



South Dakota EBT Client Handbook

1-800-604-5099
www.ebtedge.com

South Dakota EBT Client Handbook Information



This handbook contains information about the South Dakota EBT Program.

It will answer many of your questions and tell you who to contact if you need assistance.

Please keep this handbook in a safe place and refer to it if you have questions or need help.

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EBT Questions and Answers

Q What is EBT?

A Electronic Benefits Transfer, or EBT, is the way you receive and use your Supplemental Nutrition Assistance Program (SNAP), formerly the Food Stamp Program, benefits in South Dakota. You can use your South Dakota EBT card anywhere in South Dakota and throughout the United States, except Puerto Rico.

Q How do I get my SNAP benefits with EBT?

A The benefits are deposited into your EBT account. Your benefits are available by using your South Dakota EBT card and Personal Identification Number (PIN).

Q What is a PIN?

A A PIN is the four-digit secret code you select when you receive your South Dakota EBT card. The PIN acts as your signature or authorization.

Q When do I get my SNAP benefits?

A If you are a new applicant, you will receive a notice from your Department of Social Services (DSS) Benefits Specialist telling you when the SNAP benefits will be available in your EBT account. After you receive the notice, you can call Customer Service at 1-800-604-5099 or go online to www.ebtedge.com to confirm your deposit. (Please refer to “How will I know the balance in my EBT account?” on page 5 and also “How do I contact Customer Service online?” on page 9.)

If you are an ongoing recipient, you will receive your benefits in your EBT account on the 10th of the month, even if the 10th falls on a weekend or a holiday.

Q Where can I shop with EBT?

A Most food retailers and convenience stores accept EBT. Authorized retailers display the QUEST® decal on the door that looks exactly like the QUEST® symbol on your card.

Any member of an eligible household who is 60 years of age or older may use their EBT card at authorized communal dining facilities and authorized nonprofit meal delivery services; i.e., Meals on Wheels, Senior Citizens Centers, Senior Apartment Sites, other Elderly Nutrition Sites.

Q What can I buy with my South Dakota EBT card?

A You **CAN** Buy:

- Food for you and your household to eat, such as:
 - Breads and cereals
 - Fruits and vegetables
 - Meats, fish, poultry
 - Dairy products
- Items that carry a nutrition facts label.
- Seeds and plants which produce food for you and your household.
- Group dining or home-delivered Senior Meals (if you are elderly).

You **CANNOT** Buy:

- Beer, wine, liquor, cigarettes or tobacco
- Any nonfood items:
 - pet foods
 - soaps and paper products
 - household supplies
- Items that carry a supplement facts label.
- Vitamins and medicines
- Grooming items, toothpaste and cosmetics.
- Food that will be eaten in the store
- Hot foods prepared to eat immediately

Contact the store manager if you have any questions on whether you can buy an item with your South Dakota EBT benefits.

Q What does my South Dakota EBT card look like?

A Your card number is on the front of the card and there is a place for your signature on the back.



Q How do I use my South Dakota EBT card?

A Follow these steps to use your South Dakota EBT card:

- Step 1:** Before you shop, check your balance by calling Customer Service at 1-800-604-5099 or by viewing your account at www.ebtedge.com. This balance will be the most you can spend.
- Step 2:** Choose your groceries and go to an EBT check-out lane. Lanes equipped to accept the South Dakota EBT card will have the QUEST® decal displayed.
- Step 3:** Either hand your South Dakota EBT card to the clerk/ cashier or slide the card through the machine.
- Step 4:** Make sure the purchase amount is correct.
- Step 5:** Enter your 4-digit PIN on the key pad. The machine will show (****). Do NOT give the clerk your PIN.
- Step 6:** Press the Enter key.
- Step 7:** You will get a receipt showing your EBT card number, store location, date and time of purchase and the purchase amount. Keep your receipt so you will have your new balance.

Q How do I remember my PIN?

A Choose four digits that are easy for you to remember, but hard for someone else to figure out. You SHOULD NOT use your date of birth or your Social Security number as your PIN. Write down your PIN at home and keep it in a safe place. Do not write your PIN on your South Dakota EBT card or card sleeve. Do not keep your PIN in your wallet or purse.

Q What if I forget my PIN?

A If you are in the grocery store and enter the wrong PIN, you have two more chances that day to enter the correct PIN. If the correct PIN is not entered on the third try, your card will be locked and cannot be used until the next day. If you cannot remember your PIN or think someone else knows it, you can choose a new PIN at your county DSS office, by calling Customer Service at 1-800-604-5099 or by going online at www.ebtedge.com.

