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Appendix A Client Training Materials

Appendix B Forms/Notices

Abbreviations/Acronyms Used in This Guide

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

Exhibits

Exhibit	Page	Title
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D-1	**D-2**	ADAPT – AECAS2 (Case Information 2) and Screen Help
E-1	**E-3**	ADAPT – AEAUTF (Food Stamps Authorization)
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I-2	**I-5**	Cardholder Search Screens

A. General Information

Electronic Benefits Transfer (EBT) is the way the Virginia Department of Social Services (VDSS) delivers Food Stamp Program (FSP) benefits to eligible households. VDSS contracts with Affiliated Computer Services (ACS) for EBT services.

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.

Food stamp 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 Food Stamp benefits. In addition, homeless food stamp households, as defined in the Food Stamp Certification Manual, may be able to use the EBT card to buy low-cost meals at FNS-authorized restaurants. (No restaurants are currently FNS-authorized.)

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

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

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

B. The Virginia EBT Card

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

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

Exhibit B-1

The front of the EBT card has the following information:

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

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

Cards issued OTC will not have the primary cardholder's name or the AR's name 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 Food Stamp certification period expires or after periods of ineligibility as long as the household has benefits remaining in the account..

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

C. Client Training Materials

At the time of application for food stamps 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 ACS are also sent:

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

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

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

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

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

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

Exhibits of the materials are in Appendix A.

D. Cardholders

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

1. Primary Cardholder

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

2. Authorized Representatives

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

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

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

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

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

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

```
                          FIPS: 770  ROANOKE - M05TR2
AECAS2                         CASE INFORMATION 2                    06/21/2007
CASE: 0024883  CSLD: 1585  CASE STATUS: OPEN              WRKR: 1419 AUTH: 1419
CASE NAME: JORGE OCHOA
--------------------------------------------------------------------------------
   Begin: 062007    End:
          MMYYYY        MMYYYY

  TANF: N Type:   F.S.: y Type:   V:   MED: N Type:

                          First       M        Last            Suf
     Payee/Auth Rep:                                              V:
           C/O Name:                                              Inst: N
     Secondary Line:
                       Street# Di   Street/Rural     Sf    Di  Apt #
       Primary Line:
               City:                          St:    Zip:
          Telephone:      Home:                     Day:
                        Message:
                           Name:
          Primary Language: 1          Forms Language: 1
--------------------------------------------------------------------------------
MORE: N  NEXT SCREEN:        PER #:                                    XMIT:
```

```
                     FS AUTHORIZED REPRESENTATIVE        VA

Roll:                     Number of Lines:    11                    Line:     1

 * AN 01011993          APPLIES FOR/RECEIVES/USES BENEFITS - RECEIVES NOTICES
 * AO 01011993          APPLIES FOR/RECEIVES/USES BENEFITS - RECEIVES NO NOTICES
 * AR 01011993          APPLIES ONLY - RECEIVES NOTICES
 * AD 01011993          APPLIES ONLY - RECEIVES NO NOTICES
 * RU 01011993          RECEIVES/USES BENEFITS ONLY - RECEIVES NO NOTICES
 * RN 01011993 12282001 APPLIES FOR/RECEIVES BENEFITS - RECEIVES NOTICES
 * RO 01011993 12282001 APPLIES FOR/RECEIVES BENEFITS - RECEIVES NO NOTICES
 * UN 01011993 12282001 APPLIES FOR/USES BENEFITS - RECEIVES NOTICES
 * UO 01011993 12282001 APPLIES FOR/USES BENEFITS - RECEIVES NO NOTICES
 * RE 01011993 12282001 RECEIVES BENEFITS ONLY - RECEIVES NO NOTICES
 * US 01011993 12282001 USES BENEFITS ONLY - ROUTINE/EMERGENCY/INFORMATION ONLY
                                  ... END OF LIST ...
```

Exhibit D-1

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

A household may have only one AR at a time who 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 EW must enter the new information on the AECAS2 screen in ADAPT. See Section H.3.a.2 for handling a change in the AR.

3. Residents of Eligible Institutions

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

a. FNS Certification

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

b. Using EBT Benefits in the Institution

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

c Authorized Representatives and Institutions

Residents of most eligible institutions may apply for and receive food stamp benefits on their own. Households will receive their benefits and the EBT card without the intervention of an AR. If the household selects an AR, the AR will act in the manner described in subsection 2 above.

However, residents of treatment centers for drug or alcohol addiction must apply for food stamp benefits through an AR of the treatment center. The treatment center AR must use the benefits on behalf of the resident. The local agency must not issue EBT cards to treatment center residents.

For these EBT accounts, the EW must:

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

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

d. Leaving the Institution

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

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

E. Initial Card Issuance

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

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

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

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

See Part V of the Food Stamp Certification Manual for entitlement and processing standards for expedited service and Part II of the Certification Manual for normal processing standards.

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

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

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

```
                          FIPS: 770  ROANOKE - M05TR2
AEAUTF                    FOOD STAMPS AUTHORIZATION                    06/25/2007
CASE: 0027897 CSLD: 1585        CASE STATUS: OPEN          WRKR: 1419 AUTH:
CASE NAME: J S BACH
-------------------------------------------------------------------------------
 Program: FS      Cat: NA         ED/BC Result: PASS          Month: 082007
            ****** SUPERVISOR REVIEW REQUIRED FOR THIS CASE ******

              ---------- FULL MONTH ---------  -------- PRORATED MONTH -------
 NF: PASS     Coupon Amount            203.00  Coupon Amount
 RS: PASS     Recoupment Amount     -          Recoupment Amt        -
 IN: PASS     Net Coupon Allotment  =  203.00  Net Coupon Allotment  =

 Override: N  Prog Req Date: 06212007
 Transitional Food Stamp Case:      FS Transitional Period:        -
                    Negative
   Coupon            Action  IMM                                Auth
  Allotment  Action  Rsn Cd  Iss            Wrkr     Date       By      Date
    203.00                                          06252007            06252007
            BDOA: 06212007
 Comments:
-------------------------------------------------------------------------------
         NEXT SCREEN:        PER #:                                   XMIT:
```

