

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

February 20, 2014

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TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners, EBT Coordinators, SNAP Directors, TA Directors,
and MA Directors

FROM: Phyllis Morris, Deputy Commissioner, Center for Employment and Economic Supports

SUBJECT: Electronic Benefit Transfer System Conversion

EFFECTIVE DATE: Immediately

CONTACT PERSON: Al Rios, 518-473-9696

The purpose of this GIS is to inform Social Service Districts (SSDs) that the State of New York Office of Temporary Disability Assistance (OTDA) recently announced that the state has signed a new contract with Xerox State & Local Solutions, Inc. (Xerox) to operate and manage our Electronic Benefit Transfer (EBT) system supporting the Supplemental Nutrition Assistance Program (SNAP) and Cash Assistance program for food and cash benefits.

Preparations for the conversion from the current JPMorgan EFS EBT processing system to the Xerox EBT processing system is currently underway. Conversion to the new Xerox EBT system is scheduled for later this year.

A primary goal of our EBT transition planning is to ensure that the system conversion is not disruptive to district operations and client's access to benefits using their Client Benefit Identification Card (CBIC). However, during conversion there will be a period of system downtime where clients will not be able to access their benefits using their card. More information as to the exact conversion date will be shared with you over the next several months along with specific times when the EBT system will be unavailable.

The EBT PIN equipment you are currently using will be replaced prior to the scheduled conversion period. Xerox will mail new equipment to your designated EBT coordinator with installation and user instructions. The equipment you are currently using will continue to function until the conversion is completed. Once the completed conversion is announced by the OTDA, you may begin using the new Xerox equipment immediately. We will provide additional information in a follow-up GIS regarding the use of user ID's and passwords.

Please be advised that clients will be receiving information concerning the conversion and downtime schedule prior to the conversion weekend. Additional information will be posted on the OTDA website and on the EBT and OTDA hotlines with details about the conversion weekend. Please note, the EBT Helpline number printed on the back of all CBIC cards will not change due to this transition to Xerox.