



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

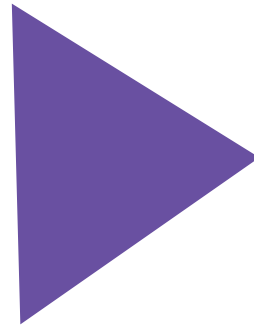
EBT Threads of Knowledge

Juanita Hayes and Jen Cooper

EBT Threads of Knowledge



Weave together EBT threads of knowledge into a clear roadmap of understanding. By connecting past, present, and upcoming changes.



LDSS will strengthen their ability to support clients, respond to challenges, and promote secure and effective use of EBT.

Objectives



By the end of training/overview, LDSS staff will be able to:



Guide clients through proper use of their EBT cards and available tools



Recognize new **fraud management features** and their role in safeguarding benefits



Prepare for **upcoming EBT changes**, ensuring smooth adoption and communication to clients

Virginia EBT

SNAP, DSNAP and SEBT benefits are issued through reusable, reloadable, debit-like cards.



Cardinal cards are still valid.

Availability of Benefits

- » EBT cards are usable after benefit and demographic information are transmitted to our EBT vendor
- » EBT cards are activated by PIN selection
- » EBT cards remains usable after certification period ends. If benefits remain the customer may continue to spend them as long as they are available (not expunged)

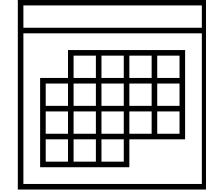


Availability of Benefits

Ongoing benefits are added each month of the certification period

Monthly benefits available 12:01 am

Note: benefit availability is unaffected by weekends or holidays



Cases Ending in 0, 1, 2 & 3	1 st Day of the Month
Cases Ending in 4 & 5	4 th Day of the Month
Cases Ending in 6, 7, 8 & 9	7 th Day of the Month

Availability of Benefits

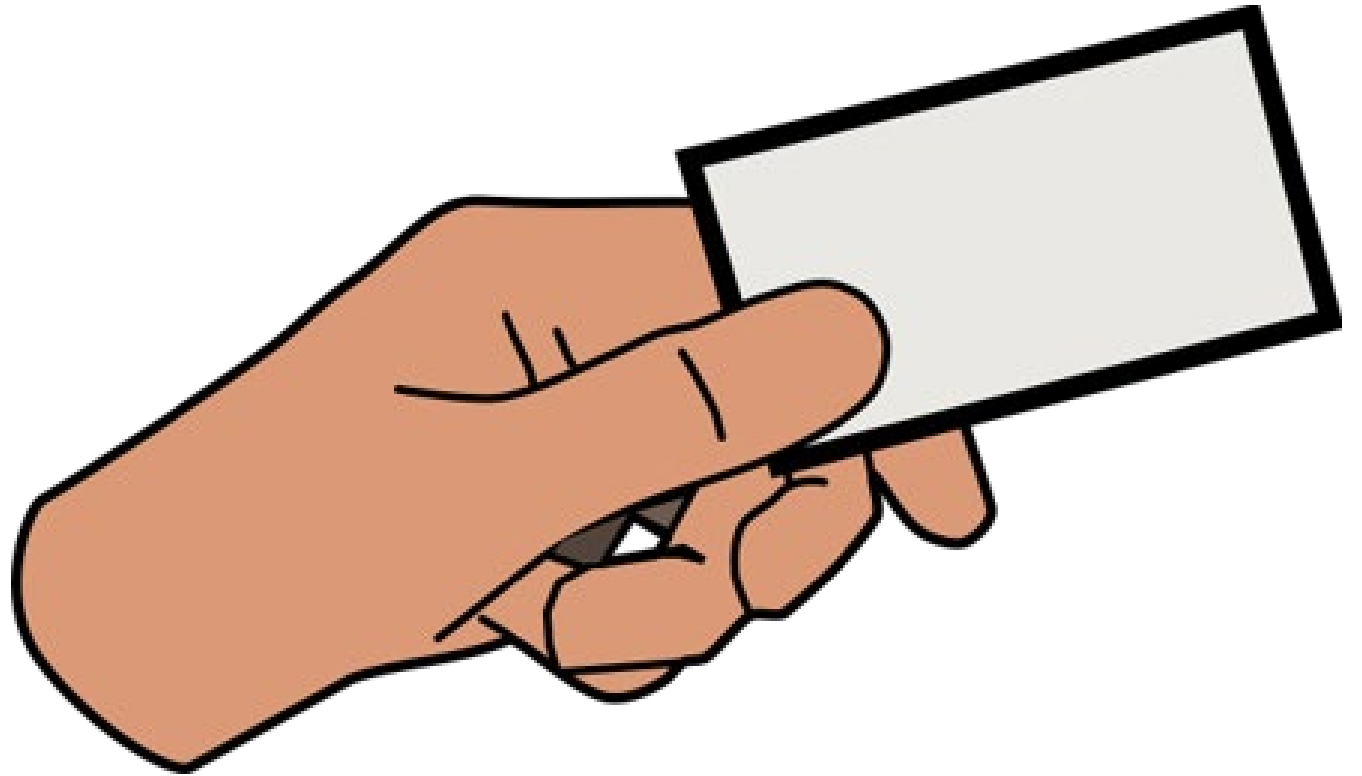
» Daily Benefits – Batch Receipt or for benefits issued through Benefit Issuance: benefits posted in EPPIC within half hour