Exhibit E-1

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

Exhibit E-2

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

   Issue Card for Authorized Representative:  1  0=No card
                                                 1=Mail card
                                                 2=Vault Card Issued
--------------------------------------------------------------------------------
                                                                      XMIT:
```

Exhibit E-3

1. Cards Mailed by ACS

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

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

This code on AEEBTC is sent by ADAPT to ACS to issue a card. ACS will mail the card and client training materials to the primary cardholder and AR at the mailing addresses provided by ADAPT. See Exhibits E-1 and E-2.

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

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

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

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

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

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

a. Certification Unit Procedures

To issue a vault card, the EW or supervisor enters the following codes in ADAPT:

- On AEAUTF, code the "Issue EBT Card" field as **"Y";**
- On AEEBTC, enter **"2".**
- Complete the *Internal Action and Vault EBT Card Authorization* Form to authorize the Issuance Unit to prepare and issue a vault card to the primary cardholder or the AR.

See Exhibits E-1, E-2 and E-3.

b. Issuance Unit Procedures

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

Note: A vault card cannot be created until after ADAPT transmits both the Demographic and Benefit files.

The ACS User Guide at http://spark.dss.virginia.gov/ebt/policy.cgi explains the specific steps in accessing the right screens to issue a card. A summary of the procedure for the Issuance Worker is as follows:

- Worker receives the *Internal Action and Vault EBT Card Authorization* Form from Eligibility to authorize the issuance.
- Worker searches for and locates the client's case in EPPIC.
- Worker selects the correct case and goes to the Recipient Case Management screen in EPPIC and selects the Card field.
- Worker takes a card from the vault card inventory and swipes it through the card reader, which populates the 16-digit card number

field on the screen. (The card number may also be entered manually.) Complete other required fields.

- A pop-up window will ask the Worker to confirm the card issuance. See Exhibit E-4 for the ACS screen for linking the vault card to the account in the ACS system.

Exhibit E-4

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

receipt of the card. The LDSS may release the vault card to cardholder only.

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

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

The local agency may not mail vault cards to cardholders.

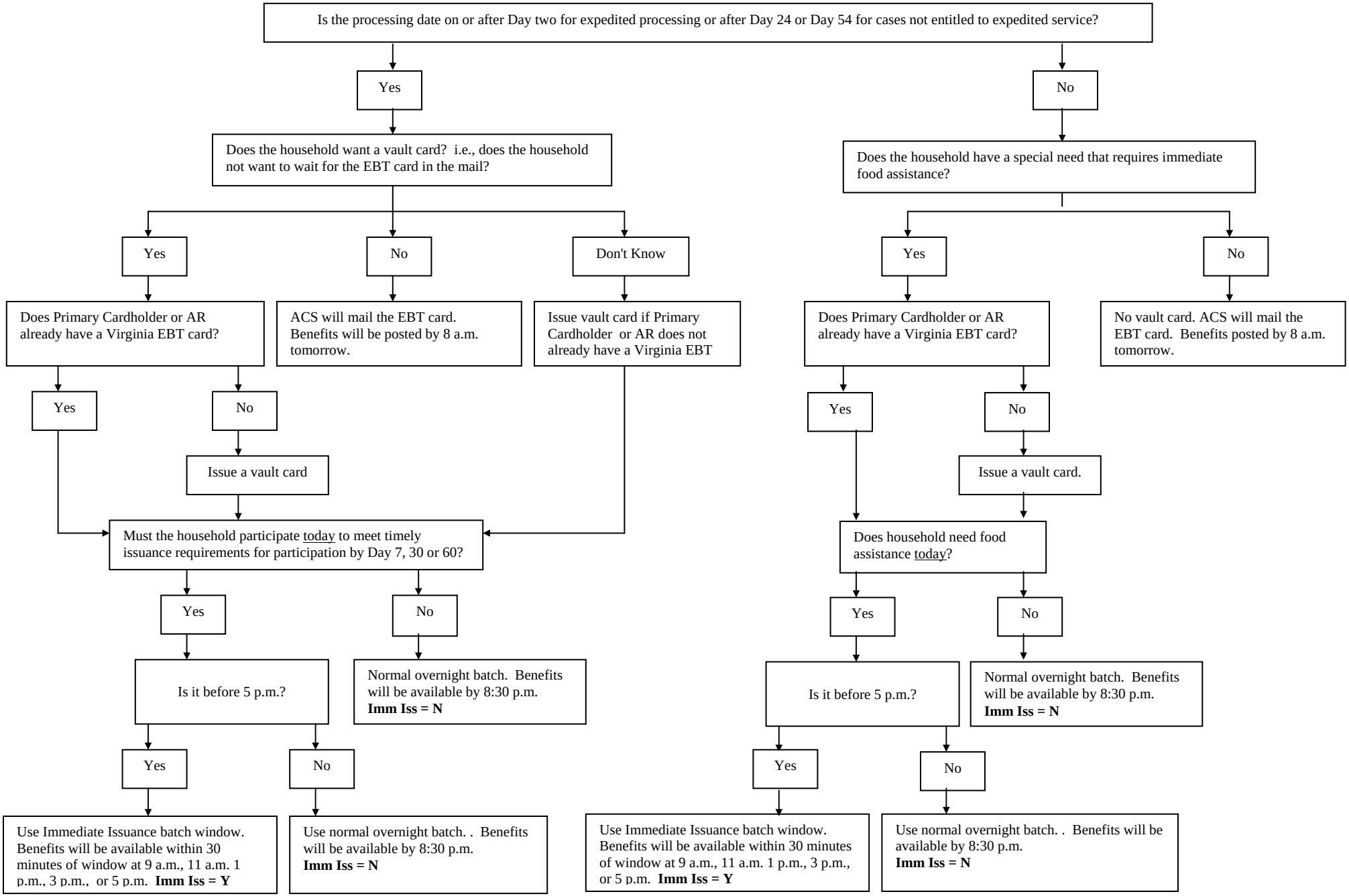
The cardholder must call the ARU at the Customer Service Number to select a PIN before benefits can be accessed. See Section F.2 for a discussion of the PIN process.

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

The chart that follows summarizes vault card issuance, timeliness considerations and benefit availability.

Vault Card Authorization
Immediate vs. Overnight Batch Processing

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



F. Benefit Account/Card Processes

1. PIN

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

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

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

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

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

a. PIN Selection

Upon receipt of the EBT card in the mail from ACS or the receipt of a vault card from the local agency, the cardholder must call the ARU and follow the prompts to select a PIN. The cardholder will need:

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

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

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

b. Changing the PIN

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

c. Compromised PIN

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

d. Invalid PIN Attempts - Account Access Suspension

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

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

2. EBT Card Status

EBT card statuses are "Active" or one of these inactive statuses: inactive, lost, stolen, damaged, deleted undeliverable, or statused by agency. An active card is tied to an account and can access that account. An inactive card cannot access the EBT account.

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, ACS deactivates the original card. The need for a replacement card may result from a cardholder's call to Customer Service or contact with the local agency. In addition, local agency actions to change the address or to act on an undelivered card may also initiate card replacements. See Section H for replacement card procedures.

3. EBT Account Status

EBT Account statuses are "Active" or "Dormant." Active accounts are ones where the benefits are readily accessible. Dormant accounts are ones where the last client-initiated financial transaction (purchase food or make a return) was 91 or more days ago.

The aging of benefits in an EBT account is explained below.

a. Benefit Aging

If a household fails to use its food stamp benefits or have any debit activity on the EBT account for 60 days or more, ACS will report the inactivity on the Aging Report. Households will receive a letter (described below) warning them that if the account remains unused after 90 days, it will go dormant on the 91st day. Once an account is dormant, it must be reactivated by the LDSS before the benefits can be accessed. The LDSS may not close a food stamp case for failure to use the benefits.

After 90 days of inactivity, ACS will consider an account dormant and suspend access to the benefits on the 91st day. Benefits are ultimately expunged after 365 days of continued inactivity. (Note: benefits issued under the Disaster Food Stamp Program will expunge on the 91st day.) Prior to the account going dormant, the cardholder may access the benefit account by purchasing an eligible item. If the cardholder makes a purchase before the account goes dormant, the Aging Clock for the account will reset to the day the cardholder made a purchase.

