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***XII.***      *APPENDIX A CLIENT TRAINING MATERIALS*

***XIII.***     *APPENDIX B FORMS/NOTICES*

*Abbreviations/Acronyms Used in This Guide*

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

## **I. General Information**

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

*Benefit information is transmitted from VaCMS to EPPIC throughout the day in batches. Benefits are transmitted to EPPIC at 9:10 AM, 11:10 AM, 1:10 PM, 3:10 PM, 5:10 PM, and 8:10 PM. Demographic information is transmitted to EPPIC at 9:20 AM, 11:20 AM, 1:20 PM, 3:20 PM, 5:20 PM and 8:20 PM. Benefit information includes the case number and benefit amount. Demographic information includes the Primary Cardholder's name, date of birth, Social Security number, and mailing address. If the case has an Authorized Representative (AR) that has the duty to receive benefits then the AR's name and address are sent over to EPPIC.*

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

*At this time, some retailers, such as truck vendors, may use paper vouchers instead of a POS device to transact an EBT sale. Note: The Paper Voucher process is under review by FNS. With a paper voucher, the retailer enters the card number and amount on a 3-part voucher form provided by the EBT contractor, calls the EBT Retailer Help Desk for authorization for the amount of the purchase, and enters the authorization number on the voucher. The client signs and dates the voucher, and is given a copy for his or her record. Manual vouchers might also be used when there is an interruption in the EBT system affecting the availability of the POS devices to authorize sales.*

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

*The Virginia EBT card cannot be used to withdraw money from Automatic Teller Machines (ATM).*

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

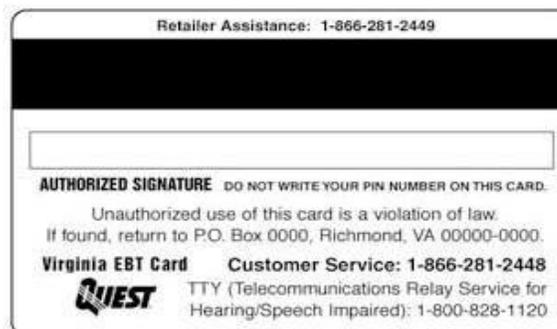
*EBT cards are either mailed to eligible households by Conduent, or issued over-the-counter (OTC) from vault card supplies at Local Departments of Social Services (LDSS).*

## **II. The Virginia EBT Card**

*Virginia's EBT card is called "Virginia EBT." Households issued Cardinal Cards on or before September 14, 2007, may continue to use that card – it is still valid. Eligible households receive the EBT card after the Benefits Program Specialist (BPS) approves the application for SNAP benefits.*

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





### Exhibit B-1

*The front of the EBT card has the following information:*

- *Card name (only if mailed);*
- *16-digit PAN (card number). The first 6 digits of Virginia cards are always Virginia's Bin number, 622044.*
- *The Virginia EBT card also has the VDSS website address at the bottom.*
- *Mailed cards have the primary cardholder's name displayed.*
- *Cards mailed to the AR have the names of both the authorized representative and the primary cardholder printed on the card*

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

*The back of all EBT cards has the following information:*

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

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

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

*must be provided to the cardholder even when the case is closed for any reason until at which time it is expunged.*

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

### **III. Client Training Materials**

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

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

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

- Wallet Card for handy reference on how to use the card in the store; and*
- Question and Answer brochure explaining card usage and protection.*
- Additionally, at their option, local agencies may order Card Sleeves to provide to cardholders who may want them.*

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

*A three-month supply of client training materials should be maintained by the LDSS. A worker who does not have the role to approve a case and has the appropriate role may order vault cards and client training by accessing the Order Cards/Materials button on the EPPIC main menu. Vault Cards and materials ordered by noon on Thursday are delivered by the end of the next week. Orders placed after noon on Thursday will be delivered by the end of the second week.*

*See Appendix A for copies of these materials.*

## IV. Cardholders

Applications for benefits may be filed by an adult member of the household, or an AR. For EBT purposes however, one household member must be named as the primary cardholder and must perform all the EBT-related activities. The applicant may also name an AR to receive and use an EBT card on the household's behalf. The AR may be within or outside of the participating household.

### A. Primary Cardholder

Each established EBT account will have one household member set up as the "owner" of the account. The primary cardholder will be designated in VaCMS under Individual Information on the SNAP/TANF Case Level – Details page

SNAP Head of Household Visited 15

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:  /     End Date:  /

SNAP Head of Household Information

\* Name:     Client #: 2103442773

SNAP Cardholder Information

\* Name:     Client #: 2103442773 

TANF Benefit Recipient

Name:     Client #:

Reset    + Previous    + Continue

Exhibit C-1

### B. Authorized Representatives

A household may elect to have another adult act on its behalf by applying for SNAP benefits or purchasing food for the household. 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 DOB and SS# 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 all capacities the 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:  First Name:  Middle Name:  Last Name:  Suffix:   
 Phone #:    Relationship to Applicant:

#### Authorized Representative/TANF Protective Payee Address

Organization Name:   
 Street #:  Fraction:  Pre-Direction:   
 Str. Name/Rural Addr:  Street Type:  Post-Direction:   
 Dwelling Type:  #:  Address Line 2/PO Box:   
 \* City:  \* State:  \* Zip Code:  -

#### Authorized Representative Permissions

\* Type of Assistance:  Allow Authorized Representative to View Data:  Is the Authorized Representative 18 years or older?   
 Duties to Authorize for This Person:  Tanf Protective Payee?

