



Indiana EBT Hoosier Works Card Conversion Project (2015) Admin Terminal Training Questions & Answers

Thank you for participating in the IN-EBT Hoosier Works Card Admin Terminal training webinars.

The Frequently Asked Questions (FAQs) document below includes questions that were asked and answered during the live webinars. Please visit <https://intranet.fssa.in.gov/Pages/DFR.aspx> to view the recorded webinars.

Two webinars are available – a General Session and a more focused session for Finance, Investigation and Policy functions. If you have any questions on the new EBT system or need new or different access to the system, please contact EBT.CentralOffice@fssa.in.gov.

GENERAL INFORMATION

As of September 28, 2015, JPMorgan Chase will no longer be the vendor for the Hoosier Works EBT Card administrative system. This system is transitioning to Xerox State & Local Solutions. State users will still have access to the same data and reports that they are used to viewing – however, the look and feel of navigating to those functions will be different.

The State will email all users of the system a Temporary Password, Login ID, and the URL for the system to set up an account in the new system prior to the Go-Live date. Any questions about the new system or access to the new system should be directed to EBT.CentralOffice@fssa.in.gov.

GENERAL SESSION WEBINAR QUESTION & ANSWERS

1. As a State User, can I print and share any report or client information with the client?

Yes, you can, as long as it only displays information relevant to that individual and no other client information. The Cardholder can also get recent transaction information from the Portal (online) and toll-free number.

2. How long does it take for a client to receive a mailed replacement card if requested online?

If the card is requested after 11:00 am EST, it is mailed out the next day. This will then follow the standard mailing time based on their physical location (5-7 days).

3. I see an additional security password on the Client Information Management screen. What is this?

This function enables an additional security protocol for access to a card. When a client requests an additional password, please notify Central Office EBT, which can add the password. For example, if a roommate, or someone else, had access to the Hoosier Works Card, who no longer should have access, the Client can request that an additional 4-digit PIN be associated to this account.

4. Will I be able to see the full Social Security Number (SSN) within the new system?

The SSN will show only the last 4 digits, in most cases. However, depending on the role and its permissions that were assigned to you, it will display the full SSN based on the screen you are viewing.

5. Is the Cardholder Customer service line just automated or live people they can speak with?

Both. The Cardholder will be presented with an automated menu or options to help answer their question. Or, the caller can also choose to speak with a Customer Representative for assistance or questions.

6. Will there be someone that we (State Staff) can call or email with problems?

If you have any problems, contact Angie Albin at Central Office or email EBT.CentralOffice@fssa.in.gov.

7. Are there any changes for the local EBT Coordinator?

No, there should be no changes to the formal role of the local EBT Coordinator.

8. If the Client does not have their card, can they use a printout of the card number at a retailer?

No, the Client must swipe their card at the POS (Point of Sale)/swipe card terminal or ATM to access benefits.

9. How much is the replacement fee for a new Hoosier Works EBT card?

Each Cardholder is allowed one free replacement card each year. The replacement fee after the initial replacement card is \$2.00 for each card thereafter.

10. Will recipients have the option to receive a text message when benefits are loaded to their cards?

No. Text messaging will not be used in this new system.

11. If a client reports a change of address at the local office the same time they report a lost/stolen card, will the change be seen real time?

No. The system is not a real-time transaction processing system. Transaction information and changes will be batched overnight and visible the next day. When the client reports a change of address to the office, that change is batched overnight and will not show on the EBT system until the following day. If they report a card lost or stolen through the toll-free number (Cardholder IVR) or online portal, the card will automatically mail to the address in the system.

12. Will the Client get a new card if they have a name change or will they have to request a new card?

The Client will have to request a new card to be issued in the updated name.

13. Will the Client have a photo printed on their Hoosier Works Card?

No. Client photos will not be used in the new system. The card will remain the same, displaying the Hoosier Works logo, cardholder name and card number.

14. Will we have access to reactivate cards or put security codes on the card?

Accounts (cards) will never go dormant in the new system. Security Codes are an EBT Central Office task and are requested by the Client if they would like this additional security code added to their account. If a client requests this additional security password, contact EBT.CentralOffice@fssa.in.gov to complete this task.

15. What is the 'FNS Number' field on the Client Transaction History Screen?

The FNS Number is the Federal Retailer Number, assigned to any retailer accepting SNAP for payment.

16. Can retailers enter the online Retailer Portal without an FNS number?

Retailers use their FNS number to "log in" to the IVR (automated phone menu), and to set up a Retailer Portal account. Once a portal username and password are created, the FNS number is not needed for portal access.

17. Can local offices get any of these customer brochures?

Central Office may be able to send an initial supply to the offices – they will look into that. The brochure can also be printed from the FSSA Website (<http://www.in.gov/fssa/dfp/2690.htm>) and the online Cardholder Portal (<https://www.ebt.acs-inc.com/>). The new brochure will be available after conversion to the new system, September 28th, 2015.