During the dormant period (Day 91 through Day 365), the cardholder is still entitled to the benefits in the account, but the cardholder cannot access the benefits without having the LDSS reactivate the account. The household must request reactivation of the account. Upon receipt of a reactivation request, the LDSS must take the following steps:

- The EW completes the appropriate section of the *Internal Action and Vault EBT Card Authorization* form and forwards it to the Issuance Unit.
    - The Issuance Worker reactivates the account by selecting the Reactivate button on the EPPIC Recipient Case Management screen. See Exhibit F-1.

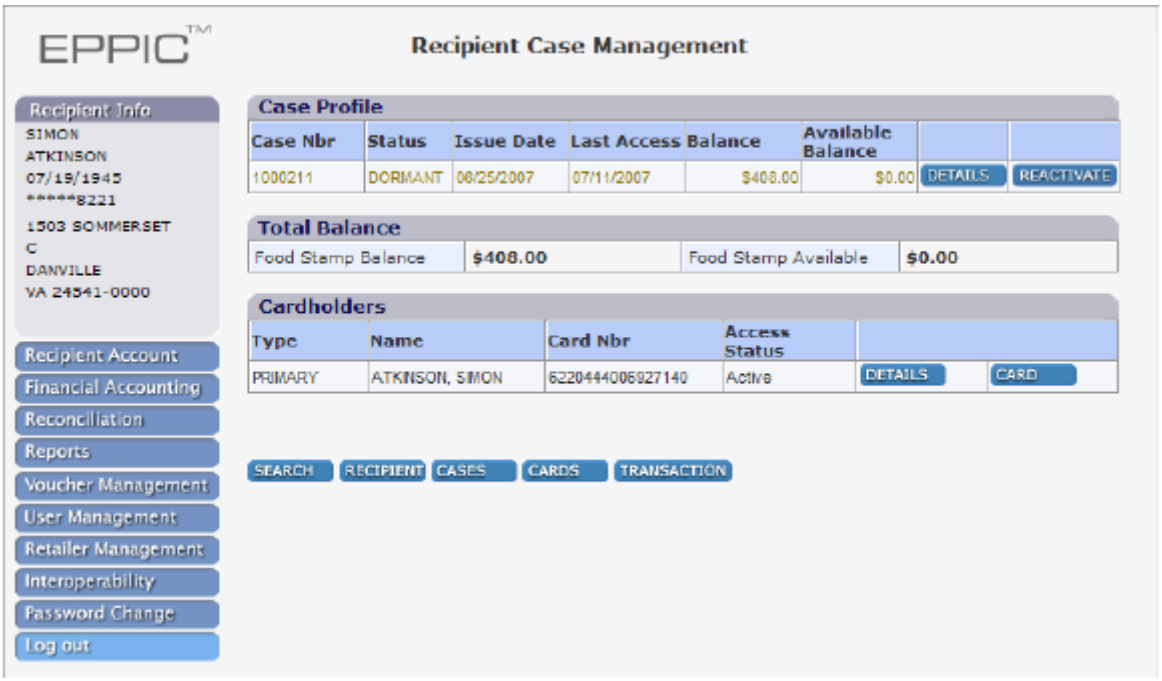


Exhibit F-1

Although ACS will block a cardholder's access to benefits in a dormant account, it will allow credits (such as deposits of Food Stamp benefits) to the account. For example, if the food stamp certification period continues, ACS will continue to post the monthly allotment to an account even if it is dormant The posting transaction will not reactivate the account.

If a Food Stamp case had been closed and the household reapplies and is approved while the account is dormant, the account will reactive at the time of approval without any intervention by the Issuance Worker.

Processing a renewal where the EBT account is dormant will <u>not</u> reactivate the account automatically. The EW or other LDSS staff must evaluate the status of each EBT account before processing renewal applications. If an EBT account is dormant when a renewal is filed, the EW should discuss with the household why it may not be accessing its benefits and tell the household the importance of accessing benefits.

b. 60 Day Letters

ACS will notify VDSS about accounts that have been inactive for 60 days. ADAPT will generate a *Notice of Inactive EBT Account and Request for Verification* letter and mail the letters directly to the affected households. The letter advises the household that the cardholder must make a purchase within 30 days of the notice or the account will require reactivation in order to access the benefits.

For Food Stamp cases that are still open, the letter will also request that the household submit proof of its address. ADAPT will produce an online report to notify the local agency which households received the letters. Eligibility Supervisors must access the reports through the ADAPT Reports Menu. The report is sorted by active and closed food stamp case status, by worker number, and alphabetized by the case name. The local agency should check the report weekly so that the EW may take the appropriate action described below within 10 days of the report.

1. Telephone Contact

Within 10 days of receiving information through ADAPT that the EBT account is inactive, the EW or other LDSS representative may attempt to contact the household by telephone or by other electronic means. The contact is to confirm the household's address and to determine why the household is not using its benefits. If the cardholder is reached, the LDSS should offer the household additional training or explanation on how the EBT system works. The LDSS should also offer the household assistance in identifying or obtaining an AR, if that would help the household in using its benefits. If the household reports the same mailing address the agency does not have to take any other case actions related to the nonuse of the benefits.

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

For active Food Stamp cases receiving the 60 day letter, the EW must determine whether the household timely and fully complies with the request to supply proof of its address. If the household responds within 10 days of the letter date and the address is unchanged, there is no other action the agency needs to take. If the household does not respond to the letter and verification request within 10 days, or does not supply the address verification as requested, the EW must send an *Advance Notice of Proposed Action* to close the case.

If the Food Stamp case is already closed when the 60 day letter is sent, the EW does not need to take any other action in relation to the inactive benefit account. See Part XIV of the Food Stamp Certification Manual for additional information on handling changes in food stamp cases.

3. Continued Encouragement to Access Benefits

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

c. Expunged Benefits

After 365 days (90 for Disaster Food Stamp benefits) without any EBT account activity, the household will lose its entitlement to the unused benefits. ACS 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 will reflect expunged benefits. The FNS 46 report will reflect expunged benefits during the month when the benefits are expunged.

If a household reapplies for benefits and the EW authorizes benefits after ACS expunges benefits, the approval will reactivate the EBT account on the ACS system, but this action will not restore the expunged benefits.

Exhibit F-2 summarizes the benefit aging process and the application of benefits in the EBT account towards the repayment of claims.

Days of no Cardholder Activity	Case Status	Action by ACS	Benefit Status	ADAPT or Case Action	Apply Benefits to Claims Balances?
60	Open	Send file to DSS	Active	Request for Verification (ADAPT) Follow up within 10 days (EW)	No
91	Dormant	Send file to DSS. Change the status of the account	Dormant – LDSS must reactivate for client to access benefits	None	Yes with prior notice unless the household objects
320	Still dormant - Final Notification Prior to Expungment	Send file to DSS.	Dormant – LDSS must reactivate for client to access benefits	None	Yes. Send notice as receipt.
366	Dormant	Expunge benefit that has aged to 366.	Expunged (benefits expunge as they age to 366 days)	None	Once benefits are expunged, benefits are gone. Cannot be applied to claims.

Exhibit F-2

4. Claims Payments

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

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

a. Active Accounts

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

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

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

Exhibit F-3 shows the Adjustment Information Screen to complete the repayment function.

Exhibit F-3

b. Dormant Accounts