Batch Run	Benefit Information	Demographic Information	Benefits Available
9:00 am	9:10 am	9:20 am	9:30 am
11:00 am	11:10 am	11:20 am	11:30 am
1:00 pm	1:10 pm	1:20 pm	1:30 pm
3:00 pm	3:10 pm	3:20 pm	3:30 pm
5:00 pm	5:10 pm	5:20 pm	5:30 pm
8:00 pm	8:10 pm	8:20 pm	8:30 pm

Who receives a Vault/OTC card?

Vault cards are issued by LDSS when:

- Mail cards are undelivered
- Barriers to benefit access exist
- Cards are lost, stolen, or damaged but retain a balance
- Recipients lack fixed mailing addresses
- Emergencies or hardships delay mail card delivery



Card Issuance - Mail

EBT Cards mailed by Conduent

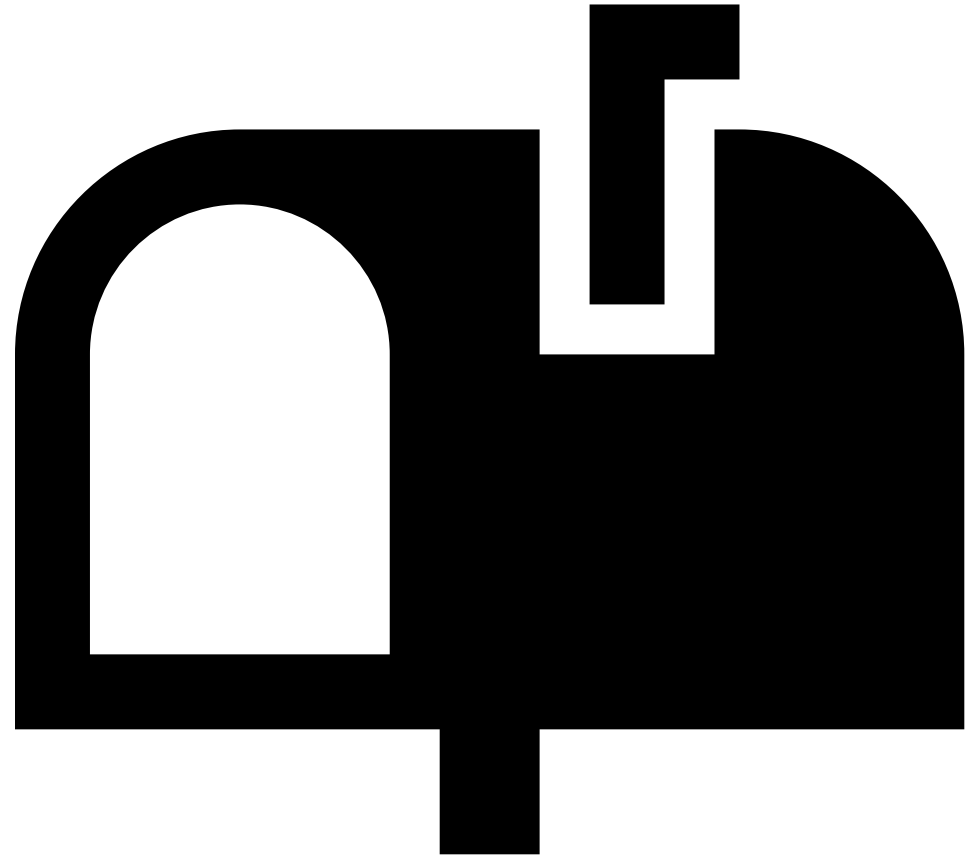
Client training materials mailed

Allow up to 10 business/mail days

Mail days factored in to determine if applications processed “timely”

Households must have access to benefits for “participation” to be timely

Name printed on card



Card Issuance – Vault/OTC

- BPS staff must complete top portion of the ***Internal Action and Vault Card Authorization*** form
 - Include reason for vault card issuance
- While no name imprinted, it is a permanent card
- Card may not be mailed



Vault Card – Issuance Unit Procedures

1

Receive completed
*Internal Action and Vault
Card Authorization* form

2

Search for case in EPPIC

- Select Cases for the appropriate recipient

3

Take a card from the vault
card inventory

- Document card number on the *Vault EBT Card Issuance Log*
- Swipe card through card reader or manually enter card number

Vault Card – Issuance Unit Procedures

» Transfers

- Transfers permitted between localities
- Document transfer on ***Monthly Vault EBT Card Used Report, Advice of Transfer, and Inventory Control Record***

» Vault Card Destruction

- Destroy cards if cardholder fails to pick up or cards are unusable
- Record destruction of vault cards on ***Undelivered EBT Cards-Destruction Record***

