




**FAMILY INDEPENDENCE ADMINISTRATION**  
 James K. Whelan, Executive Deputy Commissioner (Acting)

**Stephen Fisher, Assistant Deputy Commissioner**  
 Office of Procedures

**POLICY BULLETIN #14-101-OPE**  
*(This PB replaces PB #14-98-OPE)*

**UPDATE ON APPLICANT/PARTICIPANT ELECTRONIC BENEFITS TRANSFER (EBT) CONVERSION ACTIVITIES**

<b>Date:</b> September 19, 2014	<b>Subtopic(s):</b> EBT
<p> This procedure can now be accessed on the FIAweb.</p> <p>Revised</p>	<p><b>Revisions to Original Policy Bulletin</b></p> <p>This policy bulletin is being revised to inform staff that the Office of Temporary and Disability Assistance (OTDA) has changed the conversion time of the Electronic Benefits Transfer (EBT) system to Sunday September 21, 2014, 12:00 am to noon instead of 12:00 am to 5:00 pm.</p> <p><b>Purpose</b></p> <p>OTDA has signed a contract with a new vendor, Xerox, for the operation of New York State’s EBT System. The conversion from JP Morgan Chase to Xerox will occur on Sunday, September 21, 2014. The impact to applicants/participants will be an outage of the entire EBT system for a period of up to 12 hours during the actual conversion of 12:00 am to noon. The change in the vendor and outage will not affect access to medical benefits.</p> <p>The EBT helpline for New York cardholders will retain the same number after the conversion (1-888-328-6399), but EBT cardholders will not be able to access this helpline during the downtime period.</p> <p>A notice was mailed by OTDA between July 8, 2014 and August 11, 2014 to active Cash Assistance (CA) and Supplemental Nutrition Assistance Program (SNAP) participants notifying them of the transition and anticipated unavailability of benefits (see <b>Attachments A and B</b>).</p> <p>In addition, OTDA sent a letter to approximately 17,000 retailers authorized to accept SNAP benefits in New York State on August 22, 2014, informing them of the temporary unavailability of SNAP benefits during the EBT contract conversion (see <b>Attachment C</b>).</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
 Call 718-557-1313 then press 3 at the prompt followed by 1 or  
 send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Revised

Although a poster informing applicants/participants about the EBT changes was distributed by the Office of Communications and Marketing (OCM) for prominent display in Job Centers/SNAP Centers and Over the Counter sites until September 23, 2014 (see **Attachment D**), it lists the old conversion time of Sunday September 21, 2014, 12:00 am to 5:00 pm instead of the new time of 12:00 am to noon.

The poster reads as follows:

*There will be a period of time on Sunday, September 21, 2014, when your Electronic Benefits Transaction (EBT) card will not work for cash or food purchases, or to withdraw cash. This EBT downtime will begin around 12am on Sunday, September 21, 2014, and could last until 5pm that day. You will need to plan your cash and food purchases, and cash withdrawals accordingly. The downtime is necessary while New York State changes EBT vendors. After the conversion, your current EBT card will continue to work, and there is no need to replace your card. There will be no impact on your ability to access your medical benefits.*

New Information

When the conversion is completed and the EBT system is once again operational on Sunday, September 21, 2014, OTDA will inform local district EBT coordinators via e-mail. OTDA will also post this information to the OTDA hotline, to the OTDA and *myBenefits* websites, and to social media. The new EBT vendor will also post this information to the EBT helpline (1-888-328-6399).

As a reminder, staff in the Job Centers/SNAP Centers and Over the Counter sites should remind applicants/participants that their cards may not work on Sunday, September 21, 2014 due to the conversion but do not need to be replaced.

*Effective Immediately*

### Reference

[GIS 14 TA/DC035](#)

### Attachments

**Attachment A** - Participant Letter  
**Attachment B** - Participant Letter (Spanish)  
**Attachment C** - OTDA Letter to Retailers  
**Attachment D** - EBT Poster

☰ Please use Print on Demand to obtain copies of forms.

## Attachment A

NYS OTDA - EBT UNIT  
40 N. PEARL STREET  
ALBANY, NEW YORK 12243

New York State  
Office of Temporary  
and Disability Assistance



JULY 1, 2014

Case No.