The LDSS may use all or part of the benefits in a dormant EBT account to repay a claim against the household. The LDSS must notify the household in writing of its intent to take the benefits as a repayment at least 20 days in advance of the deduction. The LDSS may use the *Notice of Deduction from an Inactive EBT Account* form to notify the household and serve as the receipt. The LDSS may not debit the account if the household objects to the deduction of the benefits within the 20-day period.

If the household does not object to the deduction, the LDSS worker(s) with the appropriate role in the EBT and ADAPT systems does the following:

- From the Reconciliation Menu, access the Repayment option. Conduct a Recipient Search in this section to find the account and determine the availability of benefits.

- Debit the account for the amount of the payment to perform this function.
- Record the payment on the household's claims ledger. Until the Food Stamp Claims Tracking System is merged into ADAPT, post the repayment in both systems.

The LDSS does not need to provide the household with an additional receipt to acknowledge access to and a reduction of the household's EBT account. The LDSS may not debit the account if the account has been reactivated.

After 365 days of account dormancy, the benefits expunge on the 366th day. The *320 Day Report* advises the LDSS of cases where benefits will expunge in 45 days. The LDSS must access and use this report to identify food stamp cases where outstanding claims exist. The LDSS must follow the dormant account procedures described here on or before the 365th day or the benefits will be removed from the account and once benefits are expunged, the money can not be applied to the claim.

G. Availability of Benefits

When approving an application, the EW must determine:

- whether to use the "Immediate Issuance" capability, and
- whether to issue the EBT card by mail or over-the-counter.

The EW must code the Immediate Issuance (Imm Iss) field on the AEAUTF screen to indicate whether benefits will be in the end-of-day daily batch or in the next immediate batch window. **"Y" (yes)** and "**N" (no)** are the valid entries for the field; "Y" initiates the benefits being posted in the immediate batch. See Exhibit E-1 and the chart filed at the end of Chapter E.

1. Daily Batch

Daily Batch means that the benefits associated with approvals entered in ADAPT by daily cutoff will be transmitted to ACS in one batch at 8:00 p.m. A household's food stamp benefits will be accessible to the household within a half hour of batch receipt and processing. The EW must code the Immediate Issuance field on the authorization screen as **"N"** to default to the normal, daily processing.

2. Immediate Batch

Immediate Batch is used when the EW approves and issues benefits to a new application or a reapplication at the next available batch cycle. For example, immediate batch is used if the agency must issue benefits right away to meet timely processing standards. The EW must use an immediate issuance batch window if the EW processes an application on the seventh, 30th or 60th processing day.

For applications approved (including supervisory authorization when ADAPT requires it) in the immediate batch windows, benefits will be sent to ACS at the next scheduled interval. The immediate issuance batch windows are 9 a.m., 11 a.m., 1 p.m., 3 p.m., and 5 p.m. daily. Benefits will be posted within a half hour

of batch receipt. Any benefit marked as an immediate issuance that is transmitted after 5:00 p.m. but before daily cutoff will be handled in the 8:00 p.m. daily batch. The EW must code the Immediate Issuance field on the authorization screen as **"Y"** for the benefit posting to occur at the next immediate window period.

Coding for the immediate batch window in ADAPT is not dependent on the simultaneous issuance of a vault card or card mailed by ACS

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3. Monthly, Ongoing Benefits

Any case certified in ADAPT for a future month's benefit as of the ADAPT monthly cutoff date will have the food stamp allotment deposited to the EBT account each month until the end of the certification period. The benefits will be available by 12:01 a.m. on the first day of each month in a household's certification period, even if the first is a weekend or holiday.

H. Replacement of EBT Cards

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

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

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

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

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

For recertification applications, the EW may generate the replacement card by accessing the AEEBTC screen through the Food Stamps Wrap-Up menu.

In most instances, a request for a replacement card will result in the deduction of a $2 card replacement fee from a household's EBT account. The fee will not be deducted for reapplying households or for replacements for returned undelivered cards. 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, or for

improperly manufactured cards. See Sections H.6 and H.7 for information about waiving and crediting of the fee for replacement cards.

If the household calls the CSR, the CSR will confirm the cardholder's address in the EBT system before issuing a replacement card through the mail. If the address is incorrect, ACS will not mail a replacement card but will refer the cardholder to the local agency to have the address in ADAPT updated and sent to ACS as an updated demographic. The CSR does not have the ability to update household addresses in the EBT system. A replacement fee of $2 will be automatically assessed. The CSR does not have the capability to waive the fee.

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

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

1. Undelivered EBT Cards

a. Undeliverable Cards Returned in Mail to VDSS

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

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

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

If the household contacts the local agency, and the EW determines the card was not delivered because of an incomplete or inaccurate address for the case name or the AR, the EW must update the mailing address on the AECASE, AECAS1 or AECAS2 screen in ADAPT, as appropriate. Unless the EW is making the address change when approving an application, the supervisor must do the following:

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

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

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

