

DATE: June 15, 2015

TO: Subscribers

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

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

SUBJECT: EBT Forms Ordering. LDSS 5066 and LDSS 5004

EFFECTIVE DATE: Immediately

CONTACT PERSON: EBT Bureau at otda.sm.cees.ebt@otda.ny.gov

The following forms are now available for printing and distribution.

LDSS-5066 has been designed as a guide for EBT customers to navigate the features using the EBT customer website at <https://www.ebt.acs-inc.com/>. EBT customers will be required to register to the website to access their account information.

LDSS-5004 has been revised to include a sentence on Page 4. The guide is designed to provide EBT customers with information on the use of the EBT card and Personal Identification Number (PIN) for their SNAP and cash benefits at authorized retail stores and cash access locations. Please be advised that certain types of businesses in New York are not allowed to let customers use cash benefits on EBT for purchases or withdrawals.

I. Forms Ordering Information

- The new English version of the LDSS-5066: *“Electronic Benefits Transfer Cardholder On-Line EBT Account User Guide”* (5/15) and the LDSS-5004: *“EBT How to Use Your Benefit Card to Get Supplemental Nutrition Assistance Program (SNAP) and/or Cash Benefits”* (6/15) are Camera Ready Only forms.
- The above referenced documents have been posted on the OTDA Intranet website at http://otda.state.nyenet/ldss_eforms/default.htm and are available for downloading by local districts for reproduction locally.
- Upon the release of this GIS all previous versions of the *“EBT How to Use Your Benefit Card to Get Supplemental Nutrition Assistance Program (SNAP) and/or Cash Benefits”* (9/14) **must immediately be destroyed** and replaced with the revised 6/15 version.

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- Any future requests for master camera ready copies of the English versions, should be submitted to the New York State Office of Temporary and Disability Assistance (OTDA) using either the OTDA 876EL (DOC) or OTDA 876 EL (PDF) available at the link above and either mail, fax or e-mail it to:

Office of Temporary and Disability Assistance
BMS Document Services and Operational Support
PO Box 1990
Albany, NY 12201

E-mail: forms.orders@otda.ny.gov

Social Services Districts (SSD) online forms ordering system: <http://formorders/>

Fax: (518) 402-0084

- Questions concerning ordering forms should be directed to BMS Document Services at 1-800-343-8859, ext. 4-9522.