Vault Card – Prevention and Protection

» Storage – cards are to be treated like cash

- Locked file or safe
- Restricted access
- Secure, limited access for working supply during the day

» Loss/Theft of EBT Cards

- Agency Must Account for shortages
- For lost/stolen unissued cards – contact local police and VDSS EBT Coordinator

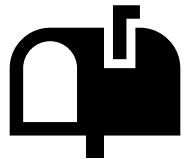
Card Issuance - Mail



» **Card files created twice daily**



» **Envelope contains additional EBT information**



» **Cards mailed to mailing address in VaCMS**

- EBT vendor call center staff cannot update addresses

Training Clients to use EBT Cards

How do you handle a EBT card for clients experiencing homelessness?

Clients may opt to use the LDSS address as their mailing address..

LDSS should encourage the client to opt-in to a vault card.

LDSS should place client mail in a secure location until the client comes to retrieve their mail.

LDSS should advise the client of the option to establish an authorized representative who can act on their behalf.



Training Clients to use EBT Cards

Who is responsible for training a client to use the EBT Card?

Vault Cards: The LDSS who issues the card.

Mail Cards: Clients are provided pamphlets with the cards. EBT Call Center can answer questions. LDSS should answer questions and promote the proper use of the card.



EPPIC Ordering

- 3 month of client cards and materials are required to have in local office.

Order Materials Management

Order Materials

FIPS Code

- Vault Card Each box contains 200 cards

- Q & A Brochure Each package contains 50 brochures

- Wallet Guide Each package contains 200 guides

- Card Sleeves Each package contains 500 sleeves

Track Your Order

By FIPS CODE

By Order ID

Track Your Order

By FIPS CODE

By Order ID




Examples of other pamphlets, flyers, & websites.

- https://www.dss.virginia.gov/files/division/bp/ebt/cardholder_info/virginia_ebt_card_information_guide_english.pdf
- https://www.dss.virginia.gov/files/division/bp/ebt/cardholder_info/virginia_ebt_card_information_guide_spanish.pdf
- [Protect Yourself from EBT Scams - Virginia Department of Social Services](#)
- [ConnectEBT Lock/Unlock - Virginia Department of Social Services](#)

What should I be using to train a client on EBT?

Training Clients to use EBT Cards

Virginia EBT
Questions and Answers



A safe and easy way to use your food stamp benefits.

Save this brochure. It tells you how to use your Virginia EBT card.



Customer Service
t 1-866-281-2448
24 hours a day, 7 days a week
www.comcastvb.com
TTY (Relay Service for Hearing/Speech Impaired) 1-800-825-1130

Welcome to Virginia EBT!

What does EBT mean?
EBT means Electronic Benefits Transfer. The Virginia EBT card is like a debit card that lets you access your food stamp account at grocery stores. You access your account by swiping your card and entering your secret PIN.

What is a PIN?
PIN means Personal Identification Number. You must have a 4-digit PIN to use your card and access the benefits in your Food Stamp account. To choose a PIN, you call 1-800-281-2448 and follow the instructions. You will need the following when you call:
- Virginia EBT Card Number
- Social Security Number
- Birth Date

If you don't have a Social Security Number, you will need your Food Stamp case number.

TIPS on choosing and caring for your PIN:

- Choose a PIN that is easy for you to remember but hard for someone else to figure out if they find your card.
- Don't use numbers that are easy for someone to figure out, like your address or phone number.
- Memorize your PIN. Do NOT write it on anything you carry with you. Do NOT write it on your EBT card or card sleeve.

If you forget your PIN, call 1-800-281-2448 and choose a new PIN before you go to the store. If you enter the

wrong PIN at the store, the point-of-sale (POS) machine will deny your transaction with the message "INVALID PIN". After five (5) wrong PIN attempts, your card will not work until 12:01 a.m. the next day, unless you call 1-800-281-2448 and choose a new PIN.

If someone finds your card and the PIN is with it, that person could swipe your card, enter your PIN, and spend the money in your account. If that happens, benefits will not be replaced.

When do I receive my Food Stamp benefits? How much do I get?
When you were approved for Food Stamps, you got a Notice of Action telling you how many benefits you would get each month, and for how many months. www.comcastvb.com Food Stamp benefits are automatically deposited into your EBT account right after midnight on the first day of each month, even if the first is a weekend or holiday.

How do I know how much money is in my account?
Before you shop, **KNOW YOUR BALANCE** by any of these ways:

- Save your receipts. The receipts always show how much you spent and how much is left in your account.
- On the Internet, go to www.comcastvb.com and follow the Virginia link. Besides your balance, you can see your last 50 days of transactions online.
- Call 1-800-281-2448.

Some grocery stores have a point-of-sale (POS) machine in their customer service area, where you can swipe your card and check your balance before you shop.

Where can I shop?
At any store displaying the Quest logo or Virginia EBT card. If you don't see those signs, ask the manager or cashier if they accept the Virginia EBT card before you shop. Some retailers like a Farmer's Market or Route Vendor also accept EBT cards; ask them if you are not sure.

