fraud

Non-client EBT theft/fraud is the unauthorized use of EBT benefits by someone who is not the eligible recipient or an approved authorized representative. This occurs when a person who is not part of the assistance case obtains access to an EBT card or PIN and uses the benefits without permission or legal authority. This type of fraud differs from client fraud because it is committed by individuals outside the benefit household.

Examples may include:

- **Card theft:** Stealing a physical EBT card and using it.
- **PIN theft:** Obtaining a PIN through shoulder surfing, scams, or social engineering.
- **Card skimming/cloning:** Using devices to capture card data at compromised terminals and create duplicate cards.
- **Phishing or scams:** Tricking cardholders into sharing card or PIN information (phone, text, email).
- **Mail theft:** Stealing EBT cards from mail before delivery.

*When a customer reports a loss of benefits to the LDSS, the LDSS must immediately change the EBT card status to **Stolen** and issue a replacement card to prevent further unauthorized use. The customer should be instructed to change their PIN as soon as possible and strongly encouraged to file a local law enforcement report. The LDSS should also provide information on steps to prevent future benefit theft, including how to use the Connect EBT card lock and unlock feature.*

In addition, the LDSS should assess the customer's immediate food needs and connect them with available local food resources, such as food pantries, community meal programs, or other emergency food assistance.

As of December 21, 2024, there is no federal or state funding to replace benefit loss due to skimming, cloning or other fraudulent means.

LDSS are required to track customer reported theft of benefits and report them to the VDSS home office monthly.

1. Mandated reporting of non-customer fraud

*LDSS are required to report all non-customer fraud from the previous month to VDSS by the **5th working day of each month**. The purpose of this report is to provide VDSS and its state and federal investigative partners with timely transactional data related to benefit theft.*

LDSS must submit the monthly report using the [template](#) found in the EBT FUSION, and email it to stolenebtplacements@dss.virginia.gov. If an LDSS has no non-customer fraud to report for the month, the LDSS must still send an email to stolenebtplacements@dss.virginia.gov stating that there are no reported incidents.

a. Report Tips

- Be sure that you are using the most up-to-date template.
- LDSS should only submit one report per month.
- Only report one month of data per spreadsheet. Please do not include data that was previously reported.
- All fields are required.
- If a customer reports multiple fraudulent transactions, each transaction must be entered separately.
- Do not use the letter O instead of the leading zero for FNA numbers. It is okay that the leading zero does not display.
- Do not leave case number blank.
- Treat the FNA number in the same way as you would an SSN.
- See below for a document providing guidance on how to locate the transaction's FNA number from the VDSS Data Warehouse.

b. Steps to Find FNA Numbers in Data Warehouse

<https://fusion.dss.virginia.gov/Portals/%5BAC%5D/Files/Steps%20to%20find%20FNA%20numbers%20in%20Data%20Warehouse%202%201.pdf>

c. Steps to Find FNA Numbers in EPPIC

Step 1. Under Client Transaction History search using the appropriate data.

The screenshot shows the EPPIC™ Client Transaction History search interface. On the left is a sidebar with 'Client Info' and three buttons: 'Recipient Account', 'Order Card/Materials', and 'Financial Accounting'. The main area is titled 'Client Transaction History' and contains search filters: 'Card Number' (dropdown: All Cards), 'OR Case Number' (dropdown: All Cases), 'All Transaction Types' (dropdown), 'All Response Types' (dropdown), and 'FNS Number' (text input). Below these are date and time filters: 'Start' (radio button selected, date/time: 01/01/2026 00:00:00), 'TO' (radio button unselected, date/time: 01/01/2026 23:59:59), and 'End' (radio button unselected, dropdown: Last, Today, Last Days). A 'SEARCH' button is at the bottom left. At the bottom of the main area are five buttons: 'SEARCH', 'CLIENT', 'CASES', 'CARDS', and 'TRANSACTION'.

Step 2. Click on the date/time of the appropriate transaction line

EPPIC™ Client Transaction History

Client Info

Card Number: All Cards OR Case Number: All Cases

All Transaction Types

All Response Types

Start: 01/01/2026 00:00:00 TO End: 01/01/2026 23:59:59

SEARCH

SEARCH CLIENT CASES CARDS TRANSACTION

PRINT

Date	Id	Type	Response	Program	Case Number	Card Number	Amount
01/01/2026 02:47:30	4400055	FOOD STAMP PURCHASE	RESTRICTED CARD	SNAP			-\$65.42

Step 3. The FNA number is found under the “Processor Related” section

Entry	Settlement	Type	Response	Program	Case Number	Card Number	PreBal	Amount
01/01/2026 02:47:30	01/01/2026	FOOD STAMP PURCHASE	RESTRICTED CARD	SNAP			\$195.70	\$65.42

Processor Related

Processor ID:	Name:	FI Code	CA Code	FNS Number	Term Id	Pan Entry	Pin Entry	Ret Ref Nbr
4400055	FIRST DATA DEBIT GATEWAY	0				MAGNETIC STRIPE	PIN ENTRY CAPABILITY	

Location Related

Location Name: Address: City: State & Country:

Voucher Related

Not Applicable

User Related

Not Applicable

File Related

Not Applicable

Authorization Usage

Not Applicable

Comment

2. Locking and Unlocking Cards

As of January 2025, customers can lock their EBT cards via the ConnectEBT application or customer portal (www.connectebt.com/vaebtclient). Locking the card will prevent outbound transactions until the card is unlocked.

