

HOW CAN I GET CASH FROM MY ACCOUNT?

You cannot access your SNAP benefits at an ATM or receive cash back from SNAP purchases.

You can only withdraw money from your Cash benefits at an ATM or through a cash-back/cash-only withdrawal at a participating store.

You cannot go to a bank teller and withdraw or inquire about your EBT account. You cannot deposit money into your EBT account.

HOW DO I TAKE SOMETHING BACK TO THE STORE? CAN I GET CASH BACK?

YOU WILL NOT GET CASH BACK. Take the item, receipt, and your card back to the store. The store will issue a credit to your appropriate benefit account (SNAP or Cash), which will be available to you immediately.

CAN SOMEONE ELSE SHOP FOR ME?

If you think you need an EBT authorized representative, contact your DCF office.

If you have added an EBT Authorized Representative on your EBT case, that person may use the EBT card and PIN that were issued to them. They do not need your EBT card or need to know your PIN to make purchases. Their card gives them access to your benefits.

WHAT IF MY STORE DOES NOT HAVE A POS MACHINE OR THE POS MACHINE IS NOT WORKING?

If you want to purchase eligible food items with your SNAP benefits, and the POS machine is not working or there is not one at the store, the cashier may fill out a paper form called a SNAP benefit voucher. The cashier will write in your Kansas EBT Card number and the amount you are spending. DO NOT give the cashier your PIN. The cashier will call the Retailer Customer Service number to see if you have enough benefits in your SNAP account to buy the food. If there is enough in your SNAP account, you will be asked to sign the voucher and will be given a copy. It is very important to keep this copy so you can subtract what you spent from the balance shown on your last EBT receipt. This will give you the current amount in your SNAP account. The store cannot process a manual voucher for Cash benefits.

IF I HAVE LESS THAN \$10.00 WORTH OF CASH BENEFITS ON MY EBT CARD, HOW WILL I GET IT OUT?

You can make a Point-of-Sale purchase or cash-back transaction at participating stores to get these funds.

WHAT ARE THE PENALTIES FOR MISUSING MY 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. It is also illegal to pay for internet purchases with your EBT benefits and to have the merchandise delivered to or picked up by a third party for their personal use. Your EBT card is the property of

the State of Kansas.

HOW DO I SELECT MY PIN?

There are different ways to select your PIN:

- When you receive your card in the mail, call Customer Service to select a PIN over the phone.
- You can also select a PIN or reset a PIN using the Cardholder Login at www.ebtEDGE.com.
- Log into the mobile application to select or change your PIN.

When selecting your PIN, you will be instructed if your PIN is acceptable. Commonly used PINS (like 1234) are not allowed.

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 it, call Customer Service at 1-800-997-6666 to select a new PIN. You can also select a new PIN using the Cardholder Login at www.ebtEDGE.com or the mobile application. 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 card and you will not be able to use it until 12:01 a.m. the next day. If you cannot remember your PIN, call Customer Service to reset your PIN immediately or the card will unlock at 12:01 a.m. the next day.

HOW DO I TAKE CARE OF MY EBT CARD?

- Sign the back of your card.
- 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 Customer Service and they will assist you. The Customer Service phone 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 EBT CARD?

If your card is lost, damaged, or stolen, you will have to call Customer Service at 1-800-997-6666 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 de-activate the card so

no one will be able to use it. However, you MUST contact DCF to report your address change.

CAN I FREEZE MY CARD IF I HAVE MISPLACED IT?

Yes. If you have misplaced your card and want time to look for it before reporting it lost or stolen, you can select the Freeze Card option:

- Using the Cardholder Login at www.ebtEDGE.com
- Using the mobile application, or by
- Calling Customer Service

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. EBT 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 to freeze or unfreeze transactions on your card.
- 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.)

Calls to Customer Service may be recorded or monitored.

For EBT account information, visit www.ebtEDGE.com and use the Cardholder Login option or download the ebtEDGE™ Mobile Application to your smart phone. The ebtEDGE Mobile Application is the only agency-approved application for use with your Kansas EBT account.

For assistance with your DCF Food, Child Care and Cash Assistance eligibility call toll free 1-888-369-4777

**EBT Customer Service
1-800-997-6666
1-800-766-3777(TTY)**

24 hours a day, 7 days a week



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PartNumber?



How to use your Kansas EBT Card



Putting Healthy Food
Within Reach



Strong families make a strong Kansas

Welcome to Kansas EBT (Electronic Benefits Transfer)

–the safe and easy way to use your benefits!

- Use your Kansas EBT Card to buy selected food items at any participating store that displays the SNAP logo.
- Use your card to withdraw your Cash benefits at Automated Teller Machines (ATMs) nationwide or pay for purchases at participating stores.
- Use your child care benefits to pay your child care provider.

WHERE CAN I USE MY EBT CARD?

You can use your Kansas EBT Card at participating stores, online at approved retailers, and at ATMs (cash machines for Cash benefits only) across the country.

HOW TO USE YOUR EBT CARD AT THE STORE

1. Know your balance before you go shopping.
2. Hand your card to the clerk/cashier or swipe your card through the Point-of-Sale (POS) machine.
3. Be sure to select or 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 Cash 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 EBT CARD TO MAKE FOOD PURCHASES OVER THE INTERNET

It is illegal to order items to be delivered to other people or to have other people pick up items that you have paid for with your benefits for their use.

1. Know your balance before you go shopping.
2. Use your internet browser or smart phone to order items from the website of an approved retailer, like Amazon or Walmart.
3. When you check out, select EBT, and then Food, as your payment method. If the website does not let you select EBT as a payment method, you cannot use your EBT benefits to

make internet purchases from this retailer.