What can I buy with my Virginia EBT card?
You can buy the following items with your Virginia EBT card:

- Any food to be eaten at home by people, including baby food, non-alcoholic beverages, and soups/gravies.
- Seeds and plants to grow food for your own family's consumption.

Food stamp purchases are not charged sales tax. You may use manufacturer's cents-off coupons to reduce the cost of your groceries, but you will have to pay sales tax on the value of the coupons.

You cannot buy non-grocery items with the Virginia EBT card, such as cleaning products, pet food, paper products, alcohol, or tobacco. You will have to pay for those items with cash, by check, or a credit or debit card.

You cannot access cash from a grocery store or ATM with your Virginia EBT card.

How do I use my EBT card at the store?
After you complete your grocery shopping, proceed to a checkout lane.

- Tell the cashier that you are using your Virginia EBT card.
- You or the cashier swipes your card through a POS machine.
- Cashier enters the amount of the purchase. Check the total to make sure it is correct.
- YOU must enter your secret 4-digit PIN on the PIN pad. Never tell the cashier or anyone else your secret PIN. Never ask the cashier to enter your PIN for you.
- The machine prints a receipt showing your balance, the amount of your purchase, and the amount left in your Food Stamp account. **SAVE YOUR RECEIPT.** It is the easiest way to know your balance.
- Take your card and receipt with you when you leave.

What if I don't have enough money in my Food Stamp account to cover the groceries?
Let the clerk know before you check out. You can pay for your groceries using a combination of your Virginia EBT card and cash (or by check, or credit or debit card), but the clerk will need to know before you pay to pay. Some store cash registers have a special key to push in order to accept two methods of payment. You may have to pay the cash amount before you can pay using your Virginia EBT card.

What if a store's EBT machine is not working or the store does not have a card reader?
Some places that sell groceries might not have card readers, like a Farmer's Market or Route Vendor.

Sometimes the EBT machines aren't working in the stores. In these situations, the cashier fills out a paper voucher with the amount of purchase and calls the Retailer Customer Service Help Desk to get an authorization number for your purchase, and enters that number on the voucher. Make sure the amount is right, and then you must sign the voucher. Keep a copy for your records.

How should I take care of my Virginia EBT card?
Keep your EBT Card. It can be used month after month. If you forget your card at home, you cannot use your Food Stamp benefits.

If your card is lost, stolen or damaged, call 1-866-281-2448 immediately to report it. They will first offer the system asks for your card number. If you don't have your card number, you will be told how to transfer to a Customer Service Representative to report the card lost, stolen or damaged.

TIPS on caring for your Virginia EBT card:

- Keep your card safe and clean, like you would a credit card.
- Keep the black stripe on the back free from scratches.
- Do not bend or twist it, or use it to scrape windshield or open door locks.
- Do not store it near magnets, like handring clamps, refrigerator magnets or TVs.

How do I protect my Food Stamp benefits?
If your card is lost or stolen, call 1-800-281-2448 immediately. When entering your secret PIN on the PIN pad, be sure no one else can see what numbers you are entering. If someone else knows your PIN and uses your benefits, your benefits will not be replaced.

Legal Notice
You must give false information or hide information to get Food Stamp benefits. You must not trade or sell EBT cards or PINs. You must not use benefits to buy non-food items or exchange benefits for cash at a retailer. You must not use someone else's EBT card for your household. If you intentionally break any of these rules, you can be disqualified from the Food Stamp Program, fined, and/or imprisoned.

This is an equal opportunity program. If you think you have been discriminated against in your efforts to receive government benefits because of race, color, national origin, sex, age, disability, religious creed, or political beliefs, write immediately to:
Administrator, Food and Nutrition Services
3101 Park Center Drive
Alexandria, VA 22302

Virginia Department of Social Services and the US Department of Agriculture are equal opportunity providers and employers.

When should I call the Client Customer Service Help Desk?

- You receive your new Virginia EBT card and need to choose a PIN.
- You want to change your PIN.
- Your card is ever lost, stolen or damaged and you need to replace it.
- Someone is using your Virginia EBT card without your approval and you need to report it.
- You need help or have questions about your Virginia EBT card or account.

The Client Customer Service Help Desk is available 24 hours a day, 7 days a week.

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(1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410
(2) fax: (202) 850-7442; or
(3) email: program.intake@usda.gov

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5889, which is also in Spanish or call the State Information/Hotline Numbers (click the link for a listing of hotline numbers by State), located online at http://www.fns.usda.gov/nap/contact_intlhotlines.htm.

To file a complaint of discrimination regarding a program receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515F, 200 Independence Avenue, S.W., Washington, D.C. 20207 or call (202) 454-4043, TDD/voice or (800) 368-7897 (TDD).
This institution is an equal opportunity provider.

