

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 (ONLY) 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.

CAN I GO TO A BANK TELLER AND WITHDRAW MONEY OR INQUIRE ABOUT MY EBT ACCOUNT?

No, you may only withdraw money from an ATM or through a cash-back/cash-only withdrawal at a participating store. If you have questions, call Customer Service or ask your worker.

IF I HAVE LESS THAN \$10.00 WORTH OF CASH BENEFITS ON MY KANSAS 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.

ARE THERE ANY TRANSACTION FEES OR SURCHARGES FOR USING MY KANSAS EBT CARD?

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. Additionally, you will be allowed two free cash-only withdrawals per month from a POS machine. For each cash-withdrawal from an ATM, there will be a \$1.00 transaction fee automatically taken out of your Cash account.

SURCHARGES

A surcharge is an additional fee charged by the owner of an ATM. 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.

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.

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.

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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How to use your Kansas EBT Card



Strong families make a strong Kansas

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 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 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: | You will get your benefits after 6:00am 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 |

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 1-800-997-6666 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.

HOW WILL I KNOW THE BALANCE IN MY KANSAS EBT ACCOUNT?

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

1. Always keep your receipts. Check your receipt from your last purchase; it shows your available balance.
2. Log on to www.ebtEDGE.com

3. Call the toll-free Customer Service telephone number. Always know your balance before you use your card.

WHERE CAN I USE MY KANSAS EBT CARD?

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

CAN SOMEONE ELSE SHOP FOR ME?

For SNAP benefits:

If you have added an Authorized Representative on your SNAP case, that person may purchase food for you using 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.

For Cash benefits:

If you have added a Protective Payee on your TANF (cash) case, that person may shop for you using 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.

IMPORTANT:

Once you give an Authorized Representative or Protective Payee access to your benefits, they have access to ALL of those benefits. **Misuse or theft of benefits by an Authorized Representative or Protective Payee will NOT be replaced, so be careful who you give access to. If you no longer need an Authorized Representative, call Customer Service immediately. 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.**

WHAT IF MY CARD DOES NOT WORK?

Call Customer Service and they will 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 1-800-997-6666 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 lost, stolen or damaged card so no one will be able to use it. However, you **MUST** contact DCF to report your address change.