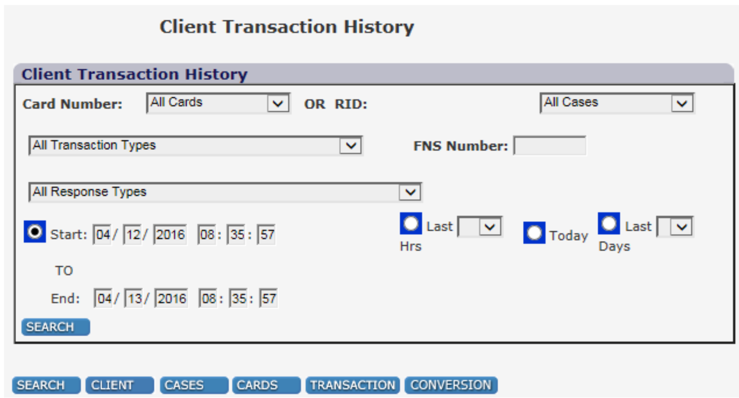
# THE EBT INSIDER

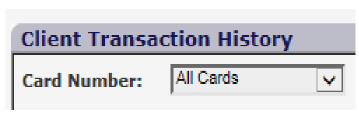

Spring 2016

## Client Transaction History Mystery

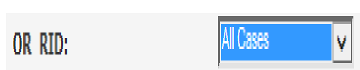
The Client Transaction History screen contains a lot of information. Let's break it down to take the mystery out of this screen:




- **Card Number:** You can search for transactions for all cards in the case, or the individual card transactions for the Primary Cardholder, Authorized Representative or Protective Payee.




- **RID:** If you click on the drop down to the far right, you will see the RID and SNAP and CASH designation. This allows you to search for transactions by individual program.

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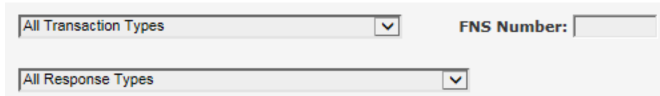
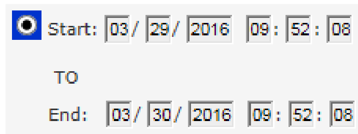
### Case Payee and Authorized Rep (AR) Should Never Be the Same Person

EBT staff have seen an increase in issues caused by the case payee also being listed as their own AR. ***The case payee should <u>NEVER</u> be listed as the SNAP AR on their own case.*** This goes against DFR Policy. Please check the AR screen before authorizing a case. When the case payee is also the AR, the client receives multiple active cards, which can eventually lead to issues with account access. It also causes confusion and difficulty when trying to order a replacement card. If you see this situation in a case and need assistance, please email the EBT Help Desk.

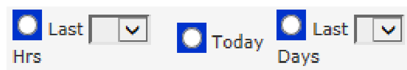
- **"All Transaction Types", FNS Number and "All Response Types":** These options are not used for a basic search. Most EPPIC users can ignore these options.



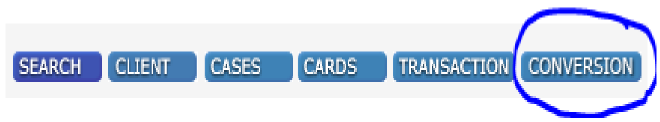

- **Start TO End:** This is used to specify the start and end dates of the transactions you're searching for. Search for up to a 30 day timeframe at one time. From here, you can only go back to 9/28/2015, when Xerox started processing transactions.




- **Last Hrs, Today, Last Days:** This allows you to search for only those transactions that occurred in the past 12 hours, today or in the past 7 days.




- **Conversion Button:** This is used to get the transaction history from 9/27/15 and earlier. These are transactions that were processed by previous vendor, JPMorgan.




- **Transaction History Section:** The lower half of the Client Transaction History screen shows the search results, in "Transaction History". In the example below we see FOOD STAMP PURCHASE (SNAP purchase), VRU BALANCE INQUIRY (cardholder called the Xerox EBT Help Line to get their account balance), and LOAD AUTHORIZATION (SNAP benefit was loaded into EPPIC). Let's start by looking at the earliest transaction on the listing, the LOAD AUTHORIZATION from 3/23/16. Click on the highlighted date for the LOAD AUTHORIZATION:

**Transaction History**

| Date | Id | Type | Response | Program | RID | Card Number | Amount |
|---|---|---|---|---|---|---|---|
| 04/12/2016 07:42:30 | 6000051 | FOOD STAMP PURCHASE | APPROVED/SUCCESS | SNAP | 10[redacted] | 507704[redacted] | -$17.45 |
| 04/11/2016 07:58:59 | 0 | VRU BALANCE INQUIRY | APPROVED/SUCCESS | ALL | 10[redacted] | 507704[redacted] | $0.00 |
| 03/23/2016 23:39:49 | 0 | LOAD AUTHORIZATION | APPROVED/SUCCESS | SNAP | 10[redacted] | | $194.00 |

- This opens a new window with detailed transaction information:

Transaction Detail -- Webpage Dialog

| Entry | Settlement | Type | Response | Program | RID | Card Number | PreBal | Amount |
|---|---|---|---|---|---|---|---|---|
| 03/23/2016 23:39:49 | 04/11/2016 | LOAD AUTHORIZATION | APPROVED/SUCCESS | SNAP | 10[redacted] | | $0.39 | $194.00 |

- We see the date and time of the benefit load (**Entry**), the date the benefit is available (**Settlement**), the account balance before the transaction (**PreBal**), the amount of the transaction (**Amount**). So, this screen tells us that the client will receive $194.00 in SNAP on 4/11/16. The account balance prior to the benefit load (**PreBal**) was $0.39, and the current balance after this action remains $0.39 because the $194.00 will not deposited into the account until 4/11/16.
    - We can also refer to the **Client Benefits Management** screen for information on the benefit availability dates. This screen is accessed through the **Client Case Management** screen.