Found on Fusion at:
https://fusion.dss.virginia.gov/Portals/%5Bbp%5D/Files/qa_eng_2_5_19%20%286%29.docx



Training Clients to use EBT Cards

VA EBT Basics

- EBT card is used to access SNAP, PEBT, DSNAP and SEBT benefits.
- PIN is required for all transactions.
- Clients should never share their PIN.
- Encourage regular PIN changes.
- If PIN is forgotten, client must reset (staff cannot provide it).



Training Clients to use EBT Cards



Using the EBT card

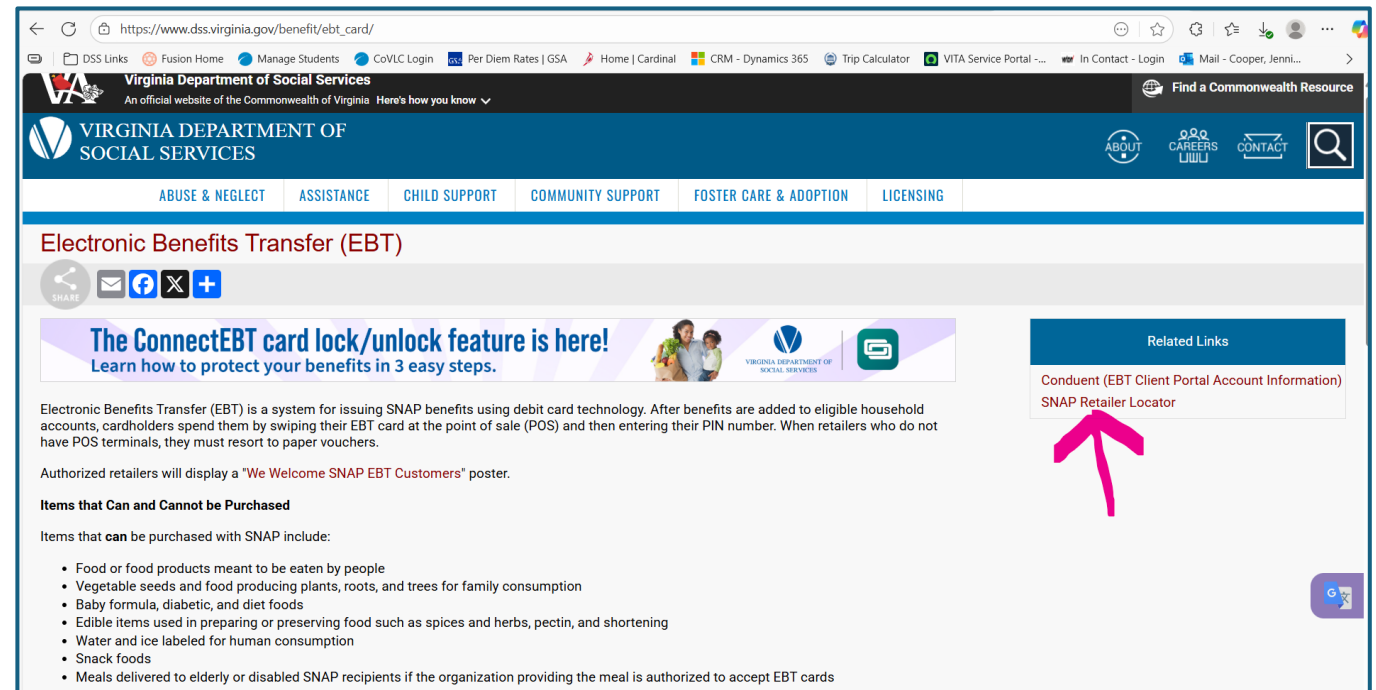
- What can be purchased?
 - Groceries for household consumption (fruits, vegetables, bread, dairy, meats)
- What is not allowed?
 - Alcohol, tobacco, hot prepared meals*, non-food items (such as soap and household cleaning supplies).

Using the EBT card

Training Clients to use EBT Cards

<https://usda-fns.maps.arcgis.com/apps/webappviewer/index.html?id=15e1c457b56c4a729861d015cd626a23>

- Card can be used at authorized stores only.



The screenshot shows the Virginia Department of Social Services website. The page title is "Electronic Benefits Transfer (EBT)". There is a banner for "The ConnectEBT card lock/unlock feature is here!". Below the banner, there is a "Related Links" section with a link for "Conduent (EBT Client Portal Account Information) SNAP Retailer Locator". A pink arrow points to this link. The page also contains a list of items that can and cannot be purchased with SNAP.

Electronic Benefits Transfer (EBT)

The ConnectEBT card lock/unlock feature is here!
Learn how to protect your benefits in 3 easy steps.

Electronic Benefits Transfer (EBT) is a system for issuing SNAP benefits using debit card technology. After benefits are added to eligible household accounts, cardholders spend them by swiping their EBT card at the point of sale (POS) and then entering their PIN number. When retailers who do not have POS terminals, they must resort to paper vouchers.

Authorized retailers will display a "We Welcome SNAP EBT Customers" poster.