Dear EBT Cardholder:

There will be a period of time in either September or October 2014 when access to your EBT benefits will not be available for food and cash purchases or for cash withdrawals while New York State changes EBT vendors. This period may last as long as 24 hours.

When the exact dates and times are known, this information will be available on the OTDA website ([www.otda.ny.gov](http://www.otda.ny.gov)), on myBenefits ([www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)), and on the OTDA helpline (1-800-342-3009).

You will need to plan your food and cash purchases and cash withdrawals during this period accordingly. There will be no impact on your ability to access your medical benefits. Your current EBT card will continue to work, and there is no need to replace your card.

### Important Notice

Important notice: If you need help reading this notice, contact your worker.

Aviso importante: si necesita ayuda para leer este aviso, comuníquese con su trabajador(a) de casos.

إخطار هام. إذا احتجت إلى مساعدة في قراءة الإخطار خاطب مسؤول ملفك.

重要通告. 如需幫助閱讀此通告, 請與您的個案負責人接洽。

Avis important: Si vous avez besoin d'assistance pour lire cet avis, veuillez contacter votre travailleur.

Avi enpòtan. Si w bezwen èd pou li avi sa a, antre an kontak ak travayè w la.

Avviso importante: Se occorre aiuto per leggere questo avviso, rivolgersi al proprio operatore.

중요 통지: 이 통지서를 읽는 데 도움이 필요하시면, 담당 직원에게 연락하십시오.

Важная информация. Если при чтении этого извещения у вас возникнут трудности, обратитесь к сотруднику, ведущему ваше дело.

Thông báo quan trọng: Nếu quý vị cần giúp đọc thông báo này, liên lạc với cán sự xã hội của quý vị.

א וויכטיגע מעלדונג: אויב איר דארפט הילף צו לייען די מעלדונג, רופט אייער ארבעטער.

NYS OTDA - EBT UNIT  
40 N. PEARL STREET  
ALBANY, NEW YORK 12243

New York State  
Office of Temporary  
and Disability Assistance



1 DE JULIO DE 2014

Nº de Caso

Estimado tenedor de tarjeta EBT:

Por la presente le comunicamos que habrá un periodo de tiempo en septiembre u octubre de 2014 cuando las transacciones de dinero en efectivo, compra de alimentos, o retiro de dinero en efectivo con la tarjeta EBT no se podrán llevar a cabo dado que ese es el periodo durante el cual el Estado de Nueva York estará en proceso de cambiar los contratistas de tarjeteas EBT. El periodo de tiempo durante el cual las tarjetas no funcionarán puede durar hasta 24 horas.

Cuando se sepa con exactitud las fechas y las horas, lo publicaremos en el sitio web de la OTDA en: ([www.otda.ny.gov](http://www.otda.ny.gov)); en myBenefits ([www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)), y en la línea directa de OTDA (1-800-342-3009).

Le sugerimos planificar sus compras y retiro de dinero en efectivo de acuerdo con dicho periodo. Ello no afectará de ninguna manera su habilitación para recibir los subsidios. Su tarjeta actual de EBT continuará funcionando y no tendrá que remplazarla.

## Important Notice

**Important notice: If you need help reading this notice, contact your worker.**

**Aviso importante: si necesita ayuda para leer este aviso, comuníquese con su trabajador(a) de casos.**

**إخطار هام. إذا احتجت إلى مساعدة في قراءة الإخطار خاطب مسؤول ملفك.**

**重要通告. 如需幫助閱讀此通告, 請與您的個案負責人接洽。**

**Avis important: Si vous avez besoin d'assistance pour lire cet avis, veuillez contacter votre travailleur.**

**Avi enpòtan. Si w bezwen èd pou li avi sa a, antre an kontak ak travayè w la.**

**Avviso importante: Se occorre aiuto per leggere questo avviso, rivolgersi al proprio operatore.**

**중요 통지: 이 통지서를 읽는 데 도움이 필요하시면, 담당 직원에게 연락하십시오.**

**Важная информация. Если при чтении этого извещения у вас возникнут трудности, обратитесь к сотруднику, ведущему ваше дело.**