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- Now let's look at the FOOD STAMP PURCHASE detail on the "Transaction History". Click on the date:

**Transaction History**

| Date | Id | Type | Response | Program | RID | Card Number | Amount |
|---|---|---|---|---|---|---|---|
| 04/12/2016 07:42:30 | 6000051 | FOOD STAMP PURCHASE | APPROVED/SUCCESS | SNAP | 106[redacted] | 507704[redacted] | -$17.45 |
| 04/11/2016 07:58:59 | 0 | VRU BALANCE INQUIRY | APPROVED/SUCCESS | ALL | 106[redacted] | 507704[redacted] | $0.00 |
| 03/23/2016 23:39:49 | 0 | LOAD AUTHORIZATION | APPROVED/SUCCESS | SNAP | 106[redacted] | | $194.00 |

- This most important information shown is the date and time of the transaction (**Entry**), the account balance before the transaction (**PreBal**), the amount of the transaction (**Amount**), and the name and location of the merchant where the transaction took place (**Location Related**). In this example, the client spent $17.45 on 4/12/16 at Jewel in Wheaton, IL.

Transaction Detail -- Webpage Dialog

| Entry | Settlement | Type | Response | Program | RID | Card Number | PreBal | Amount |
|---|---|---|---|---|---|---|---|---|
| 04/12/2016 07:42:30 | 04/12/2016 | FOOD STAMP PURCHASE | APPROVED/SUCCESS | SNAP | 10[redacted] | 507704[redacted] | $194.39 | $17.45 |

**Processor Related**

| Processor ID: | Name: | FI Code | CA Code | FNS Number | Term Id | Pan Entry | Pin Entry | Ret Ref Nbr |
|---|---|---|---|---|---|---|---|---|
| 6000051 | FIRSTDATA - BUYPASS | 0 | 000000000674527 | 3868605 | 67452701 | FULL & UNALTERED CONTENTS OF TRACK II | PIN ENTRY CAPABILITY | 610300782103 |

**Location Related**

| Location Name: | Address: | City: | State & Country: |
|---|---|---|---|
| #03283 JEWEL | 2031 MAIN ST. | WHEATON | IL US |

- **PreBal:** Note that EPPIC does not provide the current account balance on the **Transaction Detail**. If you want to know the balance at any given time after a purchase transaction, you must do the math and subtract the transaction **Amount** from the **PreBal** amount. In the case above, the account balance after this transaction is $176.94 ($194.39 - $17.45).

⇨ If you ever have questions about the transaction history, or need to research transactions, contact the EBT Help Desk. We are able to provide the transaction history for any timeframe on an easy to read Excel spreadsheet.

**EPPIC Issues Caused by Internet Explorer Upgrades**

If your computer's Internet Explorer has been upgraded and you are not able to expand the menu on the opening page in EPPIC after logging in, you probably have a compatibility issue. Here's what you need to do:

- Open up Internet Explorer.
- Go to your 'Tools' menu.
- Look for "Compatibility View Settings" and click this link.
- A window will appear. Type in https://eppic.fssa.in.gov:55732/inebtmanage/ and click the 'Add' button. This will add the website into the Compatibility View list in the lower section.
- Click 'Close' to close this window and navigate back to the AT browser address.

**Correction!** The Fall 2015 edition of The EBT Insider gave incorrect information on account access for ARs and PPs who have been taken off and added back on the same case. An Authorized Rep or Protective Payee who is taken off a case loses account access and their card is deactivated once the change is authorized. If they are added back on the same case as the AR or PP, the previous card will not work. A new card is sent to them once the change is authorized. That new card will need to be PIN'd.

## Handling Returned or Abandoned EBT Cards

When an EBT card is returned to the Local Office, the card information should be entered on the Returned Card Log/SF 50235. Follow these procedures to determine the next steps:

- Check the **Client Card Management** screen in EPPIC to see if the card is active.
- If the card is *not* active, it should be destroyed.
- If the card is active, the cardholder should be contacted to either pick up the card or have the card mailed to them, after verifying their identity and address.
- Active cards should be held in a secure place for 30 days. If, after 30 days, the active card is not claimed and reasonable attempts have been made contact the owner, the EBT Help Desk should be contacted at ebt.centraloffice@fssa.in.gov to deactivate the card. The card can then be destroyed.
- Destroy EBT cards by shredding the card, disposing of the card in a secure shredding bin, or hole-punching through the magnetic strip.

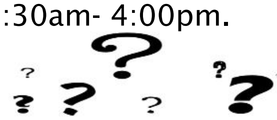
EBT is on The Hub! Find us on the DFR page, under "Program Information", or go to https://intranet.fssa.in.gov/Pages/EBT-Hoosier-Works-Card.aspx


**The URL, or web address, for EPPIC changed in November 2015. The correct URL is:**

**https://eppic.fssa.in.gov:55732/inebtmanage/**

**Please check the URL that you are using, and may have bookmarked, to make sure you are using the correct address.**

**Got EBT Questions?** The best way to get help is by emailing the EBT Help Desk at ebt.centraloffice@fssa.in.gov. The Help Desk mailbox is monitored every business day, from 7:30am- 4:00pm.




**Set up reminders to log into the EPPIC EBT system at least once every 60 days to avoid being locked out. Users who do not log in within 90 days will have their accounts disabled. After 180 days with no log in, the user ID is deleted off the system. To re-instate a deleted user, a NEW user account must be created by EBT Central Office staff.**