Exhibit D-2

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

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

*If the household wants to name a different AR or if the AR's name changes, the BPS must enter the new information on the VaCMS AR screen.*

### **C. Residents of Eligible Institutions**

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

- 1. FNS Certification**-*To participate in EBT, FNS must certify the institution in order for the facility to receive a POS machine which allows the residents to use their EBT cards at the institution. FNS does not necessarily need to certify an institution in order for the institution's residents to be eligible for SNAP*
- 2. Using EBT Benefits in the Institution** – *Institutions must have a POS machine to access the client's benefits in the institution. The benefits will be electronically credited to the institution's bank account so that food may be purchased. The institution must swipe each resident's card through the POS machine at the beginning of each month and charge half the monthly allotment. The institution will access the remaining half of the household's allotment on or after the 16th of the month if the resident is still living there.*
- 3. Authorized Representatives and Institutions** – *Residents of most eligible institutions may apply for and receive SNAP benefits on their own. Households will receive their benefits and the EBT card without the intervention of an AR. If the household selects an AR, the AR will act in the manner described in subsection 2 above. If the client entering the treatment center*

*already has an EBT card, the AR must take the card and keep it in a secure location until the resident leaves.*

4. **Leaving the institution** – *When a resident leaves an alcohol or drug treatment center, a representative of the center should notify the local agency the same day. The BPS must change the institution status, immediately, in VaCMS and also remove the treatment center representative as the AR and have an issuance staff person status the AR’s card in EPPIC immediately.*

*If the resident had an individual EBT card at the treatment center, the AR must provide the card when the resident leaves the facility. If the resident did not have an EBT card, the AR must refer the person to the local agency to obtain an EBT card. If the resident leaves the facility on or before the 15th of the month, the treatment center must ensure that at least half of the client’s monthly benefit is on the account. If the resident leaves the facility on or after the 16th of the month, the treatment center does not provide any benefits on the EBT account for the month. The customer should receive a vault card unless otherwise requested by the customer.*

## **V. Initial Card Issuance**

### **A. Cards Mailed by Conduent**

*EBT cards are either mailed to eligible households by Conduent or issued from the vault card supply at the local department. The BPS must offer the household and/or the AR the chance to pick up a vault card at the LDSS to ensure there are no barriers to accessing benefits. Note: Timeliness includes the client having access to the EBT card and benefits in the account within the allowable timeframe.*

*Households that have an EBT card mailed will normally receive the card and client training materials within seven to ten business days through first-class mail delivery. If mail delivery of the card will not allow an eligible household the opportunity to participate in the Supplemental Nutrition Assistance Program in the time frames required, and the customer requests a mail card the BPS must ensure the HH is aware of the timeframe for mail delivery.*

*Card Issuance is completed on the Card Issuance Information – SNAP page as shown in Exhibit E-1.*

You are working in P2 UAT environment

Virginia Case Management System

Help Logout

khu089 Henry Search By APPLICATION 15 February Visited 43 of

Information Summary

**Card Issuance Information - SNAP**

Case Name: Seven, Day Case #: [113219487](#) Case Action: Case Status: Approved

+ Continue

**Case Information**

Case #:  Search

**Benefit Payment Information**

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

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 E-1

Select the Issuance Method

Case #:

Benefit Payment Information

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

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?

Case #:

Benefit Payment Information

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

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?

Exhibit E-2

When selecting "Mail Card" outside of the time period that will allow for timeliness, the Additional Information section must be completed.

Information | **Summary** | Visited 43

**Card Issuance Information - SNAP** ? [ ] [ ]

Case Name: Seven, Day    Case #: [113219487](#)    Case Action:    Case Status: Approved

+ Continue

**Case Information**

Case #:

**Benefit Payment Information**

Cardholder Name: Seven,Day 37F    Cardholder Issuance Method:  [v]

Authorized Rep Name:    Authorized Rep Issuance Method:  [v]

**Additional Information**

Was vault card offered to the client?  [v]    Date vault card was offered?  /  /  [ ]

Did client accept the vault card?  [v]

+ Go To Internal Action    Reset    + Continue

Exhibit E-3

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

Although the vault card is offered, the household may decline the vault card issuance. In this case, the BPS must follow the steps for Mail Cards and complete the "Additional Information" section as shown in Exhibit E-4.

Information

Summary

Visited 43

## Card Issuance Information - SNAP ? ? ?

Case Name: Seven, Day      Case #: [113219487](#)      Case Action:      Case Status: Approved

+ Continue

## Case Information

Case #:

## Benefit Payment Information

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

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 E-4*

*In addition, the LDSS should issue vault cards in the following instances:*

- *to replace undelivered mail cards;*
- *to alleviate any barriers to benefit access;*
- *to replace cards that are lost, stolen or damaged that retain a balance;*
- *for all SNAP recipients that do not have fixed mailing addresses, such as some homeless households; and*
- *for households experiencing emergencies or for hardship situations where the time needed for Conduent to mail cards would cause additional hardship.*

*See Chapter H for card replacement procedures.*

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

*All LDSS should have a card reader, on site, for use by the primary Issuance Worker; however, manual issuance may also be used.*

1. **Certification Unit Procedures**—To issue a vault card, the BPS or supervisor must complete the top portion of the Internal Action and Vault EBT Card Authorization Form. See Exhibit E-5. The Internal Action and Vault EBT Card Authorization is accessible by selecting the "Go to Internal Action" button on the Card Issuance Information – SNAP page. (See bottom of Exhibit E-2.) There is also a manual version of the form that is fillable and can be found on FUSION.