```
                        FIPS: 540  CHARLOTTESVILLE - M05TR2
AECAS1                        MAILING ADDRESS                          12/04/2001
CASE: 0011048 CSLD: 1253 CASE STATUS: OPEN                   WRKR: 0035 AUTH: 0035
CASE NAME: SCOTT LONGHORN                                                12/04/2001
-------------------------------------------------------------------------------
  Begin: 122001     End:
         MMYYYY          MMYYYY

                          First        M          Last          Suf
             C/O Name: MIKE            BROWN
       Secondary Line:
                          Street#  Di  Street/Rural     Sf   Di  Apt #
        Primary Line: 411          DOOBY            ST
                City: CHARLOTTESVILLE
               State: VA
                 Zip: 22222
```

Exhibit H-1

b. Non-receipt of the EBT Card

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

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

If the cardholder reports the non-receipt of a mailed EBT card to Customer Service after a sufficient mail period, the CSR will deactivate the original card and mail another card to the household or, at the cardholder's option, defer mailing another card to allow the cardholder to receive a vault card at the local agency.

Households will not have the $2 card replacement fee assessed against their benefit accounts when they receive replacement of undelivered cards returned to VDSS, or when the replacement card is issued while approving a reapplication. In other replacement card situations, the card replacement fee is automatically deducted from the account except when it is waived by the LDSS. A fee that is imposed can be credited back by the LDSS if circumstances warrant it. See Sections H. 6 and 7 for Card Replacement Fee and Credits.

c. Unclaimed Vault Cards

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

- The LDSS may contact the household to determine the cardholder's plans to get the card.

- If the Issuance Worker has already prepared the vault card, the LDSS must securely store the card.
- If there is no further contact, the Issuance Worker must destroy the card and record the destruction on the *Undelivered EBT Cards - Destruction Record* form.
- Whether a card was prepared in advance or not, the Issuance Worker must notify the EW on the Internal Action Form that the cardholder failed to come to the LDSS to pick up the card.
- If the case name is the person who failed to pick up the card, the EW must send the household the *Request for Verification/Missed Interview* form to request address verification. See Part XIV of the Food Stamp Certification Manual for actions relating to the use of this form.
- If the AR is the cardholder who failed to appear, the EW should notify the household of that fact to determine if the household wants to name another individual or have a card mailed to the AR. The *Request for Verification/Missed Interview* form is not needed in this situation.
- The LDSS need not take any additional action to replace the card until the cardholder initiates the card replacement process.

2. Lost, Stolen, or Damaged Cards

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

The cardholder may request replacement of the card either through the CSR or the LDSS. The cardholder should be asked the reason a replacement card is needed

this determines whether the LDSS will waive or credit the replacement fee back to the household's account. Reasons for replacing an EBT card include:

- Lost – The cardholder loses or misplaces the card.
- Stolen – The cardholder is a victim of a robbery or burglary committed by someone outside the household.
- Household Disaster – The card is lost or damaged by a household disaster like a fire or a natural disaster like a flood or tornado.
- Card Damage due to Negligence – The card is unusable because of the cardholder's misuse or neglect, such as using the card to scrape a windshield.
- Card Damage due to Improper Manufacture – The card is unusable because of a manufacturing defect like a bad magnetic stripe.

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

3. Account Changes

In some instances, when the EW changes demographic information in the food stamp case, that action may generate a new EBT card sent to the cardholder. ACS will deduct the $2 replacement fee from the EBT account when the case name, i.e., the primary cardholder, changes, or when the household changes its authorized representative.

a. Cardholder Changes

1. Primary Cardholder Changes

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

When the case name leaves the food stamp household or the household wants another household member to be the primary cardholder, the EW must change the Case Name on the AECASE screen in ADAPT. The EW must also change the AECASE screen to identify a different household member as the Case Name or to change the spelling of the name. Any change to the Case Name in ADAPT will result in an update to the demographic information in the EBT account. The new or newly identified case name will need to receive another EBT card through the mail from ACS or may obtain a vault card from the local agency depending on the household's circumstances. The Eligibility Supervisor must authorize the issuance of a new EBT card through AEEBTC or the cardholder may call ACS directly to order a new card.

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

2. Authorized Representative Changes

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

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

b. Other Household Changes in ADAPT

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

4. Reapplication

When a household reapplies for benefits, during the certification interview the EW must determine if the case name still possesses the previously issued EBT card. Upon approval of the reapplication in ADAPT, ACS 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, normally the EW should encourage the cardholder to call the CSR to request deactivation to prevent unauthorized use of the card; however, replacing the card will deactivate the missing card. The EW must code the Issue EBT Card field on the AEAUTF ADAPT screen as **"Y"** for ACS to issue an EBT card or to authorize the issuance of a vault card. The EW must also complete the AEEBTC screen with **"1"** or **"2"** to generate a card and complete the *Internal Action and Vault EBT Card Authorization* form for a vault card. Households should not have the card replacement fee deducted from the EBT account when a cardholder receives a replacement card when households reapply for benefits. If this occurs however, the local agency must credit the fee back to household's benefit account. See subsection 6 of this chapter for a discussion of the card replacement fee.

If the EBT account has gone dormant due to more than 90 days of inactivity, approval of a reapplication will reactivate the dormant account as part of the EBT process.

5. Renewal

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

The EW must determine during the recertification interview if the case name or AR still has the EBT card to access food stamp benefits. If the cardholder no longer has the EBT card at renewal and the card is in an active status, normally the EW should encourage the cardholder to call the CSR to request deactivation to prevent unauthorized use of the card however, replacing the card will deactivate

the missing card. The household will have the card replacement fee deducted from its EBT account when ACS or the local agency replaces an EBT card at recertification. The EW must complete the AEEBTC screen with **"1"** or **"2"** for ACS to issue an EBT card or to authorize the issuance of a vault card. The EW must also complete the *Internal Action and Vault EBT Card Authorization* form for a vault card. See Exhibits D-1 and D-2.

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

6. EBT Card Replacement Fee

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

When the cardholder contacts the CSR to request a replacement card, the CSR will deactivate the original card. ACS will deduct $2 from the EBT account for replacement EBT cards except when the original card has an inactive status; or when the household reapplies for benefits.

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

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

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

Exhibit H-2

7. EBT Card Replacement Fee Credit

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

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

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

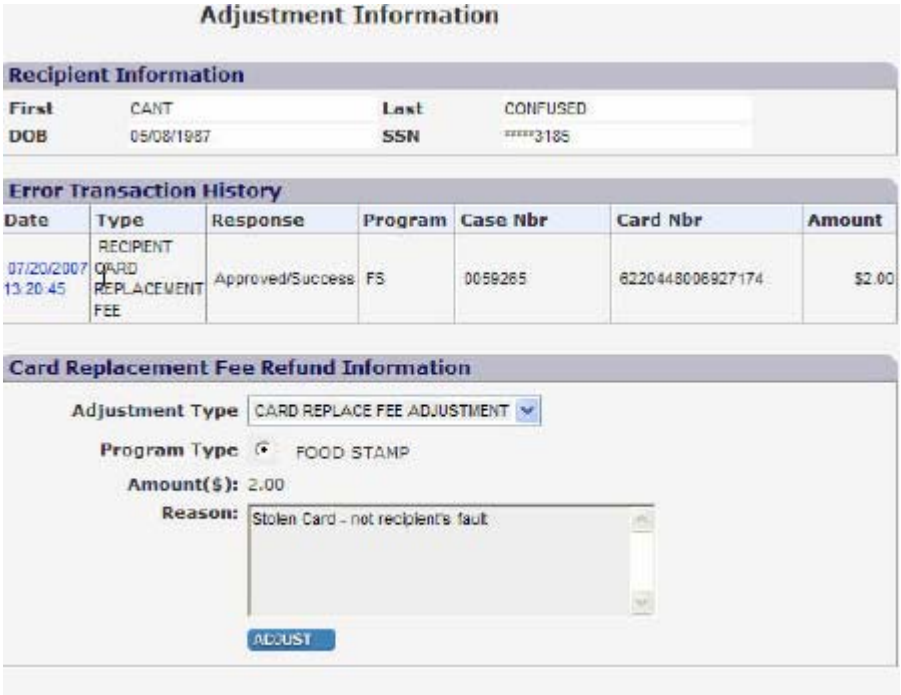
- Loss of the card is due to an individual or natural disaster, such as a house fire or flood. The household's statement about the disaster is acceptable,

unless the agency documents a reason to find it questionable, in which case verification of the disaster is needed.