Customers who have an authorized representative card connected to the primary card account must establish a separate Connect EBT account. To properly secure benefits both the AR and PCH cards must be locked via Connect EBT app or web portal.

Customers are responsible for managing EBT card security settings within the mobile application and must ensure the card is unlocked prior to attempting authorized transactions.

The ConnectEBT mobile app can be found through the Google Play store, or the Apple App store

- *Google Play:*
https://play.google.com/store/apps/details?id=com.conduent.ebt&hl=en_US
- *Apple Store:*
<https://apps.apple.com/us/app/connectebt/id1241215610>

Connect EBT Locking/Unlocking Process

- 1) The customer must download and access the mobile application.*
- 2) From the main menu, the select Lock/Unlock.*
- 3) The system will display the status of the EBT card.*
- 4) The customer selects **Lock my card everywhere, which will result in all EBT outbound transactions are blocked.***
- 5) Changes made through the Lock/Unlock feature take effect immediately.*

Refer to the ConnectEBT Desk Reference, under Resources and job Aids, on the [EBT FUSION](#) page for more information and screenshots.

Note: Multiple mobile applications for EBT card use may be available through app stores; however, VDSS does not endorse, recommend, or support the use of third-party applications. Customers should only use ConnectEBT. Use of non-VDSS-supported applications may lack appropriate security safeguards and may increase the risk of unauthorized access, data compromise, permanently locking the card, or loss of benefits.

Section 12. Required Forms

A. EBT Cards – Destruction Record, Form 032-03-392

Local and state staff must retain this ongoing log of cards received and destroyed.

COMMONWEALTH OF VIRGINIA DEPARTMENT OF SOCIAL SERVICES DIVISION OF BENEFIT PROGRAMS						
EBT CARDS - DESTRUCTION RECORD						
Agency/Location: _____						
DATE	CARD NUMBER	CARDHOLDER NAME	STATUS CHANGED?	INITIAL	CARD DESTROYED	INITIAL
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	
			☐ Yes ☐ No		☐ Yes ☐ No	

<https://fusion.dss.virginia.gov/Portals/%5Bbp%5D/Files/EBT/SNAP Card Destruction Log 032-03-0392-00-eng.doc>

B. Vault EBT Card Issuance Log, Form 032-03-391

<https://fusion.dss.virginia.gov/Portals/%5Bbp%5D/Files/EBT/Vault SNAP EBT Card Issuance Log 032-03-0391-00-eng.doc>

The Issuance Worker retains the log for the month and scans the Internal Action and Vault EBT Card Authorization form into the case after card issuance and all signatures.

COMMONWEALTH OF VIRGINIA DEPARTMENT OF SOCIAL SERVICES DIVISION OF BENEFIT PROGRAMS						
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.						

C. Vault EBT Card Inventory Control Record, Form 032-03-0939-00

<https://fusion.dss.virginia.gov/Portals/%5Bbp%5D/Files/EBT/Vault EBT Card Inventory Control Record 032-03-0393-00.doc>

- [illegible]

<https://fusion.dss.virginia.gov/Portals/%5Bbp%5D/Files/EBT/Advice of Transfer 032-03-0395-00-eng.doc>

COMMONWEALTH OF VIRGINIA DEPARTMENT OF SOCIAL SERVICES DIVISION OF BENEFIT PROGRAMS			
ADVISE OF TRANSFER VAULT EBT CARDS		SENDING OFFICE	
		FIPS CODE [REDACTED]	FIPS CODE [REDACTED]
		NAME AND ADDRESS [REDACTED]	
		[REDACTED]	
SENDING OFFICE		RECEIVING OFFICE	
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.		NUMBER OF CARDS [REDACTED]	
		NUMBER OF TRAINING MATERIALS [REDACTED]	
<u>RECEIVING OFFICE:</u> Complete date and signature. Retain a copy and forward a copy to the sending office.		ENGLISH [REDACTED] SPANISH [REDACTED]	
		[REDACTED]	
DATE OF TRANSFER 1 [REDACTED]	SIGNATURE OF AUTHORIZED SENDING OFFICIAL [REDACTED]	DATE OF RECEIPT [REDACTED]	SIGNATURE OF AUTHORIZED RECEIVING OFFICIAL [REDACTED]

https://fusion.dss.virginia.gov/Portals/%5Bbp%5D/Files/EBT/Monthly_Vault_EBT_Card_Use_d_Report_032-03-0394-00.doc

- 1) 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.
- 2) The local department must maintain a monthly record of the EBT cards received and issued during the month. If there are multiple issuance sites, each site must consider the amounts issued during the month when requisitioning additional cards.

