Transactions with NO Fees
• SNAP (Food) Benefit Purchases
• Cash Purchases
• Cash Back with Purchases

Transactions WITH Fees
• POS – Cash-only withdrawals 2 free per month (Over two (2) are $0.40 each)
• ATM – Cash withdrawals $1.00 each

CAN I DEPOSIT MONEY INTO MY EBT ACCOUNT?
No. You may only withdraw money from your Cash account.

WHAT IF I DO NOT WANT TO USE ALL OF MY BENEFITS IN ONE MONTH?
For SNAP benefits, the benefits stay in your account until you use them. However, if you do not use your SNAP benefits for 12 consecutive months, some or all of your benefits may be removed from your account for non-use. Once the SNAP benefits have been removed from your account for non-use, you CANNOT get them back.

Cash benefits are aged off at 90 days and removed from the system at 365 days. Between the 90 and 365, the recipient may make a request to the State for reinstatement.

WHAT ARE THE PENALTIES FOR MISUSING THE KANSAS EBT CARD?
Intentional misuse and/or selling of your Kansas EBT card is a federal crime. Cash benefits cannot be transacted/used in any liquor store, gambling establishment or any adult oriented entertainment location. You can be disqualified from the benefit program and may be prosecuted if you use your card or benefits for illegal purposes. Illegal use includes selling your card and PIN for cash, drugs, or other items, or exchanging SNAP benefits for cash. Your EBT card is the property of the State of Kansas.

WHAT IF I PLAN TO MOVE OR CHANGE MY ADDRESS?
You must contact the Kansas Department for Children and Families office to report your address change. Customer Service cannot assist you with your address change.

WHEN SHOULD I CALL CUSTOMER SERVICE?
• Call if your card is lost, stolen or damaged.
• Call if you have forgotten or lost your PIN.
• Call to change your PIN.
• Call if you have questions or need help with your card.
• Call to remove an alternate cardholder.
Note: If you have an agency appointed substitute payee for cash benefits you will need to contact your local office to discuss removal of the payee.

For EBT account information, visit www.ebtEDGE.com
Customer Service 1-800-997-6666
1-800-766-3777(TTY)
NOTE: toll-free calls can NOT be made from a pay telephone.
24 hours a day, 7 days a week

Supplemental Nutrition Assistance Program
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JBT-KSCB00022E - REV 04/13
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Welcome to Kansas EBT
—the safe and easy way to use your benefits!
If you qualify for Supplemental Nutrition Assistance Program (SNAP) benefits, you can use your Kansas EBT Card to:
Buy selected food items at any participating store that displays the SNAP logo
If you qualify for Cash benefits, you can use your Kansas EBT Card to:
• Withdraw your benefits at Automated Teller Machines (ATMs) nationwide
• Get cash and pay for purchases at participating stores

HOW TO USE YOUR KANSAS EBT CARD AT THE STORE
1. Know your balance before you go shopping.
2. Hand your Kansas EBT card to the clerk/cashier or swipe your card through the Point-of-Sale (POS) machine.
3. Be sure to tell the clerk which account to charge (Food or Cash).
4. Enter your four-digit PIN on the keypad. Press the ENTER or YES key.
5. The amount of your purchase will be deducted from the correct account.
6. The clerk will hand you your receipt.
7. Make sure the information on the receipt is correct.
8. Keep the receipt for your records; it will show your new balance.
Stores will not give you change for SNAP benefit purchases. Only the exact amount of your food purchase is deducted from your SNAP benefit account. You may use your Cash benefits to purchase both food and non-food items. Stores can provide cash-back from your card account. (Not all stores’ policies are the same and some may choose not to offer cash-back. Kansas does not regulate individual store policies for cash-back.)