- Loss of card is due to violence inflicted upon the household or cardholder by someone outside the household. The household must file a police report to document its claim. The agency must verify the existence of the police report if the information is questionable; otherwise the household's statement is acceptable;
- Improper manufacturing of the card makes the card unreadable by store machines.

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

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



Adjustment Information

Recipient Information

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

Error Transaction History

Date	Type	Response	Program	Case Nbr	Card Nbr	Amount
07/20/2007 13:20:45	RECIPIENT CARD REPLACEMENT FEE	Approved/Success	FS	0059265	6220448006927174	$2.00

Card Replacement Fee Refund Information

Adjustment Type: CARD REPLACE FEE ADJUSTMENT

Program Type: FOOD STAMP

Amount($): 2.00

Reason: Stolen Card - not recipient's fault

ADJUST

Exhibit H-4

8. Benefit Replacement

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

I. Household Rights and Responsibilities

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

1. Changes to EBT Account Information

a. Address Changes

Any responsible household member may report changes to the household's address to the local agency. It is important for the household to keep the address current because the EBT system uses the address to identify the cardholder and to send initial and replacement cards. A household without a mailing address may use the local agency address. See Section H.3.b. for a discussion of the impact of a changed address on card replacements.

b. Changing the Case Name

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

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

c. Authorized Representative (AR) Changes

Except for residents of alcohol and drug treatment centers, no other food stamp households are required to have an AR. For all other households, it is the household’s choice whether to have a representative or how to limit

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

2. PIN Selection and PIN Change

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

3. Benefit Access and Use

Households will have access to the benefits in the EBT account seven days a week and 24 hours a day. A household's account will have the monthly benefit added on the first day of each month, by 12:01 a.m.

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

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

markets, or retailers that redeem less than $100 of food stamp sales each month.

Authorized retailers will feature the Quest sign in their stores.

Exhibit I-1

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

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

The household must continuously access the account to avoid forfeiture of the benefits when benefits are expunged. The household will lose immediate access to its benefits on the 91st day of account inactivity, but the benefits will be available if the case name requests reactivation of the account. On the 366th day, however, benefits will be expunged and no longer available. Food Stamp benefits authorized through the Disaster Food Stamp Program expunge on the 91st days of inactivity instead of 366th. See Section E.4. for the benefit aging discussion.

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

4. Account Inquiries

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

a. Receipts

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

b. POS Terminal Inquiries

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

c. EBT System Inquiries

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

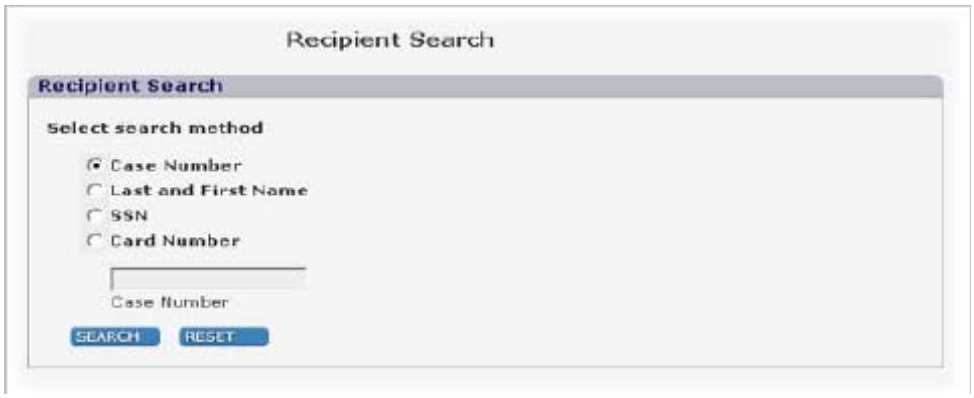


Exhibit I-2

d. Calling the ARU

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

e. Internet Inquiries

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

5. EBT Card and PIN Responsibility

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

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

6. Training and Client Education

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

7. Client Education Letters

Each month, ACS will send letters to certain households that excessively call the ARU, excessively request card replacements, or excessively have transactions

denied due to insufficient funds. These letters are to educate clients about proper management of their EBT accounts.

The excessive ARU call letter will go to the top 50 clients who have called the toll-free number more than 40 times in the previous calendar month. Since most of the calls to the ARU are for balance inquiry, the letter will explain the various ways the client may keep track of the EBT account balance.

The excessive card replacement letter will go to the top 100 clients with more than 2 card replacements in the previous calendar month. The letter will explain how to properly care for the EBT card.

The excessive non-sufficient funds transactions will go to the top 200 clients who have more than five NSF transactions in the previous calendar month. The letter will explain how the cardholder can keep track of the balance in the EBT account.

J. Local Agency Requirements

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

1. Separation of Duties

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

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

a. Certification Duties

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

1) authorizing the issuance of vault cards;
2) approval for crediting the replacement fee back to the household;
3) assignment of batch windows for determining benefit availability;
4) the establishment of contact with households that fail to use authorized benefits;
5) authorizing account reactivation.

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

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

b. Issuance and Account Maintenance Duties

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

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

2. EPPIC System

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

3. Vault Card Processes

a. Vault Card Supply

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

1. Requisitioning and Supply

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

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

2. Storage

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

assigned card. See Section H.1.c. for additional requirements related to handling cards.

3. Transfer of Vault Cards

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

4. Loss/Theft of Vault Cards

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

b. Vault Card Distribution

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

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

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

c Vault Card Destruction

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

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

K. Fraud

1. Fraudulent Use of the EBT Card

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

2. Common Examples of EBT Fraud

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 food stamp benefits.

3. EBT Fraud Referral Process

If the LDSS receives a complaint alleging that an individual or a store is involved in food stamp trafficking or misuse of food stamp benefits, a referral should be made immediately to the LDSS fraud unit. If the complaint involves a store, the LDSS must forward the complaint to the appropriate USDA field office. The field offices are listed in the Food Stamp Certification Manual, Part I, Appendix 2.

In investigating potential fraud, the local agency can print the individual's transaction history from the EBT System, which will retain client transactions for

three years. Each LDSS must ensure that each eligibility supervisor and fraud investigator with Food Stamp program responsibilities has access to the EBT Food Stamp Transaction History Inquiry through the Data Warehouse. The local agency may request access for the appropriate staff individuals by completing the access form on the Technology Business Support Services page of the Local Agency Website.

4 Retailer Fraud

Investigation of retailer fraud is the responsibility of FNS. If there is suspected collusion between a household member and a retailer, FNS will be responsible for handling the retailer investigation and the LDSS must handle the client investigation. Procedures for investigating EBT trafficking cases are in Part XV of the Fraud Free Manual. The agency should complete the Food Stamp Complaint Form, http://localagency.dss.virginia.gov/divisions/oas/fraud/files/forms/032-29-0002-00-eng.doc , and send it to the appropriate USDA field office.

Client Materials

Card Carrier

Wallet Card

EBT Question-Answer Brochure