### INTERNAL ACTION AND VAULT EBT CARD AUTHORIZATION

TO:  Vault Card Issuance Unit  EBT Administrative Terminal Personnel Date 11/15/2016

FROM Eligibility Worker/Supervisor: KIM HUDSON Telephone Number: (804) 726-7975

RE: Case Name: Second Holder Case Number: 113193733

- I.  Authorization for a Vault EBT Card  
 Vault card reason: (1)  Timely processing (2)  Household emergency (3)  Agency determination  
 Case Name Social Security Number 164-68-4613 Case Name Birth Date: 11/28/1982  
  
 Issue a vault card to Authorized Representative Ar Ar.  
 Address of vault card recipient: 1 Hartsock LN Bassett VA 24055.
- II.  Authorization for crediting the card replacement fee to the household's account  
 Reason:  Household disaster  Lost in the mail  Household Violence  
 Improperly manufactured  Reapplication, no card  Cardholder name changed
- III.  Administrative error - Debit account for \$ \_\_\_\_\_.
- IV.  Repay SNAP Claim of \$ \_\_\_\_\_ from EBT account to Claim number: \_\_\_\_\_

---

#### Exhibit E-5

2. **Issuance Unit Procedures**—The User Guide found in EPPIC explains the specific steps in accessing the right screens to issue a card. "Manual Account Setup" explains issuing a card before benefit and demographic information is sent from VaCMS to EPPIC. "Issuing a New Card" explains issuing a card after the files were sent and processed by EPPIC. A summary of the procedure for the Issuance Worker is as follows:
  - Receive the Internal Action and Vault EBT Card Authorization Form from Eligibility to authorize the issuance of the card. The bottom half of this form must be completed. See Exhibit E-6.

- *Search for the client's case in EPPIC.*
  - *Ensure that the case number matches the case number provided on the IAF*
  - *Ensure a nine (9) digit case number is used. Do not use a seven (7) digit case number unless specifically requested and there are available funds. If the 9 digit case is not there, follow Manual Account Setup procedures.*
  - *If the 9 digit case is listed, select the correct case.*
    - *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*
    - *Swipe the card through the card reader to populate the 16-digit card number field on the screen or manually enter the card number. Complete other required fields.*
  - *Confirm the card issuance through the pop-up window. Obtain verification of the cardholder's identity before releasing the vault card to the person.*
    - *View picture identification, whenever possible.*
    - *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; or*
      - *If there is absolutely nothing else, a person who does not work at the agency and knows the customer, may complete and affidavit for identity.*
- NOTE: *Having the BPS state this is "Jane Doe" is not acceptable.*
- *Obtain the cardholder's signature and date on the Internal Action and Vault EBT Card Authorization form to document receipt of the card. The LDSS may release the vault card to the cardholder only.*
  - *Upload the signed form to the case once all signatures are received.*

| <b>Issuance/Administrative Unit Use</b>   |  |
|---|--|
| I. EBT Vault Card Number: _____ Card destroyed on _____/_____/_____   |  |
| Type of identification seen:  |  |
| <input type="checkbox"/> Driver's License   | <input type="checkbox"/> Rent/Utility Bill/Receipt |
| <input type="checkbox"/> Library Card   | <input type="checkbox"/> Social Security Card      |
| <input type="checkbox"/> School ID Card   | <input type="checkbox"/> Work ID Card              |
| <input type="checkbox"/> 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   |
| <input type="checkbox"/> Cardholder failed to pick up vault card  | <input type="checkbox"/> Card destroyed            |
| <input type="checkbox"/> 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<br>Issuance/Administrative Worker  | Date   |

#### *Exhibit E-6*

*The Issuance Worker may prepare the vault card in advance of the cardholder arriving at the LDSS (not a best practice), or wait until the cardholder appears in the agency to create the card.*

*If the card is prepared in advance, the agency must securely store the vault card assigned to a cardholder until the cardholder's arrival. The LDSS must destroy the card if the cardholder fails to obtain the card after five business days. The issuance Worker must notify the BPS through the Internal Action Form that the client did not appear and document on the [Undelivered EBT Card-Destruction Record](#). See Section Exhibit E-7. Section H provides the procedure to be followed for unclaimed vault cards.*



## **VI. Benefit Account/Card Processes**

### **A. PIN**

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

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

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

The PIN can be selected once Conduent 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.

1. **PIN Selection**-Upon receipt of the EBT card, the cardholder must call the ARU and follow the prompts to select a PIN. The cardholder will need:
  - the 16-digit card number;
  - the Primary Cardholder's birthdate
  - the last four digits of the primary card holder's Social Security Number.

Note: The previously selected PIN will carry over to the replacement card.
2. **Changing the PIN**-A cardholder must call the ARU to change the PIN. A cardholder may want to change the PIN if he or she believes an unauthorized individual knows the PIN and that knowledge compromises security of the account. Cardholders may also need to change the PIN if they have forgotten the

number. There is not a limit on the number of times a cardholder may change their PIN.

3. **Compromised PIN** – In instances when the cardholder believes that someone else’s knowledge of the PIN compromises the security of their EBT account, the cardholder may notify either the CSR or the LDSS to have the card stashed. If the cardholder contacts the LDSS and does not have the card in their possession the agency must status the card immediately in EPPIC under the Card Recipient Management Detail page. See Exhibit F-1. If the cardholder still has possession of the card they may choose to only change the PIN, he or she must call the ARU (IVR) and follow the prompts to change a PIN.

### 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 | Last Bad PIN Date |
|---------------|-------------------|
| 0             |                   |

#### 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:  ▼

STATUS

#### Status & Replace Card

Status:  ▼

1 prior replacements

Waive \$2.00 Fee

CONTINUE

Exhibit F-1

4. **Invalid PIN Attempts/Account Access Suspension**-It is the cardholder’s responsibility to remember the PIN in order to access the benefits in the household’s account. The PIN is not stored anywhere in Conduent’s EBT system, EPPIC, or by the LDSS.