Items that Can and Cannot be Purchased

Items that **can** be purchased with SNAP include:

- Food or food products meant to be eaten by people
- Vegetable seeds and food producing plants, roots, and trees for family consumption
- Baby formula, diabetic, and diet foods
- Edible items used in preparing or preserving food such as spices and herbs, pectin, and shortening
- Water and ice labeled for human consumption
- Snack foods
- Meals delivered to elderly or disabled SNAP recipients if the organization providing the meal is authorized to accept EBT cards

Related Links

- Conduent (EBT Client Portal Account Information) SNAP Retailer Locator

Enter zip to find authorized retailers

Training Clients to use EBT Cards

Where can SEBT and DSNAP clients use their cards?

Answer: SNAP, DSNAP, PEBT, and SEBT benefits can be used at the same locations. All these programs are provided on the same type of card, which is accepted by any retailer that accepts SNAP.



Training Clients to use EBT Cards

Using the EBT card

- Checkout process:
 - Swipe card
 - Enter PIN
 - keep receipt



Training Clients to use EBT Cards

Soft PINS/Captcha



Soft PINS

Cannot be all zeros

Cannot be sequential (for example: 1234, 5432)

Cannot be repeat duplicate numbers (for example: 1111, 2446, 3799)



EBT Call Center Captcha

A randomized 3–5 digit code is read aloud by the IVR

Caller must enter the code to continue

Two attempts allowed – after two failed tries, the call disconnects

Protects accounts by blocking automated (“robo”) calls

Strengthens security and prevents fraud attempts



Expungements



For SNAP, PEBT, and DSNAP:

- » Expungements are based on 274 days of inactivity.
- » Our EBT Processor mails pre-expungement notices on the 229 days and benefits are expunged after 274 days.

For SUN Bucks/ SEBT:

- » Benefits are expunged at 122 days from the availability date with or without Account Activity
- » Our EBT Processor mails pre-expungement notices are sent 77 days after the benefit availability date.

Training Clients to use EBT Cards

Is the following true or false:

LDSS are expected to train vault issued EBT card holders on ConnectEBT and Client Portal.

Answer: True





Where to find the mobile app?

[Electronic Benefits Transfer \(EBT\) - Virginia Department of Social Services](http://www.dss.virginia.gov/benefit/ebt_card/)
(www.dss.virginia.gov/benefit/ebt_card/)

Get the ConnectEBT Mobile App

It's the easy and free way to manage your EBT Card

- Check your available balance anytime, anywhere
- Review up to 12 months of transaction history
- Confirm your last deposit
- Change your PIN

The ConnectEBT app is the fast and easy way to monitor your EBT Card's available balance, deposits, and transaction activity.

Get it on [Google Play](#) | [Download on the Apple App Store](#)

https://play.google.com/store/apps/details?id=com.conduent.ebt&hl=en_US

[ConnectEBT on the App Store](#)





Connect EBT

10:14 5G 62

ConnectEBT ESPAÑOL

Choose

User ID

Password

Forgot User ID Forgot Password

Remember Me

LOG IN

By logging in you agree to our [Privacy Policy](#).

Create User Account

Step by step guide / Desk Reference is found on Fusion for LDSS workers.

https://fusion.dss.virginia.gov/bp/BP-Home/ELECTRONIC-BENEFITS-TRANSFER-EBT

SUN Bucks Job Aids

- SUN Buck Card and Address Changes (08/16/24)

EBT Program Information

- ECR Reports
- Issuance Forms
- Manual (Posted 08/22/19)
- ME Review Tool
- EBT Module for LDSS

EBT TRAINING MODULES

- 2022 EBT Guidance
- VLC Training - VDSS BPSE2125 DSNAP Overview and Application of Disaster SNAP Benefits
- EBT Lock/Unlock - January 2025 - PDF
- EBT Lock/Unlock Demonstration January and Feb 2025

Resources and Job Aids

- ConnectEBT Desk Reference v3 (08-2025)
- EBT Card Lock/Unlock Resource Materials
- EBT Batch Schedule
- Monthly Benefit Distribution Dates
- EBT Brochure & FAQs [English | Spanish]
- Ordering a Mail Card in EPPIC
- Status a Card Without Replacing

Shortcuts

- SNAP EBT Care Customer Service Center: 1.866.281.2448
- EBT Cardholder Presentation [English | Spanish]
- What can you buy with EBT?
- How to find a Retailer for a customer
- SNAP
- How to Become a Retailer

Additional Info

- SNAP EBT Scam & Replacement Funds Information

Browse By Topic

- Archived Broadcasts
- Customer Materials

Connect EBT




Introducing a New Way to Manage Your EBT Account


Get the ConnectEBT Mobile App

It's the easy and free way to manage your EBT Card

- Check your available balance anytime, anywhere
- Review up to 12 months of transaction history
- Confirm your last deposit
- Change your PIN

The ConnectEBT app is the fast and easy way to monitor your EBT Card's available balance, deposits, and transaction activity.






Try Our Mobile App or ConnectEBT.com

Check your EBT Card balance, transaction history, and more. Our ConnectEBT.com website is also fast, free and easy to use, too. ConnectEBT.com is always available 24-hours every a day.