To change your PIN over the telephone, you will need to follow the steps listed below:

Step 1: For English, press 1 or say 'English;' for Spanish press 2 or say 'Español'.

Step 2: When asked if you are calling about a missing, lost, stolen or damaged card, say 'No'.

Step 3: Say or enter the 16-digit number on the front of your card.

Step 4: Say or enter your month and day of birth (Example: January 11th).

Step 5: Say or enter the last four digits of your Social Security number (Example: 2,3,4,5).

Step 6: Enter a four digit PIN.

Step 7: To confirm your PIN, please re-enter the same four digits.

Step 8: Your PIN is now selected and is effective immediately.

Q Can someone else shop for me?

A In an emergency, you can let someone else use your South Dakota EBT card to buy food for you. Be careful, once you tell someone your PIN and give them your card they could use ALL your benefits. These benefits will NOT be replaced.

Q How will I know the balance in my EBT account?

A There are three easy ways to check:

1. Your last receipt will show your remaining account balance.
2. Call Customer Service at 1-800-604-5099.
 - For English press 1 or say 'English,' or for Spanish press 2 or say 'Español'.
 - When asked if you are calling about a missing, lost, stolen or damaged card, say 'No'.
 - Say or enter the 16-digit number on the front of your card.
 - The operator will say your balance.
3. You can also check you balance online at www.ebtedge.com.

Q What will my receipt look like?

A Your receipt will look similar to the receipt below.

```
AMAZING GRAINS
500 E CORN ST
MITCHELL, SD 57301

Terminal ID: SD0003
Merchant Term ID: SD0003330

Clerk ID: 999
Sequence Number: 081
Date/Time: 02/01/09 12:08

CARD# xxxxxxxxxxxxxx3247
STATE: SD
POST-02/02/09

      TRAN AMT      END BAL
CASH      $0.00      $0.00
FS        $6.00      $13.50

FS PUR      $6.00 APPROVED

DO NOT DISPENSE CASH
**MERCHANT RECEIPT**
```

Q What if the EBT machine is not working?

A If the terminal is not working, the cashier may fill out a paper voucher for the amount purchased with your SNAP benefits. Present your card to the cashier. Check the amount on the paper voucher to make sure it is for the correct amount of food you bought. If it is correct, sign your name and date the paper voucher. DO NOT give the cashier your PIN. The cashier will call Customer Service to make sure you have enough benefits to buy the food. If you do, the amount will be subtracted from your SNAP benefits account balance. Make sure you get a copy of the paper voucher from the cashier before you leave the store.

When the telephone lines are not available and the cashier cannot get an OK for your purchase, the purchase will be limited to \$40.00. Paper vouchers may also be used by authorized route vendors and food merchants (like farmer's markets) that do not have an EBT machine.

Q How do I take care of my South Dakota EBT card?

- A
1. Keep your South Dakota EBT card safe.
 2. Keep your South Dakota EBT card clean.
 3. Keep your South Dakota EBT card in its card sleeve.
 4. Do not bend your South Dakota EBT card.
 5. NEVER tell your PIN to anyone.

If your card is visibly damaged or you continually have problems at the store with the card not working, contact your county DSS office to get a replacement card.

Q What if I forget my card when I go to the store?

A You cannot purchase food without your South Dakota EBT card and your PIN.

Q What should I do if my South Dakota EBT card is missing, lost, stolen or damaged?

A If your South Dakota EBT card is missing, lost, stolen or damaged, immediately call Customer Service at 1-800-604-5099 to report it. No one else can use your South Dakota EBT card once you report it lost, stolen or damaged. Contact your county DSS office to get a replacement card.

Q How long will it take to get a replacement EBT card?

A It may take 3 business days to get a replacement South Dakota EBT card. If you need a replacement card, contact your county DSS office.

Q What if my card won't work?

A If your card doesn't work or you get an error message you don't understand, call Customer Service at 1-800-604-5099 or visit www.ebtedge.com for assistance. You could get these error messages on a store's EBT machine:

Declined - Enter Lower Amount
Wrong PIN Entered
Invalid Card

Q What if I get a "Declined - Enter Lower Amount" error message?

A You will get this message if you try to spend more than the balance in your EBT account. You can put a few items back or you must pay the difference. Be sure to check your balance before you shop.

Q What if I get an "Wrong PIN Entered" error message?

A You will get this message if you enter the wrong PIN. You have three chances during the same day to enter the correct PIN. If the correct PIN is not entered on the third try, your card will be locked and cannot be used until the next day.

If you cannot remember your PIN, you have three ways to select a new PIN:

1. Take your card to the county DSS office to select a new PIN
2. Call Customer Service at 1-800-604-5099 and follow the steps listed on page 4 of this handbook
3. Select a new PIN by going online to www.ebtedge.com.