*If a cardholder makes four invalid PIN attempts consecutively, after the fifth invalid attempt Conduent will suspend access to the EBT account until 12:01 a.m. the next day. If the cardholder enters the correct PIN before the fifth invalid attempt, the PIN-fail count will reset to zero.*

**B. EBT Card Status**

*EBT card statuses are "Active", "Issued", "Damaged", "Deleted", "Undeliverable", or "Stated by Agency". An active card is tied to an account and can access that account. An inactive card cannot access the EBT account. The card status "issued" means 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 Files are created at midnight, 10:30a.m. and 2:00 p.m.*

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

**C. EBT Account Status and Benefit Status**

*The EBT Account status is "Open". Benefits are readily accessible.*

*Benefit Status is Active or Expunged.*

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

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

*If a household reapplies for benefits and the BPS authorizes benefits after Conduent expunges benefits, this action will not restore the expunged benefits. Expunged benefits may not be reinstated.*

#### **D. Claims Payments**

*The 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 benefits in an EBT account to repay the claim.*

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

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

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

- *Conduct a Recipient Search in EPPIC to find the account and determine the availability of benefits.*
- *Access the Repayment option through the EPPIC Reconciliation Menu. Debit the account for the amount of the payment to perform this function. See Exhibit F-2.*
- *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 agency may use the Request/Receipt for EBT Account Deduction form as the receipt.*

## Repayment Information

### Total Balance

|                      |                   |
|----------------------|-------------------|
| Food Stamp Balance   | <b>\$1,071.00</b> |
| Food Stamp Available | <b>\$1,071.00</b> |

### Repayment Information

**Program:**  ▼

**Recipient: Name:** FRANK FRANKLIN

**DOB:** 05/05/1970

**SSN:** \*\*\*\*\*2579

**Amount(\$):**

**Reason:**  ^  
v

**REPAYMENT**

### Exhibit F-2

2. **Expunged Benefits-** *Expunged benefits from the household's EBT account must be used to offset a claim if the local department of social services is aware of the claim and that there are expunged benefits. VaCMS is programmed to automatically apply expunged benefits to a claim. However, if the local department becomes aware of expunged benefits that were not automatically applied as a payment to the claim, they must enter these as a claim payment using the payment method of "EX" (expunged benefits).*

*The amount of expunged benefits is entered as a claim payment in the Claims Payment tab in VaCMS using the payment method of "BR" (balance reduction). The local department of social services does not need the household's permission to apply expunged benefits to a claim but the agency must send the household a receipt to note the claim reduction. The agency may use the Request/Receipt for EBT Account Deduction as the receipt.*

## VII. Availability of Benefits

- A. **Daily Benefits**-When applications are approved, benefits are sent to Conduent at the next batch time following approval, exhibit G-1. Benefits are posted in EPPIC within a half hour of batch receipt. Note: this is the same for benefits approved through Benefit Issuance in VaCMS.

| <b>File Pick-Up/Cut - Off</b> | <b>Benefit</b> | <b>Demographic</b> | <b>Available</b> |
|-------------------------------|----------------|--------------------|------------------|
| <b>9:00 am</b>                | 9:10 am        | 9:20 am            | 9:30 am          |
| <b>11:00 am</b>               | 11:10 am       | 11:20 am           | 11:30 am         |
| <b>1:00 pm</b>                | 1:10 pm        | 1:20 pm            | 1:30 pm          |
| <b>3:00 pm</b>                | 3:10 pm        | 3:20 pm            | 3:30 pm          |
| <b>5:00 pm</b>                | 5:10 pm        | 5:20 pm            | 5:30 pm          |
| <b>8:00 pm</b>                | 8:10 pm        | 8:20 pm            | 8:30 pm          |

Exhibit G-1

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

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

## VIII. Replacement of EBT Cards

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

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

Replacement cards may be issued by Conduent as a result of a cardholder's call to the CSR to report the loss or destruction of a card or they may be issued by the LDSS if a cardholder needs a vault card to alleviate a HH food

*need. Please note that the customer should not always be charged a fee for a new card however; when the customer contacts Conduent for a new card the CSR does not have the ability to defer the fee. In these situations it is up to the worker to communicate to the issuance unit the need for a refund for this fee. Households may also receive replacement cards if they no longer have the original card when they reapply for benefits or file recertification application.*

*To generate a replacement EBT card when approving a reapplication; under Eligibility go to SNAP Card Issuance Information or you may go to Replacement Cards – SNAP Replacement Card. If you use the SNAP Replacement card screen to reissue the card at reapplication you must ensure you document the case to reflect that the replacement was completed in conjunction with a renewal.*

*In most instances, a request for a replacement card will result in the deduction of a \$2 card replacement fee from a household's EBT account. The fee should not be deducted for reapplying households, if it is deducted, it must be credited back. The local agency must either waive the fee or credit it back to the household's account if the replacement is due to a household disaster, violence against the household, for replacement of a returned undelivered card, for improperly manufactured cards, or for a card that is worn out do to age and/or use. The issuance unit has access directly into EPPIC to waive the fee or refund the fee as required – BPS worker must provide the needed information on the IAF.*

*If the household calls the CSR, the CSR will confirm the cardholder's address in the EBT system before issuing a replacement card through the mail. If the address is incorrect, Conduent will not mail a replacement card but will refer the cardholder to the LDSS to have the address in VaCMS updated which is then sent to Conduent as an updated demographic. The demographic file runs daily at 9:20 am, 11:20 am, 1:20 pm, 3:20 pm, 5:20 pm and 8:20pm. The CSR does not have the ability to update household information in the EBT system. A replacement fee of \$2 will be automatically assessed when the CSR replaces a card, regardless of the reason for the replacement. The CSR does not have the capability to waive the fee. The local agency is responsible for crediting the \$2 fee back to the client if the card was replaced for the previously mentioned reasons.*

