

Virginia EBT



*A safe and easy way
to use your SNAP benefits.*



Customer Service

 **1-866-281-2448**

24 hours a day, 7 days a week

www.ebt.acs-inc.com

TTY (Relay Service for Hearing/Speech Impaired)

1-800-828-1120

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 SNAP 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 SNAP account. To choose a PIN, you call 1-866-281-2448 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 SNAP 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 1-866-281-2448 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 12:01a.m. the next day, unless you call 1-866-281-2448 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 benefits? How much do I get?

The Notice of Action you received upon approval for SNAP benefits indicates your monthly benefit amount and for how many months. Your benefits are automatically deposited into your EBT account right after midnight on your assigned monthly issuance day, even if it is a weekend or holiday. Issuance dates are determined by the last digit of your case number. *Case numbers ending in 0,1,2, or 3 are available on the 1st of the month, cases ending in 4 or 5 are available on the 4th of the month, cases ending in 6 or 7 are available on the 7th of the month, and cases ending in 8 or 9 are available on the 9th of the month.*”

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.ebt.acs-inc.com** and follow the Virginia link. Besides your balance, you can see your last 90 days of transactions online, too.
- Call 1-866-281-2448.
- Some grocery stores have a point-of-sale 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 seasonings.
- Seeds and plants to grow food for your own family's consumption.

SNAP 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 can not 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 beginning 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 SNAP 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 try 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

OFFLINE FOOD STAMP VOUCHER		
<small>Important: Vouchers must be entered or scanned on the POS device within 90 days of customer sale or funds will not be reimbursed.</small>		
EST CARD NUMBER		1234567
DATE (MM/DD/YYYY)	AUTHORIZATION	AMOUNT
<small>Printed</small>	<input type="checkbox"/> Full Party Processor Down <input type="checkbox"/> Store Terminal Down <input type="checkbox"/> Processor Malfunction <input type="checkbox"/> Retail Computer Down <input type="checkbox"/> Emergency Number	<input type="checkbox"/> Purchase <input type="checkbox"/> Refund
Store FNS Auth Number _____		PRINT CARDHOLDER NAME _____
Store Name _____		CARDHOLDER SIGNATURE _____
Store Address _____		<small>In signing this voucher, I believe that food stamp funds are available for the full amount of this transaction.</small>
Store City/State/Zip Code _____		
Store Supervisor/Clerk Signature _____		
<small>Food Stamp regulations prohibit representation of this voucher by retail if voice authorization is denied.</small>		

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 SNAP benefits.

If your card is lost, stolen or damaged, call 1-866-281-2448 immediately to report it. Stay on the line after the system asks for your card number - if you don't have your card number, you will be told to press 2 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 windshields or open door locks.
- √ Do not store it near magnets, like handbag clasps, refrigerator magnets or TVs.

Do I have to use all my benefits in one month?

You do not have to spend all your benefits each month. Benefits you do not use stay in the account and roll over to the next month. But if you do not use your card at all, after 150 days you will get a letter telling you your account will be frozen after 180 days if you do not buy something. Once your account is frozen, you will have to call your local social services worker to reactivate it. Sometimes people who get a small amount each month want to save it up. That is OK, but buy something every few months so the account will not be frozen. If you do not use your benefits within 365 days, they will be removed from your account. Once removed, they cannot be returned to you.

How do I protect my SNAP benefits?

If your card is lost or stolen, call 1-866-281-2448 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.

When should I call the Client Customer Service Help Desk?

Call the Client Customer Service at 1-866-281-2448 if:

- 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 to find out your SNAP balance.
- 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.

Legal Notice

You must not give false information or hide information to get SNAP 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 SNAP 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.

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