First Time Mobile App and Website Users

You must register your EBT Card account and select your User ID and password by using either the ConnectEBT mobile app or at ConnectEBT.com for access. Registering on either one also registers you on the other. Have your EBT Card handy when registering.

If you already have your ConnectEBT.com User ID and password, you're ready to use the same ID and password for the ConnectEBT Mobile App.




Google Play and the Google Play logo are trademarks of Google Inc.
Apple, the Apple logo, iTunes, and the iTunes logo are trademarks of Apple Inc., registered in the U.S. and other countries.
The app is free, and there is no charge for using the mobile app, but your carrier message and data rates may apply.

CNCTEBT-IN-017

<https://fusion.dss.virginia.gov/Portals/%5Bbp%5D/Files/Introducing%20a%20New%20Way%20to%20Manage%20Your%20EBT%20Account.pdf>



Training Clients to use EBT Cards

Customer Support & Fraud Prevention

Customer Service (24/7):

Call Center: **866-281-2448**

ConnectEBT Mobile App and WebPortal

- Balance checks, PIN resets, lost/stolen card reports

Tips for Fraud Prevention:

Keep PIN private, never write it on the card

Change the PIN frequently – especially before benefits are loaded!



Training Clients to use EBT Cards

Customer Support & Fraud Prevention

Tips for Fraud Prevention:

Keep PIN private, never write it on the card
Change the PIN frequently – especially before benefits are loaded!

Monitor balances on receipts or ConnectEBT
New measures (CAPTCHA, app security features)
reduce fraud risk

Reminder: Benefits are not replaceable due to fraud or skimming



Training Clients to use EBT Cards

How do you train your clients on theft prevention?



Training Clients to use EBT Cards

Can LDSS post information on social media about lock/unlock and the use of Connect EBT?

Answer: Yes



LDSS Tools - Social Media Tool Kit

Training Clients to use EBT Cards

EBT Fraud Prevention Checklist

- ✓ Change your PIN often.
- ✓ Use the ConnectEBT app to lock your card between purchases.
- ✓ Routinely check your balance.
- ✓ Do not respond to texts about your EBT account.

dss.virginia.gov/EBTscam VIRGINIA DEPARTMENT OF SOCIAL SERVICES

SNAP

✓ **Swipe.**
✓ **Lock.**
Go!

Protect your benefits with the ConnectEBT app.
Don't forget to lock your card after each purchase!

dss.virginia.gov/EBTLockUnlock VIRGINIA DEPARTMENT OF SOCIAL SERVICES

ConnectEBT Card Lock/Unlock
Secure your SNAP benefits in just 3 steps

1. Download the ConnectEBT app on your mobile device.
2. Securely log in to your account and tap the new "Lock/Unlock" icon on the home screen.
3. Select "Lock My Card Everywhere" and click "OK." Congratulations, your card is now protected!

Whenever you go shopping, use the app or ConnectEBT.com web portal to unlock your card. Don't forget to lock it again after checking out!

dss.virginia.gov/EBTLockUnlock

Stop Scrolling!

Did you lock your EBT Card?

Use the ConnectEBT app to lock your card after every shopping trip!

dss.virginia.gov/EBTLockUnlock VIRGINIA DEPARTMENT OF SOCIAL SERVICES

EBT Card Lock/Unlock Resource Materials:

<https://fusion.dss.virginia.gov/bp/BP-Home/ELECTRONIC-BENEFITS-TRANSFER-EBT/EBT-Card-Lock-Unlock-Resource-Materials>

Tips to Assist with Securing Benefits



1. All cards associated with the account must be locked. Each card will have a separate login on mobile app/portal.
2. When locking your card, use the “lock everywhere” option rather than “lock out of state.” (The out-of-state feature does not stop online transactions.)
3. Reduce/stop the online use to EBT cards – avoid using online (insta-cart, Walmart.com, amazon.com, instore grocery pickups, etc.)
4. Do not give out card number and PINS
5. Do not use any other app.
6. Change PINs immediately before benefits are loaded. Change PINs after benefits are loaded. Change PIN frequently.

1-2-3 of Connect EBT Account Resets

(1) After completing the authentication process the cardholder will reach the main menu.

• (2) On the main menu, the client will have the following options:

- Press 1 to hear your account balance
- Press 2 to hear your last ten transactions on your card.
- Press 3 for information on when benefits will be available.
- Press 4 to select a new PIN
- Press 5 to report a lost, stolen or damaged card.
- Press 6 for assistance with eligibility status, address updates or deposit information.
- Press 7 for other issues or information.

» (3) The “Other Issues or Information” menu is as follows:

- Press 1 for information on where to use your card or on a benefit amount
- Press 2 for instructions on card usage.
- Press 3 for information on when benefits will be available
- Press 4 for other state benefit eligibility questions.
- Press 5 for user ID or password resets.
- Press 6 to unlock your card.