*If the household calls the LDSS for a replacement card, the BPS must determine whether the household wants the card mailed or issued OTC. If the cardholder wants to pick up a vault card, the BPS must authorize the issuance of a vault card for replacing an EBT card and notify the Issuance*

*Unit through the completion of the Internal Action and Vault EBT Card Authorization form.*

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

#### **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 VDSS, where designated staff will:*

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

*If the household contacts the local agency, and the BPS determines the card was not delivered because of an incomplete or inaccurate address for the 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.*

*If the case is closed and the worker is unable to update the address, the worker must contact their regional consultant.*

2. **Non-receipt of the EBT Card-** *When cardholders report the non-receipt of a mailed EBT card to the LDSS, the LDSS must access the recipient card information in EPPIC and check the address, mailing date, and PIN STATUS; you must then offer the customer a vault card without charge.*

**EPPIC™** **Recipient Card Management Detail**

**Recipient Info**

Address  
WARD HILL RD  
PENNINGTON GAP  
VA 24277-0000

Case Number

**Recipient Account**

Order Card/Materials

Financial Accounting

Reconciliation

Reports

Voucher Management

User Management

Retailer Management

Password Change

Log out

**User Guide**

**Card Information**

| Card Nbr | Type | Status | PIN | Issue Date | Status Date |
|----------|------|--------|-----|------------|-------------|
| 1668     | MAIL | ACTIVE | N   | 06/25/2018 |             |

**PIN Transaction History**

| Bad PIN Count | Last Bad PIN Date |
|---------------|-------------------|
| 0             |                   |

**Last Card Information**

| Card Nbr | Type | Status           | PIN | Issue Date | Status Date |                |
|----------|------|------------------|-----|------------|-------------|----------------|
| 9872     | MAIL | STATUS BY AGENCY | N   | 06/04/2018 | 06/25/2018  | <b>HISTORY</b> |

**Status Card**

Status:

**Status & Replace Card**

Status:

0 prior replacements

Waive \$2.00 Fee

**Cases**

**Cases with Primary Access**

| Case Nbr  | Program | Case Status | Last Issued | Balance |                  |
|-----------|---------|-------------|-------------|---------|------------------|
| D00012662 | FS      | OPEN        | 06/04/2018  | \$90.00 | <b>CARD CASE</b> |

SEARCH RECIPIENT CASES CARDS TRANSACTION ARCHIVE CARD HIST

Exhibit H-1

*If the cardholder reports the non-receipt of a mailed EBT card to Customer Service 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 card replacement fee is automatically deducted from the account except when it is waived by the LDSS and completed at the LDSS. A fee that is imposed must be credited back by the LDSS if circumstances warrant it.*

### 3. **Unclaimed Vault Cards**

*The BPS may arrange with the cardholder to pick up a vault EBT card at the LDSS. At the local department's option, the Issuance Worker may prepare the card for the cardholder before the cardholder arrives (not recommended) to get the card if the card remains in a secure location. If the cardholder fails to appear at the LDSS to receive the vault card within five business days of the case approval date, the LDSS takes the following steps:*

*The LDSS must contact the household to determine the cardholder's plans to get the card.*

*If there is no further contact, the Issuance Worker must destroy the card and record the destruction on the [Undelivered EBT Cards – Destruction Record form](#).*

*Whether a card was prepared in advance or not, the Issuance Worker must notify the BPS on the Internal Action Form that the cardholder failed to come to the LDSS to pick up the card.*

*If the AR is the cardholder who failed to appear, the BPS should notify the household of 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.*

**B. *Lost, Stolen, or Damaged Cards***

*When a cardholder's EBT card is lost, damaged, or stolen, the cardholder can call the CSR or the LDSS to request deactivation of the card. Deactivation prevents future use of the card. If the LDSS replaces the card OTC, the "status and replace" function in EPPIC will deactivate the original card and attach the replacement. However; if there will be any period of time between receiving the request/report from the customer and issuing the vault card, an issuance worker must status the card immediately. The agency is responsible for any amount spent once the report/request has been made by the customer until it is statused.*

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

- *Lost- The cardholder loses or misplaces the card.*
- *Stolen-The cardholder is a victim of a robbery or burglary committed by someone outside the household.*
- *Household Disaster-The card is lost or damaged by a household disaster such AS A fire or a natural disaster like a flood or tornado.*
- *Card Damage -The card is unusable because of the cardholder's misuse or exposure to damaging environments such as close proximity to magnets.*
- *Card Damage due to Improper Manufacture-The card is unusable because of manufacturing defect like a bad magnetic stripe.*
- *Card Damage due to Age-The card is unusable because of a usage over time and will no longer swipe properly.*

### C. **Account Changes**

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

#### 1. **Cardholder Changes**

- a. *Primary Cardholder Changes***-The PCH must receive the EBT card, select or change the PIN, request replacements or balance inquiries through Customer Service or the LDSS.

*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 need to receive another EBT card either through the LDSS or through the mail by Conduent. A customer should not have the \$2 fee deducted from their account in these situations. If customer is to receive a mail card through the CSR the agency must replace the \$2 fee assessed by the CSR. Changes to the PCH will not affect the card held by the AR; however, the customer and/or AR may request a new*

card for the AR, if the current card was received via mail, so that the correct PCH name appears on the card.

**b. Authorized Representative Changes**

If the household wants to appoint another AR or change the spelling of the AR's name, The BPS must enter the new information on the Authorized Payee page in VaCMS under "Wrap Up" and either request a mail card or provide a vault card.