18. Will there be a service charge for ATM withdrawals?

Service charges will vary by type of ATM. Cardholders are made aware of this in the cardholder brochure.

19. Can we only search in Indiana, when searching clients and transactions?

Yes. However, there is an Out-of-State POS Transactions report to see transactions that occurred out-of-state.

20. If we have a new client that has a 'bridge card' can we search to view benefits from out-of-state?

No. Unfortunately, you cannot view these transactions associated with the bridge card.

21. Currently, EBT Admin Terminal (AT) users must sign in every 30 days or those users will get locked out. Will that still be necessary?

Yes, 30 days of inactivity will lock out your Login ID.

22. Will IOT still reset our password for us if we accidentally lock ourselves out?

Yes. IOT will have the ability to perform this function.

23. What are the IVR (automated menu) Options for cardholders when they call the toll-free number?

Below is a list of the options (as of 9/28/15). These menu options may change in the future:

- PRESS 1 – English, or PRESS 2 – Spanish
- Enter 16 digit card number
- MAIN MENU:
 - PRESS 1 – to hear account balance
 - PRESS 2 – to hear last 10 transactions on card or to dispute a transaction
 - PRESS 3 – to change your PIN
 - PRESS 4 – to report a lost, stolen, or damaged card
 - PRESS 5 – for additional options

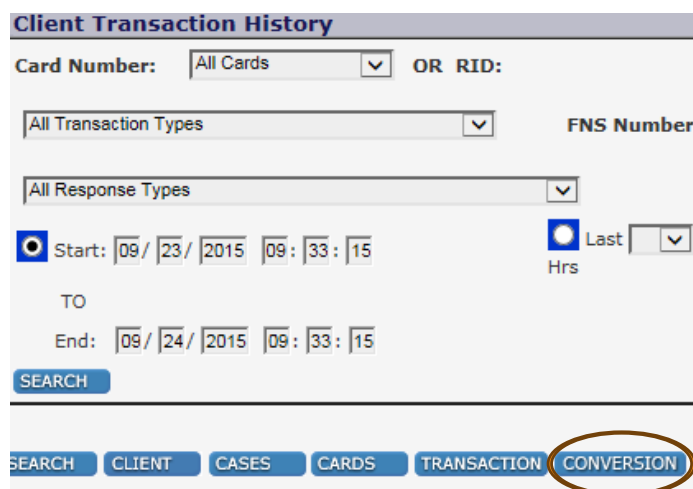
POLICY SESSION WEBINAR QUESTION & ANSWERS

1. Is seven (7) days the maximum search in history?

The last seven days option is a quick and easy search option for recent transactions. Users can also enter a date range to search for transactions (the date range can be no more than 31 days).

2. If I need to search Client Transactions prior to Sept. 28, 2015, how do I do that?

You can use the 'Conversion' button on the 'Client Transaction History' search screen to search transactions prior to the conversion to Xerox. Please see example below.



3. If I need to search FNS Transactions prior to Sept. 28, 2015, how do I do that?

You can use the 'Archives' button on the 'FNS Number Transaction History' search screen to search transactions prior to the conversion to Xerox. Please see example below.

FNS Number Transaction History

FNS Transaction History Search

All Transaction Types FNS Number:

All Response Types

Start: / / : :
 Last Hrs Today Last Days

TO

End: / / : :

4. Are all times displayed in Eastern Standard Time (EST)

Yes. The information on the main system is based on Eastern Time. Even if the transaction occurred in a Central Standard Time (CST), you would search for this transaction based on EST.

5. Do we type in the reason for the repayment, or are there choices to pick from?

The reason for repayment will be typed in by the user.

6. How can we search or look up an FNS Retailer Number if it is needed?

The FNS number can be located by going to the Retailer Management menu and selecting Retailer Maintenance. Here, you can use a "Retailer Name" search to find the desired retailer. Click the Details button to the right of the desired retailer to view the Retailer Profile, including the FNS Number.

7. Will I come here, in AT reports section, to look up a report that is currently found in COGNOS?

There is a new Grant Expungement Report (Daily Report) in the EBT AT reports. The Reports Section contains a large number of Daily and Monthly reports to select from, including transaction detail reports. A small number of reports with ICES information will be available still in COGNOS.

8. Does access to JP Morgan end on the 28th?

JP Morgan access ends over the weekend, prior to the Monday, September 28th launch of the new Xerox system.

IF YOU HAVE ANY OTHER QUESTIONS RELATED TO THIS TRANSITION TO THE XEROX SYSTEM PLEASE CONTACT ANGIE ALBIN (EBT.centraloffice@fssa.in.gov) FOR MORE INFORMATION.