Card Sleeve (not displayed)

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

Welcome to the

Virginia EBT card!

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

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

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

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

Virginia EBT Customer Service

☎ 1-866-281-2448

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

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

www.ebt.acs-inc.com

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

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

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

Keep your Virginia EBT card safe!

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

USDA is an equal opportunity provider and employer.

Virginia EBT

Using your card at the Store

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

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

Virginia EBT

Questions and Answers

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

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

Customer Service

1-866-281-2448

24 hours a day, 7 days a week

www.ebt.acs-inc.com

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

When should I call the Client Customer Service Help Desk?

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

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

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

Legal Notice

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

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

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

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

Welcome to Virginia EBT!

What does EBT mean?

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

What is a PIN?

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

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

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

TIPS on choosing and caring for your PIN:

√ Choose a PIN that is easy for you to remember but hard for someone else to figure out if they find your card.

√ Don't use numbers that are easy for someone to figure out, like your address or phone number.

√ Memorize your PIN. Do NOT write it on anything you carry with you. Do NOT write it on your EBT card or card sleeve.

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

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

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

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

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

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

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

Where can I shop?

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

What can I buy with my Virginia EBT card?

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

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

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

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

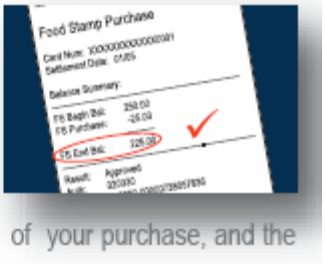
You cannot access cash from a grocery store or ATM with your Virginia EBT card.

How do I use my EBT card at the store?

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

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

- Cashier enters the amount of the purchase. Check the total to make sure it is correct.
- YOU must enter your secret 4-digit PIN on the PIN pad. Never tell the cashier or anyone else your secret PIN. Never ask the cashier to enter your PIN for you.
- The machine prints a receipt showing your beginning balance, the amount of your purchase, and the amount left in your Food Stamp account. **SAVE YOUR RECEIPT**. It is the easiest way to know your balance.



- Take your card and receipt with you when you leave.

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

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

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

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

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

How should I take care of my Virginia EBT card?

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

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

TIPS on caring for your Virginia EBT card:

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

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

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

How do I protect my Food Stamp benefits?

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

EBT Forms/Notices

Forms and notices referenced in this guide that are not contained in this appendix may be found in Part XXIV of the Food Stamp Certification Manual or at www.localagency.dss.state.va.us/divisions/bp/fs/forms/Index.html.

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

Internal Action and Vault EBT Card Authorization (032-03-0387-04-eng)
Notice of Inactive EBT Account and Request for Verification
Non-Receipt Affidavit/EBT Card Replacement Request (032-03-0388-00-eng)
Notice of Deduction from an Inactive EBT Account (032-03-0637-00-eng)
Request/Receipt for EBT Account Deduction (032-03-0389-00-eng)
Vault EBT Card Issuance Log (032-03-0391-00-eng)
Undelivered EBT Cards - Destruction Record (032-03-0392-00-eng)
Vault EBT Card Inventory Control Record (032-03-0393-00-eng)
Monthly Vault EBT Card Used Report (032-03-0394-00-eng)
Advice of Transfer Vault EBT Cards (032-03-0395-00-eng)

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:_____

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

Case Name Social Security Number_____ Case Name Birth Date ____/____/____

[ ] Issue a vault card to Authorized Representative _____

Address of vault card recipient: _____

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

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

III. [ ] Administrative error – Debit account for $_____.

IV. [ ] Reactivate dormant EBT account.

V. [ ] Repay FS Claim of $_____ from ❑ Active ❑ Dormant/expunged account

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Issuance/Administrative Unit Use

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

Type of identification seen:
❑ Driver's License ❑ Rent/Utility Bill/Receipt ❑ School ID Card ❑ Work ID Card
❑ Library Card ❑ Social Security Card ❑ Other _____

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

_____ _____
Cardholder's Signature Date

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

II. Replacement fee credited on _____/_____/_____.

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

IV. EBT account reactivated on _____/_____/_____.

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

Completed by _____ _____
Issuance/Administrative Worker Date

Internal Action and Vault EBT Card Authorization

Form Number - 032-03-0387

Purpose of Form - The Eligibility Unit will use this form to communicate with the Issuance or Administrative Unit in the local agency.

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

Number of Copies - Three.

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

Instructions for Preparation of Form - The EW or Supervisor must complete the identifying case and unit information. The EW or Supervisor must complete the appropriate section of the top portion of the form to explain or authorize actions, including Section I to note why a vault card is necessary. The Eligibility Supervisor must complete Section II to authorize crediting the card replacement fee back to the household's EBT account. The Eligibility Supervisor must also complete Section III to debit benefits from an account that were erroneously deposited as a result

of an administrative error. The EW or Supervisor may authorize the reactivation of a dormant account by completing Section IV. The Primary Cardholder may also contact the Issuance or Administrative Worker directly to request the reactivation of the account. The EW or supervisor may also authorize deducting funds from an account to repay a claim by completing Section V. The Issuance Unit must promptly act to prepare a vault card or convert the benefits for a household upon receipt of the form completed by the Eligibility Unit. The Issuance Worker must obtain and record identity verification before releasing the vault card and secure the signature of the cardholder on the form.

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

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

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
FOOD STAMP PROGRAM

NOTICE OF INACTIVE EBT ACCOUNT AND REQUEST FOR VERIFICATION

Case Name:_____

TO:

Case Number:_____

Agency:_____

Date:_____

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

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

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

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