In addition to contacting the LDSS to select a different AR, the PCH may call the CSR to request the deactivation of the AR's EBT card. Such an action may be necessary when, for example, the AR misuses the household's benefit, or when the AR is a HH member and that person leaves the household. When the BPS changes the name of the AR in VaCMS and orders a mail card through VaCMS Conduent will assess a \$2 card replacement fee that the agency must credit back to the EBT account. Changes in the name of an AR will not affect the card held by the PCH.

**c. 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 Conduent.

**D. Reapplication**

When a household reapplies for benefits, during the certification interview the BPS must determine if the PCH still possesses the previously issued EBT card. 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 an active status, the BPS should notify the

*issuance unit to request immediate deactivation to prevent unauthorized use of the card; however, replacing the card will deactivate the missing card. The BPS must request a new card either vault or mail per customer request. A fee must not be deducted for these card issuances*

**E. Renewal**

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

*The BPS must determine during the renewal interview if PCH or AR still has the EBT card to access benefits. If the PCH no longer has the EBT card at renewal and the card is in an active status, the BPS should notify the issuance unit to have the card deactivated (stated) immediately to prevent unauthorized use of the card; however, replacing the card will deactivate the missing card. If a mail card is ordered the \$2 fee should be replaced.*

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

**F. EBT Card Replacement Fee**

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

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

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

*While a HH's benefit account will automatically reflect the replacement fee deduction, there may be instances when there is good cause for the request for a replacement card.*

| No Fee   | Fee Deducted                  | Fee Credited                                     |
|--|-------------------------------|--|
| <b>Reapplication</b>                           |                               | X (if applied)                                   |
| <b>Inactive card, such as lost in the mail</b> |                               | X (if applied)                                   |
|  | Lost                          |  |
|  | Stolen/robbery                | X  |
|  | Household disaster            | X  |
|  | Improperly manufactured       | X  |
|  | Cardholder name change        | X  |
|  | Card damage/destroyed         | X  |
|  | Card damaged due to age/usage | X  |
|  |                               | X (Agency-caused error, such as misspelled name) |

Exhibit H-2

**G. EBT Card Replacement Fee Credit**

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

*The BPS supervisor must authorize the fee credit on the Internal Action and Vault EBT Card Authorization form. See H-2 above for more information.*

*An Issuance worker must perform the credit on the Adjustment Information screen in EPPIC. See H-3. Conduent will not permit a fee to be credited if the fee had not been assessed in the first place.*

**Adjustment Information**

| Recipient Information |            |  |             |           |  |  |
|-----------------------|------------|--|-------------|-----------|--|--|
| <b>First</b>          | CANT       |  | <b>Last</b> | CONFUSED  |  |  |
| <b>DOB</b>            | 05/08/1987 |  | <b>SSN</b>  | *****3185 |  |  |

| Error Transaction History |   |                  |         |          |                  |        |
|---------------------------|---|------------------|---------|----------|------------------|--------|
| Date                      | Type                                    | Response         | Program | Case Nbr | Card Nbr         | Amount |
| 07/20/2007<br>13:20:45    | RECIPIENT<br>CARD<br>REPLACEMENT<br>FEE | Approved/Success | FS      | 0059265  | 6220448006927174 | \$2.00 |

**Card Replacement Fee Refund Information**

Adjustment Type:

Program Type:  FOOD STAMP

Amount(\$): 2.00

Reason:

Exhibit H-3

#### H. **Benefit Replacement**

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

### IX. **Household Rights and Responsibilities**

Households have the right to seek and receive information about the Supplemental Nutrition Assistance Program when they contact the local agency. 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 benefits through EBT cards does not alter these program tenets, nor does this alter the eligible items that can be purchased with SNAP benefits.

#### A. **Changes to EBT Account Information**

1. **Address changes**-Any responsible HH member may report changes to the HH's address to the local agency. While it is not

always required that HH's report address change, it is important for the HH to understand that the EBT system (CSR related Services) uses the address to identify the cardholder and to send initial and replacement cards. A HH without a mailing address must use the local agency address.

2. **Changing Primary Cardholder-** One member of the HH must serve as the Primary cardholder for receiving and managing the EBT account. The HH may request a change in the primary cardholder.
3. **Authorized Representative (AR) Changes-** Except for residents of alcohol and drug treatment centers, not other SNAP HH are required to have an AR. For all other HH'S, it is the HH's choice whether to have a representative or how to limit the functions that the representative may perform. The HH may change the AR who receives the EBT card at any time. Changing the AR or entering an end date on the wrap up screen in VaCMS will deactivate the previous AR's card however it is not immediate as it must wait for the batch process. 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 customer service to have an AR's card statused but the CSR is unable to end or replace an AR's access.

#### B. **PIN Selection and PIN Change**

Each HH will receive their initial EBT card either OTC (vault) or mailed from Conduent. The cardholder must call the ARU and provide the card number and the correct demographic information to choose or change a PIN. Cardholders may change the PIN as frequently as desired. The cardholder will need to enter the card number, the primary cardholder's birthdate, and the last four digits of the Social Security Number to select or change the PIN. Neither the LDSS nor Conduent stores the PIN. It is the cardholder's responsibility to remember the PIN.

#### C. **Benefit Access and Use**

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

| <b>Last Digit of Case Number</b> | <b>Monthly Access Date</b> |
|----------------------------------|----------------------------|
| <b>0, 1, 2 or 3</b>              | 1 <sup>st</sup>            |

|                     |                 |
|---------------------|-----------------|
| <b>4 or 5</b>       | 4 <sup>th</sup> |
| <b>6, 7, 8 or 9</b> | 7 <sup>th</sup> |

Cardholders may use the benefits in the EBT account at retailers authorized by USDA. Authorized retailers will feature the Quest 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.