4. SNAP cannot be used to pay for grocery delivery fees.

HOW TO USE YOUR EBT CARD AT AN AUTOMATED TELLER MACHINE (ATM)

You cannot access your SNAP benefits at an ATM.

1. Insert or swipe your card.
2. Enter your Personal Identification Number (PIN) and press the OK or ENTER key.
3. Select the key marked WITHDRAW CASH and then select CHECKING.
4. Enter the amount you'd like in whole dollar amounts (for example, \$20, \$40, \$60). Some machines only give cash in certain amounts, like \$20 bills. Also, some ATMs may have a limit to how much you can withdraw.
5. Take your card, your receipt and your cash.
6. When you are in a safe place, count your cash and compare it to your receipt.
7. 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 policies.

TRANSACTION FEES AND SURCHARGES FOR FOOD AND CASH

For SNAP benefits, there is never a transaction fee for using your Kansas EBT Card to buy eligible food items. For Cash benefits, there is NEVER a transaction fee for using your Kansas EBT Card to make a cash purchase and get cash back. You are also allowed two free cash-only withdrawals each month from a POS machine. After you make two cash-only withdrawals from a POS machine, you will be charged \$0.40 for each additional POS cash withdrawal during the same month. For each cash withdrawal from an ATM, there will be a \$1.00 transaction fee automatically taken out of your Cash account.

A surcharge is an additional fee charged by the owner of an ATM for cash withdrawals at certain ATMs and POS machines. Look for a sign near the ATM or POS machine that tells you the surcharge amount. If you do not want to pay the surcharge, simply cancel the transaction and go to another machine.

HOW TO PAY YOUR CHILD CARE PROVIDER

Know your balance before making a payment to your child care provider. There are three options for paying your child care provider.

Remember: Never tell your provider your PIN.

If you use your card at the provider's POS machine:

- Check the amount that shows in the display before you enter your PIN.
- DO NOT let the provider see your PIN as you enter it.
- DO NOT let the provider leave the area with your card.

Using your provider's POS machine:

1. Your provider selects the Child Care option on the POS machine.

2. You swipe your card through the POS machine.
3. Next you enter the amount of the child care payment.
4. Check the amount that shows in the display to be sure it is correct. If the amount is correct, enter your PIN and press ENTER. This action will transfer money from your benefit balance to pay your provider.

Note: The receipt that is printed at your provider's POS will not show your childcare or cash account balances.

Using the ebtEDGE mobile application or the cardholder login on www.ebtEDGE.com:

1. Log on using your user ID and password.
2. Click on the link for Child Care Payment Transfer.
3. Enter your Provider's ID number and click Search.
4. Enter the amount you want to pay the provider.
5. Double check the amount; if it is correct, enter your PIN and press Enter.

If your provider does not have a POS machine, or if the machine is not working, or if you are not at the provider's location, you can transfer funds to your provider through the automated line using your phone. You will need to know your provider's Provider ID number. Follow these steps to transfer funds over the phone:

1. Call the toll-free Customer Service line: 1-800-997-6666
2. Enter the 16-digit card number found on the front of your card.
3. Listen to your balance, and then select the Child Care option.
4. Next, select transfer funds to your child care provider.
5. When asked, enter the Provider's ID number, the child care benefit amount you wish to transfer, and your PIN. The system will give you an authorization number for the payment, which is for tracking purposes only.
6. Write down the authorization number, the amount of the payment, and the date and time you made the call. Give that information to your provider so they can accurately track the money paid as coming from you. Always get a receipt from your provider for all child care payments.

IF YOU OWE MORE THAN YOUR CHILD CARE BENEFIT BALANCE

If you have cash benefits available, and you do not have enough child care benefits to pay your entire bill, you can use your cash benefits to pay your child care bill. Ask your child care provider to perform a cash purchase on the POS machine. You may also withdraw your cash benefits at an ATM or store and pay your provider in cash. You can also pay your provider with your own money by paying with cash or writing a check.

FREQUENTLY ASKED QUESTIONS

WHEN DO I GET MY BENEFITS?

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 account, the balance on your card will go up. As you use your benefits, the balance goes down.

- Cash benefits and child care benefits are available on your card after 6:00 a.m. on the FIRST calendar day of the month, even if it is a weekend or holiday.

- SNAP benefits are issued based on the first letter of your last name. Benefits are available at 6 a.m. on the benefit date, even if it is a weekend or holiday.

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

HOW WILL I KNOW THE BALANCE IN MY EBT ACCOUNT?

There are several easy ways to check how much you have left in your account:

1. Check your receipt from your last purchase; it shows your available balance. Always keep your receipts.
2. Log on to the Cardholder Login at www.ebtEDGE.com.
3. Use the ebtEDGE mobile application.
4. Call the toll-free Customer Service telephone number. Call 24 hours a day, 7 days a week for your balance if you cannot find your last receipt. Listen to the message and follow the instructions to select a language and to request your benefit balance.
5. Use a POS machine. If you have your card with you, ask if the retailer or your provider will do a balance inquiry at the POS machine.

WHAT IF I DO NOT WANT TO USE ALL OF MY BENEFITS IN ONE MONTH?

SNAP benefits stay in your account until you use them. However, if you do not use your SNAP benefits for 9 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 that have not been used are removed from your account after 120 days of non-use; however, you can regain access to them when they are between 120 and 274 days old if you ask your DCF worker to reinstate them. Any Cash benefits that reach 274 days without being used are removed from your account and cannot be restored.

For child care benefits, your remaining balance at the end of the month is carried over to the next month. However, if the benefits are not used within 120 days from the date they were issued, they will be removed from your account. Unused child care benefits that are removed from your account at 120 days will not be put back into your account unless you have unusual circumstances.