EBT Activation and Phone Issues

To resolve blocked call, LDSS should
Submit request FUSION page: [SNAP ELECTRONIC BENEFITS TRANSFER \(EBT\)](#)

- Enter today's date
- Enter NAME of LDSS office
- Enter your email address
- Enter up to 4 phone numbers

Advise client that it may take 1 business day to unblock the phone.

SNAP ELECTRONIC BENEFITS TRANSFER (EBT)

OVERVIEW

Supplemental Nutrition Assistance Program (SNAP) benefits are provided to recipients through a Virginia EBT card. Recipients are able to utilize their EBT card at retail locations in all 50 states, the District of Columbia, Puerto Rico, the Virgin Islands, and Guam to pay for eligible food products.

EBT TEAM Contacts

VA EBT CARD PIC (2)

ConnectEBT Mobile App for iOS & Android Devices

- [ConnectEBT Informational Flyer \(PDF\)](#)

EBT Unblock Phone Number Request

Submit EBT Clients phone numbers for greenlighting with our online form. Requests are processed daily by the Stolen EBT Team.

Submit Request

EBT UNBLOCK PHONE NUMBER REQUEST

OVERVIEW

Clients experiencing disconnects or receiving prompts to contact local departments may have their phone numbers flagged as potentially fraudulent and subsequently blocked. Please use the link below to submit up to four (4) client and LDSS phone numbers for review and unblocking by the EBT Call Center. Requests are processed daily by the EBT team.

Today's Date Required

MM-DD-YY

LDSS Office/County Required

Full Local Agency Name - No FIPS

Source Email Required

your.email@example.com

LDSS COV Issued Email

Phone Number Required

Phone Number (Additional)

Mandatory Monthly Reporting of Benefit Theft

Broadcast, [Mandatory Reporting of Non-Customer EBT Fraud \(4/1/2025\)](#)

- Due 5th business day of the month; one report per LDSS
- If no your LDSS does not have any reports of theft for the month, then submit an email indicating no transactions
- This report is used to generate theft trends and to send to the federal government
- Submit the completed template to StolenEBTReplacements@dss.virginia.gov



Mandatory Monthly Reporting of Benefit Theft

Must use the most recent template found on FUSION:

<https://fusion.dss.virginia.gov/bp/BP-Home/ELECTRONIC-BENEFITS-TRANSFER-EBT/SNAP-EBT-Scam-Information>

☐ FNS numbers are now required

EBT Retailer Theft/Fraud Report											
Period of Report (Month-Year):			Person who prepared the report:			Contact information:					
<p>(1) List each transaction separately. The FNS number is now a required field. (2) The location of the fraudulent transaction can be the full address, or the city and state. (3) The State of transaction should be the two digit state code. For example, Virginia would be VA. (2) The Report should be turned into StolenEBTReplacements@dss.virginia.gov by the 5th business day of each month.</p>											
FIPS #	Locality	Case Num	FIPS #	Transaction Log Date (date the transaction occurred)	Transaction Time	Transaction Amount	FNS Num	Merchant (Name of the retailer)	Location of fraudulent transaction	State of transaction (two digit code)	Date Reported by Customer



Last Issuance: October 2025

The SUN Bucks 2025 program has ended. The last issuance will be completed October 27, 2025. Last day for appeal is December 1, 2026.

Please be aware of the SEBT benefits are expunged for the account on the 122nd day. Expungement letters are sent to customers 45 days prior.

Information about the program is found at VirginiaSunBucks.com

For LDSS only: As questions and concerns arise about VA Sun Bucks **local agencies** are encouraged to use the vasunbucksteam@dss.virginia.gov email address to communicate with the team.



Replacement of Sun Bucks Cards

LDSS may replace SEBT cards using existing OTC/vault EBT card stock.

A [desk reference for the over-the-counter SUN Bucks vault card replacement](#) and an [EBT Card Replacement Job Aid](#) is found on the Sun Bucks FUSION page. Customers may also have their EBT cards replaced by calling the EBT Customer Service Helpdesk at **866-281-2448**

Advance Planning – Upcoming Changes to EBT

Customer Service Call Center/ IVR changes

- EBT Team is currently collaborating with two LDSS to configure ways to adjust the IVR for customers.
- Our goal is to provide a mainstream IVR process that is easy for customers to navigate.



Advance Planning – Upcoming Changes to EBT

Administrative out of state blocking (3-6 months)

- VDSS can block entire states from in-person EBT transactions
- Blocking internet transactions (all or nothing)
- Clients will have the ability to turn the blocking off/on **via Connect EBT.**



Blocking out-of-state transactions provides a layer of protection in case the card or PIN is compromised

Advance Planning – Upcoming Changes to EBT

» EMV/CHIP cards (Fall 2026)

- Will be completed in waves with all cards replaced in 2027.

» Increase in replacement fees (when CHIP cards are implemented)





EBT Team Contact Information

StolenEBTReplacements@dss.virginia.gov

Juanita Hayes

Juanita.hayes@dss.virginia.gov

Jen Cooper

Jennifer.cooper@dss.virginia.gov