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

The household must access the account at least once in a 365 day period to avoid forfeiture of the benefit by expungement. When benefits are expunged they cannot be replaced. On the 366<sup>th</sup> day of no client initiated activity upon each individual allotment, benefits will be expunged and no longer available. Note: Once the benefit is touched the 365 day clock is reset.

Sales tax cannot be imposed on a 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.

#### D. **Account Inquiries**

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

1. **Receipts**-Each time a cardholder uses the EBT card to make purchases, the retailer issues a receipt that shows the amount deducted and the amount remaining in the account.
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 agency may determine a cardholder's EBT account balance

through the EBT system. To complete balance inquiries, the worker must select the inquiry option on the EBT system. Before providing the balance the worker must ensure identification (demographics) provided by the person sufficiently identifies the person as the cardholder.

### Client Search

#### Client Search

Select search method

Case Number  
 Card Number  
 Last and First Name  
 SSN/Pseudo SSN  
 Benefit Issuance Number

x  
 Case Number

Exhibit I-1

### Client Search Results

#### Client Search Results

**Clients Found**

| Type     | Case Number <span style="color: green;">▲</span> | Legacy Case Number | Name             | SSN       | Address        | City     | ST |                                      |
|----------|--|--------------------|------------------|-----------|----------------|----------|----|--------------------------------------|
| AUTH REP | 113527697  |                    | ALBERTS, ALICE   | *****4585 | 2247 KIRBY RD, | RICHMOND | VA | <input type="button" value="CASES"/> |
| PRIMARY  | 113527697  |                    | LIGHTHOUSE, JAKE | *****4585 | 1 HARTSOCK LN, | BASSETT  | VA | <input type="button" value="CASES"/> |

Exhibit I-2

## 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 I-3

4. **Calling the ARU**-The cardholder may telephone the ARU to determine the EBT account balance. The cardholder must follow telephone menu options to obtain the balance.
5. **Internet Inquiries**-The cardholder has access to the account balance and transaction history on line at <https://www.connectebt.com/>
6. **Mobile App**-(Slated for 4/2019) The cardholder has access to all account information.

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

#### E. **EBT Card and PIN Responsibility**

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

- Memorize the PIN.
- Never tell the PIN to anyone.

- Do not write the PIN on the card or card sleeve.
- Choose a PIN that is easy to remember but hard for someone else to figure out such as 1111, 2222 or 1234.
- Keep the EBT card safe and clean
- Keep the black stripe on the back free from scratches.
- Do not bend or twist the card.
- Do not store the card near magnets.
- Do not place the card in direct sunlight

**F. Training and Client Education**

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

**G. Client with Excessive Card Replacements**

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

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

The excessive card replacement letter will go to clients who have received their fourth 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 client's responsibilities as a SNAP recipient
- Federal regulations and state law in regards to the use of their EBT cards

**X. Local Agency Requirements**

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

**A. Separation of Duties**

Each local agency must have sufficient staff available to perform certification and card issuance/account maintenance duties. The duties are not interchangeable and therefore require separate staff for each

*duty to ensure integrity of the program 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.*

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

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 providing restoration if households receive too few benefits.*
- *Eligibility functions related to EBT include:*
  - *Authorizing the issuance of vault cards; and*
  - *Approval for crediting the replacement fee back to the household*

*Persons who perform the above duties must have inquiry only access to EBT (EPPIC).*

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

- *The proper use of and care for EBT accounts, including that the card does not expire; that it should be protected as one would protect cash; and*
- *An AR, who is not a household member, with the capacity to purchase food, will have access to all benefits in the account at any time. Selecting an AR therefore, should be given 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. **Issuance and Account Maintenance Duties**-*Issuance duties include the management of vault card inventories and the linkage of the vault card to an EBT account through the EBT Administrative Terminal. Tasks include maintaining required inventory and reports. Account Maintenance Duties include crediting card replacement fees back to EBT accounts and debiting accounts to repay claims.*

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

**B. 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.*

**C. Vault Card Processes**

1. **Vault Card Supply**-*Each local agency must maintain a supply of EBT cards for issuance. The local supply of cards is referred to as "vault" cards.*
2. **Requisitioning and Supply**-*The recommended supply of vault cards is three months. The agency may estimate the number of cards needed by reviewing application-processing statistics in APPTRACK to determine the number of applications processed during the last six days of processing time. Vault cards are packaged 200 per box. Requisitions will be batched by 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*

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

3. **Storage**-*The LDSS must:*
  - *Securely store vault cards in a locked file or safe.*

- *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 agency for households using the agency 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 any cards leftover at the end of the day to the safe/vault.*
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 even though the vault cards cannot be used without other processes taking place to activate the card or to establish a link with VaCMS to assign benefits. The local agency must also notify the EBT Coordinator 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 Coordinator at Home Office will keep a list of missing card numbers. The EBT Coordinator must also notify Conduent of the loss. The EBT Coordinator must consult the list of card numbers reported lost when local agencies report the existence of suspicious vault card numbers.
6. **Vault Card Distribution**-Section E.2 discusses the process to authorize a vault EBT card and to link the card the Conduent system, EPPIC. When giving the card to the primary cardholder or AR, the Issuance Worker must verify the identity of the cardholder and note the verification method on the Internal Action and Vault EBT Card Authorization form. The cardholder must sign the Internal Action and Vault EBT Card Authorization form to document receipt of the card

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

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

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 agency must record the destruction on the Undelivered EBT Cards-Destruction Record and notify the certification unit by completing and returning the Internal Action and Vault EBT Card Authorization form that authorized the creation of the vault card. If the cardholder arranges to pick up a card after the Issuance Unit destroys the original card, a Benefits Program Specialist must reauthorize the issuance of a vault card on the Internal Action and Vault EBT Card Authorization form and the Issuance Worker must record the new card number.