_____ _____

Eligibility Worker Telephone number

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

Notice of Inactive EBT Account and Request for Verification

Form Number - This form is only available through the ADAPT system.

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

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

NUMBER OF COPIES - Two.

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

INSTRUCTIONS FOR PREPARATION OF FORM - The ADAPT system will generate the form. The Home Office will mail the form to the household.

If the case is active, the household must provide verification of the address within 10 days of the date of the notice. The EW must determine if there is compliance with the verification request. The EW must send an adverse action notice if the household fails to respond or fails to comply with the verification request.

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
DIVISION OF BENEFIT PROGRAMS

NON-RECEIPT AFFIDAVIT/EBT CARD REPLACEMENT REQUEST

CASE NUMBER

CASE NAME	DATE	LOCALITY
ADDRESS	CITY, STATE, ZIP	

CHECK (3) THE BOX BELOW WHICH DESCRIBES THE REPLACEMENT REASON:	How was the EBT card or food destroyed or damaged?
o Non receipt of electronic benefits transfer (EBT) Card o Food destroyed in a household disaster o EBT card destroyed/stolen	
Value of destroyed food	If the EBT card was stolen, have you filed a police report? o Yes o No Where filed?_____ Date: _____

I hereby certify, under penalty of perjury and/or fraud that the household listed above has not received its electronic benefits transfer (EBT) card or has experienced the destruction of food, the destruction of the EBT card, or has experienced the theft of an EBT card in the month of _____, (year) _____.

Signature	Date

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

Non-Receipt Affidavit/EBT Card Replacement Request

Form Number - 032-03-0388

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

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

Number of Copies - Two.

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

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

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
FOOD STAMP PROGRAM

NOTICE OF DEDUCTION FROM AN INACTIVE EBT ACCOUNT

Case Name:_____

TO:

Case Number:_____

Agency:_____

Date:_____

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

☐ **Inactive Accounts - 91-364 days of inactivity**
We will deduct $_____ from your EBT account and apply it to the debt you owe.

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

☐ **Dormant Accounts - 365 days of inactivity**
We deducted $_____ from your EBT account and applied it to the debt you owe.

_____ Eligibility Worker

_____ Telephone number

Notice of Deduction from an Inactive EBT Account

Form Number - 032-03-0637

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

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

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

Number of Copies - Two.

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

Instructions for Preparation of Form - Local agency staff must complete the identifying case information at the top of the form. The worker completing the form must also include the mailing date or the form.

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

Commonwealth of Virginia
Department of Social Services
Division of Benefit Programs

Case Name _____

Case Number _____

Name_____

Address_____

_____

Request/Receipt for EBT Account Deduction

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

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

_____ _____
Signature of Household Member Date

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

_____ _____
Signature of Issuance/Administrative Supervisor Date

Request/Receipt for EBT Account Deduction

Form Number - 032-03-389

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

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

Number of Copies - Two.

Disposition of Form - The local agency may provide a copy of the completed form to the household and file a copy with records that document the repayment of a claim for an overpayment of benefits.

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

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

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.						

Vault EBT Card Issuance Log

Form Number - 032-03-0391 (An Excel spreadsheet version of this form is available from the Business Operations Unit.)

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

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

Number of Copies - One.

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

Instructions for Preparation of Form - The Issuance Worker must complete the log based on information from the Internal Action and Vault EBT Card Authorization form. The Issuance Worker must also initial the log.

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
DIVISON 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	

Undelivered EBT Cards - Destruction Record

Form Number - 032-03-0392

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

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

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

Number of Copies - One.

Disposition of Form - Local and state staff must retain an ongoing log of cards received and destroyed.

Instructions for Preparation of Form - Local and state staff must complete the form with the date an EBT card arrives in the office and the worker determines the card needs to be destroyed.

Enter the card number and the name on the card. The local agency worker does not need to complete the Status Changed? and the adjoining Initial fields. The Division of Finance worker must complete the Status Changed? and the adjoining Initial fields.

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

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
DIVISON OF BENEFIT PROGRAMS

VAULT EBT CARD INVENTORY CONTROL RECORD

AGENCY/LOCATION_____

DATE	CARDS RECEIVED			INITIAL	CARDS ISSUED/DAMAGED			INITIAL	BALANCE
	CARD NUMBERS		TOTAL NUMBER OF CARDS		CARD NUMBERS		TOTAL NUMBER OF CARDS		BALANCE ON HAND
	FROM	TO			FROM	TO			

Balance Carried Forward

Vault EBT Card Inventory Control Record

Form Number - 032-03-0393

Purpose of Form - This form provides an ongoing inventory of vault cards received and distributed by the local agency.

Use of Form - The form documents the receipt of cards from ACS or those transferred from one locality to another. The form also documents the cards taken from the bulk supply to transfer to another locality, to other distribution sites or to place in the agency's working supply.

Number of Copies - One.

Disposition of Form - The local agency must maintain an ongoing inventory record. If there are multiple issuance sites, each site must maintain the record.

Instructions for Preparation of Form - The Issuance Worker must enter the beginning and ending numbers of the supply of cards received and the beginning and ending numbers of cards issued. The supply of cards issued will also include unusable cards that must be included on the destruction log. The Issuance Worker must initial the receipt of cards and the withdrawal of cards from the supply.

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 _____

Monthly Vault EBT Card Used Report

Form Number - 032-03-0394

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

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

Number of Copies - One.

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

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

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
DIVISION OF BENEFIT PROGRAMS

ADVICE OF TRANSFER VAULT EBT CARDS	SENDING OFFICE	RECEIVING OFFICE	
	FIPS CODE	FIPS CODE	
	NAME AND ADDRESS	NAME AND ADDRESS	
SENDING 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. RECEIVING OFFICE: Complete date and signature. Retain a copy and forward a copy to the sending office.	NUMBER OF CARDS	NUMBER OF TRAINING MATERIALS	
		ENGLISH	SPANISH

DATE OF TRANSFER	SIGNATURE OF AUTHORIZED TRANSFERRING OFFICIAL	DATE OF RECEIPT	SIGNATURE OF AUTHORIZED RECEIVING OFFICIAL

ORIGINAL

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

032-03-0395-00-eng (10/01)

Advice of Transfer Vault EBT Cards

Form Number - 032-03-0395

Purpose and Use of Form - This form documents the movement of a supply of vault cards and training materials from one agency to another.

Number of Copies - Three.

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

Instructions for Preparation of Form - The sending agency must complete the form to note the number of cards and training materials sent to another agency. The sending agency must sign and date the form. The receiving agency must verify the number of cards received then sign and date the form.

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