HOW TO USE YOUR KANSAS EBT CARD AT AN AUTOMATED TELLER MACHINE (ATM)
(SNAP benefits cannot be accessed through the ATM)
1. Know your balance and check to see if there is a surcharge for using the ATM.
2. Insert or swipe your card.
3. Enter your Personal Identification Number (PIN) and press the OK or ENTER key.
4. Select the key marked WITHDRAW CASH and then select CHECKING.
5. Enter the amount you’d like in whole dollar amounts (for example, $20, $40, $60, etc.). Some machines only give cash in certain amounts, like $5, $10 or $20 bills. Also, some ATMs may have a limit to how much you can withdraw.
6. Take your card, your receipt and your cash.
7. When you are in a safe place, count your cash and compare it to your receipt.
8. Keep your receipt to help you keep track of your balance. For each withdrawal from an ATM, there will be a $1.00 transaction fee taken out of your cash account. Other ATM surcharges may apply. Kansas does not regulate individual ATM policy.

FREQUENTLY ASKED QUESTIONS
HOW DO I GET MY BENEFITS WITH MY KANSAS EBT CARD?
Each month that you are eligible for benefits, your benefits will be added to your Kansas EBT account automatically. As your monthly benefits are added to your Kansas EBT account, the balance on your card will go up. As you use your benefits, the balance goes down.

WHEN DO I GET MY BENEFITS?
Benefits will be in your EBT account as listed below:
Cash: Benefits are available on your Kansas EBT Card after 6:00 am on the FIRST calendar day of every month.
SNAP benefits: SNAP benefits are issued based on the first letter of your last name. Benefits are available at 6 a.m. on the benefit date. Benefits will be available on the day noted regardless if it is a weekend or holiday.
You will receive SNAP benefits based on the first letter of your last name.

If your last name starts with:
A or B
C or D
E, F, or G
H, I or J
K or L
M
N, O, P, Q or R
S
T, U or V
W, X, Y or Z
You will get your benefits after 6:00am on the:
1st day of the month
2nd day of the month
3rd day of the month
4th day of the month
5th day of the month
6th day of the month
7th day of the month
8th day of the month
9th day of the month
10th day of the month

WHAT IS A PIN?
PIN stands for Personal Identification Number. Your PIN is a four-digit number you must use with your Kansas EBT card. The PIN gives you access to your account.

HOW DO I REMEMBER MY PIN?
It is very important to memorize your PIN. When you call the toll-free Customer Service telephone number to select your PIN, choose four numbers that are easy for you to remember, but hard for someone else to figure out. Keep your PIN a secret. Do not write your PIN on your card. Do not keep your PIN in your wallet or purse.
If someone knows your PIN, they can use your card to get ALL your benefits — and those benefits will not be replaced.

WHAT IF I FORGET MY PIN?
If you forget your PIN or want to change your PIN, call Customer Service at 1-800-997-6667 to select a new PIN. You can also select a new PIN on the internet at www.ebtEDGE.com. You should choose four numbers that are easy for you to remember, but hard for someone else to figure out.

WHAT IF I ENTER THE WRONG PIN?
If you enter the wrong PIN, you have three more chances to enter the right PIN. If you don’t enter the correct PIN by the fourth try, a “lock” is put on your Kansas EBT Card and you will not be able to use your card until 12:01 a.m. the next day. If you cannot remember your PIN, call Customer Service to select a new PIN after 12:01 a.m. the next day.

HOW DO I TAKE CARE OF MY KANSAS EBT CARD?
Sign the back of your card.
• Call the Customer Service number to activate your card and select a PIN.
• Keep your Kansas EBT card safe and clean.
• Do not bend or twist the card.
• Keep the black magnetic stripe on the back of your card clean and free from scratches.
• Store your Kansas EBT card in a wallet or purse.
• Keep the card away from magnets (i.e., handbag clasps, TVs, etc.) and direct sunlight.
• Do not write your PIN on your card.

WHAT IF MY CARD DOES NOT WORK?
Call the Customer Service number to assist you. This number is found on the back of your card. Customer Service is available 24 hours a day, 7 days a week.

HOW CAN I RECEIVE A NEW KANSAS EBT CARD?
If your Kansas EBT card is lost, damaged or stolen, you will have to call Customer Service at 1-800-997-6667 to get a replacement card.
If you need a replacement EBT card and your address has changed, you can call Customer Service to report your card as lost, damaged or stolen. Customer Service will deactivate the lost, stolen or damaged card so no one will be able to use it. However, you MUST contact DCF to report your address change.