**Thông báo quan trọng: Nếu quý vị cần giúp đọc thông báo này, liên lạc với cán sự xã hội của quý vị.**

**א וויכטיגע מעלדונג: אויב איר דארפט הילף צו ליינען די מעלדונג, רופט אייער ארבעטער.**



NEW YORK STATE  
OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE  
40 NORTH PEARL STREET  
ALBANY, NEW YORK 12243-0001

Andrew M. Cuomo  
Governor

Kristin M. Proud  
Commissioner

August 22, 2014

**Re: NYS Electronic Benefits Transfer System Conversion**

Dear SNAP Retailer,

From September 19 through September 21, 2014, the New York State Office of Temporary and Disability Assistance (OTDA) will be converting its Electronic Benefits Transfer (EBT) system from OTDA's current EBT vendor, JPMorgan Electronic Financial Services, to OTDA's new EBT vendor, Xerox State and Local Solutions.

During the conversion weekend, there will be a period of time when client access to EBT benefits will not be available for food and cash purchases or for cash withdrawals. OTDA anticipates that this period of downtime will begin during the late evening hours on Saturday, September 20, 2014, and will end on Sunday afternoon, September 21, 2014. More specific information about the period of downtime will be made available closer to the conversion weekend on the OTDA website ([www.otda.ny.gov](http://www.otda.ny.gov)) and on myBenefits ([www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)).

During this period of downtime, it will not be possible for retailers to process manual vouchers for Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps) benefits. Retailer access to the EBT merchant helpline will also not be available during the downtime period. The EBT helpline for New York cardholders will retain the same number after the conversion (1-888-328-6399), but EBT cardholders will not be able to access this helpline during the downtime period.

OTDA has sent letters to all NYS EBT cardholders informing clients of the conversion and the period of downtime, and advising clients to plan their food and cash purchases and cash withdrawals accordingly. Clients have been informed that their current EBT cards will continue to work after the conversion, and that there is no need to replace their card. Retailers are encouraged to post signage at check-out points, and to inform clerks.

If you have questions regarding this letter or about the EBT conversion, please contact OTDA's EBT Bureau at: 518-473-9696.

Thank you for your support of the SNAP program.

Sincerely,

Phyllis Morris  
Deputy Commissioner  
Center for Employment and Economic Supports



# NOTICE: ONE DAY EBT OUTAGE

There will be a period of time on Sunday, September 21, 2014, when your Electronic Benefits Transaction (EBT) card will not work for cash or food purchases, or to withdraw cash. This EBT downtime will begin around 12am on Sunday, September 21, 2014, and could last until 5pm that day. You will need to plan your cash and food purchases, and cash withdrawals accordingly. The downtime is necessary while New York State changes EBT vendors. After the conversion, your current EBT card will continue to work, and there is no need to replace your card. There will be no impact on your ability to access your medical benefits.

IMPORTANTE! Por la presente le comunicamos que habrá un periodo de tiempo el domingo 21 de septiembre de 2014 cuando las transacciones de dinero en efectivo, compra de alimentos o retiro de dinero en efectivo con la tarjeta de EBT no se podrán llevar a cabo. La interrupción de los servicios de la tarjeta EBT empieza alrededor de las 12am el domingo 21 de septiembre de 2014 y podría durar hasta las 5pm del mismo día. Le sugerimos planificar sus compras y retiro de dinero en efectivo de acuerdo a dicho periodo. Esta interrupción es necesaria, dado que ese día, el Estado de Nueva York estará en proceso de cambiar los contratistas de tarjetas EBT. Después de la conversión, su tarjeta actual de EBT continuará funcionando y no tendrá que reemplazarla. Ello no afectará de ninguna manera su habilitación para recibir sus subsidios médicos.

هام!! ستكون هناك فترة من الوقت يوم الأحد الموافق 21 سبتمبر 2014، لن تعمل بطاقة EBT الخاصة بك لشراء الطعام أو سحب النقود، وستبدأ فترة التعطيل هذه من حوالي الساعة 12 منتصف الليل يوم الأحد الموافق 21 سبتمبر 2014 وحتى الساعة 5 مساءً من نفس اليوم. عليك التخطيط مشترياتك من الطعام أو سحب النقود وفقاً لذلك. وقت التعطيل هذا ضروري بينما تقوم ولاية نيويورك بتغيير مزودي خدمة EBT. بعد إتمام التغيير ستعود بطاقة EBT الحالية الخاصة بك للعمل. لا حاجة لاستبدال بطاقتك. لن يكون هناك أي تأثير على قدرتك على الوصول إلى مخصصاتك الطبية.