COMMONWEALTH OF VIRGINIA DEPARTMENT OF SOCIAL SERVICES DIVISION OF BENEFIT PROGRAMS			
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			

032-03-394 (10/01)

F. Internal Action and Vault EBT Card Authorization, Form 032-03-0387-06

[https://fusion.dss.virginia.gov/Portals/\[bp\]/Files/EBT/032-03-0387-06-eng.pdf?ver=2019-05-17-124949-157](https://fusion.dss.virginia.gov/Portals/[bp]/Files/EBT/032-03-0387-06-eng.pdf?ver=2019-05-17-124949-157)

1) **BPS Staff**

*BPS staff complete the appropriate sections at the top of the form to document and authorize required actions. BPS must include the address of the individual who will receive the vault card, either the primary cardholder or an authorized representative, for entry into the EBT system. BPS staff complete **Section II** to authorize a credit of the card replacement fee to the household's EBT account. **Section III** is completed to authorize the debit of benefits that were incorrectly issued due to an administrative error.*

2) **Issuance Unit**

Upon receipt of the completed form from the Eligibility Unit, the Issuance Unit prepares the vault card for the household. Prior to releasing the card, the Issuance Worker verifies and documents the recipient's identity and obtains the signature of the primary

cardholder or authorized representative on the form. If the vault card is prepared and attached to the case before the customer arrives, the completed form and card must be stored together in a secure location until pickup at the LDSS. If the card is not claimed within five business days and no alternate arrangements are made, the Issuance Unit must destroy the card and record the destruction date on the form. If the cardholder does not appear within five business days following initial authorization by the Certification Unit, the Issuance Unit must notify BPS.

COMMONWEALTH OF VIRGINIA DEPARTMENT OF SOCIAL SERVICES DIVISION OF BENEFIT PROGRAMS	
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: _____
☐ Authorization for a Vault EBT Card Vault card reason: (1) ☐ Timely processing (2) ☐ Household emergency (3) ☐ Agency determination PCH Social Security Number _____ PCH 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 ☐ Other _____	
III. ☐ Administrative error - Debit Account for \$ _____	
IV. ☐ Repay SNAP Claim of \$ _____ from EBT 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. Repaid \$ _____ to SNAP Claim on _____	
Completed by _____	_____
Issuance/Administrative Worker	Date
032-03-0387-06-eng (5/19)	

Appendix A: Abbreviations/Acronyms

AR	Authorized Representative
ARU	<i>Automated Response Unit also known as the interactive voice response (IVR) through the EBT Call Center</i>
AT	<i>Administrative Terminal (also known as EPPIC)</i>
ATM	Automatic Teller Machine
BIN	Bank Identification Number
BPS	Benefit Program Specialist
CSR	Customer Service Representative
DoB	<i>Date of Birth</i>
EBT	Electronic Benefits Transfer
EFS	Electronic Financial Services
EMV	Europay, Mastercard, Visa (synonymous with chip card)
EPPIC	Electronic Payment Processing Information Control
FIPS	Federal Information Processing Standard (the locality code)
FNA	<i>Food and Nutrition Administration</i>
HH	<i>Household</i>
IVR	Interactive Voice Response
LDSS	Local Department of Social Services
NSF	Non-Sufficient Funds
OIG	Office of the Inspector General
OTC	Over-the-Counter (synonymous with vault card issuance)
PAN	Primary Account Number
PCH	<i>Primary Card Holder</i>
PIN	Personal Identification Number
POS	Point-of-Sale
SNAP	Supplemental Nutrition Assistance Program
USDA	United States Department of Agriculture
VDSS	Virginia Department of Social Services
VRMP	<i>Virginia Restaurant Meals Program</i>

Appendix B: Additional EBT Training Information

EBT General Information

Card Carrier

- [https://fusion.dss.virginia.gov/Portals/\[bp\]/EBT/Chip/VA EBT Card Carrier English 2026.pdf?ver=2026-04-23-150400-667](https://fusion.dss.virginia.gov/Portals/[bp]/EBT/Chip/VA EBT Card Carrier English 2026.pdf?ver=2026-04-23-150400-667) (English)
- [https://fusion.dss.virginia.gov/Portals/\[bp\]/EBT/Chip/2026.04.23%20VA EBT Card Carrier Spanish.pdf?ver=2026-04-23-143936-287](https://fusion.dss.virginia.gov/Portals/[bp]/EBT/Chip/2026.04.23%20VA EBT Card Carrier Spanish.pdf?ver=2026-04-23-143936-287) (Spanish)