*If the Issuance Worker finds that a vault card is unusable before issuance 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*

## **XI. Fraud**

### **A. Fraudulent Use of the EBT Card**

*Individuals who misuse their EBT card may be in violation of the program regulations and the Code of Virginia. Misuse of an EBT card is subject to disqualification through the Administrative Disqualification Hearing process as well as through criminal proceedings. Definitions of terms related to claims, trafficking and intentional program violations are in the SNAP Certification Manual. Disqualification penalties for program trafficking and for committing an intentional program violation are in PART 17 of the SNAP Certification Manual.*

### **B. Common Examples of EBT Fraud**

*Examples of fraud include:*

- *Sale of the EBT card and/or PIN to an unauthorized person*

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

**C. EBT Fraud Referral Process**

*If the LDSS receives a complaint alleging that an individual or a store is involved in program trafficking or misuse of SNAP benefits, a referral should be made immediately to the LDSS fraud unit. If the complaint involves a store, the LDSS must forward the complaint to the Fraud Unit at Home Office who will report to the USDA field office.*

*In investigating potential fraud, the local agency can print the individual's transaction history from the EBT System (EPPIC) which will retain client transactions for three years. Each LDSS must ensure that each eligibility supervisor and fraud investigator with program responsibilities has access to the SNAP EBT Transaction History Inquiry through the Data Warehouse.*

**D. Retailer Fraud**

*Investigation of retailer fraud is the responsibility of FNS. If there is suspected collusion between a household member and a retailer, FNS will be responsible for handling the retailer investigation and the LDSS must handle the client investigation. Procedures for investigating EBT trafficking cases are in Part 15 of the Fraud Free Manual. The agency should complete the USDA Retailer Referral Form found at <http://spark.dss.virginia.gov/divisions/bp/fm/index.cgi> and send it to the Fraud Unit at Home Office who will send to the appropriate USDA field office.*

## **XII. Customer Materials**

- A. **Card Carrier**
- B. **FAQ**
- C. **Wallet Card**

**XIII. Required Forms**

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

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

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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              |
|----------------------|----------------------|----------------------|--|----------------------|--|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="text"/> | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="text"/> | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="text"/> |
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**B. Form 032-03-391 Vault EBT Card Issuance Log**

The Issuance Worker must retain this log for the current month and ensure the Internal Action and Vault EBT Card Authorization form is scanned into the case once the card is issued and all signatures are obtained.

1. The Issuance Unit must prepare the issuance log upon receipt of the Internal Action and Vault EBT Card Authorization form from the Eligibility Unit and after the Issuance Worker links the vault card in the Administrative Terminal.
2. The Issuance Worker must retain this log for the current month and ensure the Internal Action and Vault EBT Card Authorization form is scanned into the case once the card is issued and all signatures are obtained

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**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.  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 2.  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 3.  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 4.  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 5.  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 6.  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 7.  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 8.  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 9.  | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 10. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 11. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 12. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 13. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 14. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 15. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 16. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 17. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 18. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 19. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |
| 20. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>            | <input type="text"/>    | <input type="text"/> |

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|   |   |                               |  |            |
|---|---|-------------------------------|--|------------|
| <b>ADVISE OF TRANSFER<br/>VAULT EBT CARDS</b>   | SENDING OFFICE  |                               | RECEIVING OFFICE   |            |
|   | FIPS CODE<br>[REDACTED]                                     |                               | FIPS CODE<br>[REDACTED]                                  |            |
|   | NAME AND ADDRESS<br>[REDACTED]                              |                               | NAME AND ADDRESS<br>[REDACTED]                           |            |
| <u>SENDING OFFICE:</u><br><br>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.<br><br><u>RECEIVING OFFICE:</u><br><br>Complete date and signature. Retain a copy and forward a copy to the sending office. | NUMBER OF CARDS [REDACTED]                                  |                               | NUMBER OF TRAINING MATERIALS<br>[REDACTED]               |            |
|   |   |                               | ENGLISH  | SPANISH    |
|   |   |                               | [REDACTED]   | [REDACTED] |
| DATE OF TRANSFER<br>  | SIGNATURE OF AUTHORIZED TRANSFERRING OFFICIAL<br>[REDACTED] | DATE OF RECEIPT<br>[REDACTED] | SIGNATURE OF AUTHORIZED RECEIVING OFFICIAL<br>[REDACTED] |            |

**ORIGINAL**

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

032-03-395 (10-01)

*E. Monthly Vault EBT Card Used Report*

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

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**MONTHLY VAULT EBT CARD USED REPORT**

Agency/Location

Date

|   | Beginning Card Number | Ending Card Number   | Number of Cards      |
|---|-----------------------|----------------------|----------------------|
| Beginning Inventory                               | <input type="text"/>  | <input type="text"/> | <input type="text"/> |
| Added to Inventory                                | <input type="text"/>  | <input type="text"/> | <input type="text"/> |
| Card Transferred<br>to FIPS <input type="text"/>  | <input type="text"/>  | <input type="text"/> | <input type="text"/> |
| Cards Issued                                      | <input type="text"/>  | <input type="text"/> | <input type="text"/> |
| Ending Inventory<br>Returned to Bulk<br>Inventory | <input type="text"/>  | <input type="text"/> | <input type="text"/> |

Signature of Issuer

Signature of Issuance Supervisor

032-03-394 (10/01)