重要資訊! 2014年9月21日，星期日的一段時間內，您的電子轉帳福利卡(EBT)不能用來購買食品或提取現金。EBT停用將始於2014年9月21日，星期日，大約凌晨12點，可能一直延續至下午5時止。您需為食品購買或現金提取做好相應準備計畫。暫停使用的原因是紐約州換用EBT供應商。供應商置換完成後，您現在的EBT卡照常使用，不用換新卡。醫療福利的使用不受置換影響。

ВАЖНАЯ ИНФОРМАЦИЯ!! В воскресенье, 21 сентября, в течение некоторого времени Ваша карточка EBT не будет работать при покупке наличными или покупке продовольственных товаров, а также при снятии наличных средств. Карточка будет недоступна начиная приблизительно с 00:00 в ночь с субботы на воскресенье, 21 сентября 2014 г. Этот период может продлиться до 17:00 воскресенья. Просьба планировать закупку продуктов и снятие наличных средств соответствующим образом. Это вынужденная необходимость в связи с заменой штатом Нью-Йорк подрядчиков, предоставляющих услуги EBT. После замены Ваша карточка будет действительна, и ее не придется менять. Возможность доступа к медицинским льготам останется прежней.

ENPÒTAN!! Pandan plizyè èdtan dimanch 21 septanm 2014 kat Electronic Benefits Transactions (EBT) ou pa pral mache pou achte ak lajan kach oswa pou achte manje, oswa ankò pou retire lajan kach. EBT a ap tonbe bò 12 am dimanch 21 septanm 2014 epi sa ka dire jiska 5 pm menm jou an. Ou pral bezwen planifye pou achte ak lajan kach oswa pou achte manje w, ak pou retire lajan kach, si nesesè. Li nesesè pou EBT a tonbe pandan Eta New York ap chanje vandè EBT. Apre konvèsyon an, kat EBT ou genyen an pral kontinye fonksyone, epi pa gen ankenn nesesite pou ranplase li. Pap genyen ankenn konsekans sou kapasite w pou jwenn avantaj medikal.

중요!! 2014년 9월 21일 일요일 여러분의 EBT(Electronic Benefits Transaction) 카드로 현금 거래를 하거나 또는 식품 구입을 할 수 없고 또는 현금을 인출할 수 없는 시간대가 발생할 것입니다. 이 EBT 사용 불가 시간은 2014년 9월 21일 일요일 새벽 12시 경에 시작하여 이날 오후 5시까지 계속될 수 있습니다. 따라서 현금과 식료품 구입 계획을 짜고 현금 인출을 해둘 필요가 있습니다. 뉴욕주가 EBT 판매업자들을 변경함에 따라 사용 불가 시간은 불가피합니다. 전환 작업이 완료되면, 여러분의 EBT 카드는 계속 사용할 수 있으므로 카드를 교체할 필요가 없습니다. 의료 혜택을 받는 데에도 아무런 영향이 없습니다.

IMPORTANTE!! Il 21 settembre 2014, per un certo periodo, la carta EBT (Electronic Benefits Transaction) non funzionerà per acquistare in contanti o comprare generi alimentari, né per prelevare contanti. Questo periodo di inattività di EBT inizierà circa alle 00:00 di domenica 21 settembre 2014 e potrebbe continuare fino alle 17:00 della stessa giornata. Gli utenti dovranno pianificare di conseguenza gli acquisti in contanti e di generi alimentari e i prelievi di contanti. È indispensabile interrompere il funzionamento mentre lo Stato di New York cambia i fornitori EBT. Dopo la conversione, l'attuale carta EBT continuerà a funzionare e non è assolutamente necessario sostituirla. Non vi sarà alcun effetto sulla capacità di accedere alle prestazioni mediche.