Question and Answer Brochure

- <https://fusion.dss.virginia.gov/LinkClick.aspx?fileticket=1UZwN-DsN4M%3d&portalid=38> (English)
- <https://fusion.dss.virginia.gov/LinkClick.aspx?fileticket=2ZW53jPFckU%3d&portalid=38> (Spanish)

Wallet Card

- [https://fusion.dss.virginia.gov/Portals/\[bp\]/EBT/Chip/VA-EBT Wallet-Card 2026.pdf?ver=2026-04-23-161847-857](https://fusion.dss.virginia.gov/Portals/[bp]/EBT/Chip/VA-EBT Wallet-Card 2026.pdf?ver=2026-04-23-161847-857) (English)
- [https://fusion.dss.virginia.gov/Portals/\[bp\]/EBT/Chip/2026.04.23%20VA-EBT Wallet-Card Spanish.pdf?ver=2026-04-23-143953-603](https://fusion.dss.virginia.gov/Portals/[bp]/EBT/Chip/2026.04.23%20VA-EBT Wallet-Card Spanish.pdf?ver=2026-04-23-143953-603) (Spanish)

Connect EBT

- Informational Flyer
<https://fusion.dss.virginia.gov/Portals/%5Bbp%5D/Files/Introducing%20a%20New%20Way%20to%20Manage%20Your%20EBT%20Account.pdf>
- Lock/Unlock presentation
[https://fusion.dss.virginia.gov/Portals/\[bp\]/EBT/Training%20Modules/2025.01.06%20EBT%20Lock%20and%20Unlock%20Training.pdf?ver=2025-01-06-161735-520](https://fusion.dss.virginia.gov/Portals/[bp]/EBT/Training%20Modules/2025.01.06%20EBT%20Lock%20and%20Unlock%20Training.pdf?ver=2025-01-06-161735-520)
- Lock/Unlock Information:
 - [Lock and Unlock Your EBT Card - Virginia Department of Social Services](#)
- Connect EBT Lock/Unlock Flyers
 - <https://www.dss.virginia.gov/media/vdss/benefit-programs/images/ebt/flyers/vdss-EBT-lock-flyer ENG-1.pdf>
 - <https://www.dss.virginia.gov/media/vdss/benefit-programs/images/ebt/flyers/vdss-EBT-lock-flyer Amharic-am.pdf>
 - <https://www.dss.virginia.gov/media/vdss/benefit-programs/images/ebt/flyers/vdss-EBT-lock-flyer Arabic.pdf>
 - <https://www.dss.virginia.gov/media/vdss/benefit-programs/images/ebt/flyers/vdss-EBT-lock-flyer Spanish.pdf>
 - <https://www.dss.virginia.gov/media/vdss/benefit-programs/images/ebt/flyers/vdss-EBT-lock-flyer Vietnamese.pdf>

- [lock-flyer Urdu.pdf](#)
 - [https://www.dss.virginia.gov/media/vdss/benefit-programs/images/ebt/flyers/vdss-EBT-lock-flyer Vietnamese.pdf](https://www.dss.virginia.gov/media/vdss/benefit-programs/images/ebt/flyers/vdss-EBT-lock-flyer_Vietnamese.pdf)
- LDSS Worker Desk Reference
[https://fusion.dss.virginia.gov/Portals/\[bp\]/EBT/Resources/2025_08%20ConnectEBT%20Desk%20Reference%20v3.pdf?ver=2025-08-12-183143-873](https://fusion.dss.virginia.gov/Portals/[bp]/EBT/Resources/2025_08%20ConnectEBT%20Desk%20Reference%20v3.pdf?ver=2025-08-12-183143-873)

Protecting Your Benefits

- Scam Prevention Video: <https://youtu.be/ryJe35PwXE0>
- Tips for protecting yourself from EBT Scams: <https://www.dss.virginia.gov/relief/food-assistance/ebt/ebt-scam-prevention/>
- How to recognize and report spam text messages:
<https://consumer.ftc.gov/articles/how-recognize-and-report-spam-text-messages>
- USDA EBT Card Skimming Information:
<https://www.fna.usda.gov/snap/retailer/training/notice/card-skimming>

Appendix C: Previous Versions of EBT Card Stock

Virginia EBT cards issued prior to 10/01/2026, and SUN Bucks cards have a 16-digit Primary Account Number (PAN) printed on the front.

These cards are still valid if they contain non-SNAP benefits. All active SNAP cards were replaced in the transition to chip cards.



Exhibit 2a: Image of Virginia EBT Card prior to 1/1/2027



Exhibit 2b: Image of Virginia EBT Card prior to 09/14/2007