Q What if I get an "Invalid Card" error message?

A You will get this message if your card is damaged or has been deactivated. When the magnetic stripe is damaged, the EBT machine cannot read the data needed to get authorization for the transaction. Contact your county DSS office to get a replacement card.

Q How often do I need to use my card? Will my benefits carry over from month to month?

A You should use your South Dakota EBT card at least once every 30 days to keep your account active. SNAP benefits carry over from month to month and can be used even when your SNAP case closes. Benefits that have not been spent within 365 days will be removed from the account and cannot be replaced.

Q How do I take something back to the store? Can I get cash back for the returned item?

A Take the item and the receipt back to the store. The store will put the amount back into your EBT account or you can select a new item from the store. You will NOT receive cash.

Q What if I move?

A If you move to another state, you can use your South Dakota EBT card at any authorized retailer to spend your remaining South Dakota SNAP benefits. Authorized retailers will display the QUEST® decal on the door that looks exactly like the QUEST® symbol on your card. If you wish to continue receiving SNAP benefits in your new state you need to apply for benefits in that state.

Q Should I destroy my EBT card if my SNAP case closes?

A No. You should use up all the available benefits in your EBT account and then keep your South Dakota EBT card. It may be possible to use your same South Dakota EBT card if you decide to reapply for SNAP benefits in South Dakota.

Q What if I have questions about EBT?

A Contact your Benefits Specialist at your county DSS office, contact Customer Service at 1-800-604-5099 or go online to www.ebtedge.com.

Q What if I don't have a telephone?

A You can call 1-800-604-5099 from any payphone in South Dakota at no charge.

Q When do I call Customer Service?

A Call immediately to report a missing, lost, stolen or damaged card, when you need your balance, if you find someone else's EBT card, or if you have questions or need help with EBT.

When calling to see if benefits have been deposited to your account, multiple calls on the same day are not needed. If the benefits are not in your account when you call, they WILL NOT be available that day. Please check with your Benefits Specialist to see when to expect your benefits.

Q How do I contact Customer Service online?

A The client website is: www.ebtedge.com. You can log on using your card number and PIN and use the website to get your balance, view and download account history, select or change your PIN, send messages to Customer Service and receive replies.

Errors on Your EBT Account

Errors on your EBT account do not happen often but can occur. If you notice an error, call Customer Service at 1-800-604-5099 or send email to Customer Service by going online to www.ebtedge.com within 90 days to report the problem.

The South Dakota EBT State Office is notified on a daily basis when a retailer requests a debit adjustment against your EBT account. If this happens, the South Dakota EBT State Office will send you a notice informing you of the details of the adjustment the next working day. You have 15 calendar days from the date on the notice to request a fair hearing if you disagree with the adjustment.

If no fair hearing request is received within 15 calendar days, an adjustment will be processed to debit your EBT account and credit the retailer's account. If the full adjustment amount is not available in your EBT account on the date the debit adjustment is attempted, the full adjustment will be attempted on a daily basis until the adjustment is completed or until the end of the following calendar month.

If you request a fair hearing within the 15 calendar days allowed, no action will be taken until after the fair hearing decision has been made. If the fair hearing decision is not in your favor, an adjustment will be processed against your EBT account.

Fair Hearings

If you disagree with a decision we have made concerning your EBT account, you have the right to request a fair hearing. A fair hearing must be requested within 90 days of the action taken with which you disagree. To request a fair hearing, contact South Dakota EBT at (605) 773-6527 or mail a request to the Office of Administrative Hearings at 700 Governors Drive, Pierre, SD 57501 or fax it to 605-773-6873.

Fraud

It is against the law to sell or trade your South Dakota EBT card or the food purchased with your South Dakota EBT card. If you are caught using your South Dakota EBT card or the food purchased with your South Dakota EBT card in an unlawful manner, you may be disqualified from the Supplemental Nutrition Assistance Program (SNAP) and/or referred for criminal prosecution.

Contact Information

Phone Numbers

Customer Service	1-800-604-5099
South Dakota EBT	(605) 773-6527
South Dakota EBT Fax	(605) 773-8461
South Dakota SNAP	1-877-999-5612
Office of Administrative Hearings Fax	(605) 773-6873

Websites

eFunds Customer Service:	www.ebtedge.com
South Dakota EBT:	www.dss.sd.gov/sdebt
Department of Social Services:	www.dss.sd.gov
DSS Local Office Information:	www.dss.sd.gov/offices
State of South Dakota:	www.sd.gov



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