THE COMMONWEALTH OF MASSACHUSETTS

Department of Transitional Assistance

Northeast Coalition of States (NCS)

Electronic Benefits Transfer

Request for Proposals

Appendix B

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1. Introduction

This Appendix is the Commonwealth of Massachusetts' supplement to the Northeast Coalition of States (NCS) Electronic Benefit Transfer Request for Proposals (EBT RFP).

This document is organized consistent with the NCS EBT RFP. All section numbers and titles in this document should be identical to the NCS EBT RFP. Where there is no matching section in the NCS EBT RFP, the Commonwealth has assigned section numbers which are subsequent to those in the NCS RFP, e.g. 2.18 is the last section under Procurement Information in the NCS RFP, so the Commonwealth has assigned 2.19, 2.20, etc. to additional subsections.

It shall be the responsibility of the Offeror to thoroughly review and use all the information provided in the RFP, this document and the associated appendices and attachments to develop their proposal.

2. Procurement Information

2.8 State Rights

The Commonwealth reserves the right to:

A. Modify the Commonwealth specific requirements in the MA Appendix at any time.

B. Not contract with the selected awardee of the NCS EBT RFP.

Please note that the Commonwealth's right to issue modifications and clarifications permits any addition or deletion of Commonwealth specific requirements as the Commonwealth may deem appropriate. Commonwealth specific modifications and clarifications are posted at the New York Procurement and Bid Opportunities website http://otda.ny.gov/contracts/procurement-bid.asp.

2.11 Performance Bond

Without exception, each Offeror's administrative proposal must include a statement that it is committed to providing the required performance bond in the amount of **$4,000,000**. Such statement must include specific information as to how the Performance Bond shall be provided and must be accompanied by a written commitment from a financial institution to provide the Performance Bond in the event of contract approval by the Commonwealth. Such performance bonds may be issued on an annually renewable basis on annually renewable bond forms to be provided by contractor's Surety Bond Broker. The institution that holds the Performance Bond may not have any financial affiliation with the Offeror. The selected Offeror must then provide the Commonwealth with the Performance Bond within fifteen (15) calendar days of contract execution.

In the event of damages occurring because of non-performance, and/or in the event of breach of this Agreement resulting in liquidated damages, as per the terms identified elsewhere in this Agreement, the Commonwealth may demand disbursement of all or any portion(s) of the face value of the Performance Bond to recover said damages and/or liquidated damages. Such disbursements, pursuant to demand of all or any portion(s) of the face value of this Performance Bond, may be affected by the Commonwealth's submission of written notice(s) to the institution that issued the Performance Bond on behalf of the contractor. Partial disbursement(s), pursuant to demand, shall not terminate the Performance Bond, but the balance shall be diminished by any amounts disbursed and shall otherwise remain in effect. Said Performance Bond will automatically expire at the end of the contract. In the event of breach of the contract resulting in liquidated damages the Commonwealth may at its option recover said damages or liquidated damages by the deduction of such costs from monthly billing payments in amounts sufficient to cover the liquidated damages or by assessment of the Performance Bond.

2.19 Contract

It is the intent of the Commonwealth to enter a contract with a selected contractor. Please see *Section 15.2.2* outlining the documents required with the Contractor's proposal. The order of priority of documents to interpret the contract shall be as follows: the printed language of the Commonwealth Terms and Conditions, the Standard Contract Form, the Commonwealth Appendix, the NCS RFP and

the Contractor's Response to the RFR solicitation, excluding any language stricken by a Department as unacceptable and including any negotiated terms and conditions allowable pursuant to law or regulation.

4 Detailed Technical Requirements

The following contains specifications for the EBT system functionality and support services required by the Commonwealth of Massachusetts and either supplement or replace the corresponding sections in the NCS EBT RFP.

4.1 Governing Regulations - Core Requirements

4.1.6 Commonwealth Regulations

The contractor must follow all applicable Commonwealth laws, regulations, and policies relating to EBT and to information security, confidentiality, and privacy. This includes, but is not limited to, *M.G.L.c 18 §2*, *M.G.L. c 18 §5I*, *M.G.L. c 18 §5J*, *G.L. c. 66A*, *G.L. c. 66 §17A*, *G.L. c. 93H* and *7 CFR 272.1 (c)*.

4.2 Host and Transaction Processing, Communications Facilities, and Hot Backup

4.2.1. Host and Transaction Processing, Communications Facilities and Hot Backup - Core Requirements

4.2.1 (a) Host and Transaction Processing, Communication Facilities, and Backup Network Communications Facilities --- Current Environment

This section, a supplement to **Section 4.2.1 of the NCS EBT RFP**, describes the Commonwealth's existing telecommunication network.

Modifications to the Commonwealth's system are expected to be completed by the detail and design phase of the next EBT contract. The contractor is expected to incorporate any changes to the system and processes described in this document.

The contractor must use communication software and protocols compatible with the configuration described in this section and to support on-line communications between remote sites and the EBT host. The contractor must provide network connectivity to and from the Commonwealth's host system or systems and the contractor's host to support batch and on-line transfer of data between the two systems and provide connectivity with the contractor host to support the on-line transfer of administrative transaction data from the Commonwealth's administrative terminals or desktop computers to and from the contractor's host.

Desktops in the Commonwealth Transitional Assistance local offices connect to the Uniplexed Information and Computing System (UNIX) Servers in the Transitional Assistance Central Office through a Multi-Protocol Label Switching Network (MPLS). The Commonwealth Benefit Eligibility and Control On-line Network (BEACON) application calculates eligibility. These transactions are uploaded to the Mainframe at the Massachusetts Information Technology Center (MITC) Chelsea, where they are processed, and the actual amount is generated and transmitted to the EBT vendor site. This same path is utilized by our EBT vendor to send reports and files to the Commonwealth. The host transmission process from the provider to MITC Chelsea is Direct Connect and SFTP. Additionally, the following transaction types utilize the described circuit:

A. EBT related online transactions from the Transmission Control Protocol/ Internet Protocol (TCP/IP) card issuance system; and

B. EBT online transactions from the EBT Administrative Terminal (AT).

The local offices connect to the Central Office through a Multi-Protocol Label Switching Network (MPLS); there they pass through a 5Gig MPLS circuit to the Executive Office of Technology Services and Security (EOTSS) ASR Routers in Chelsea (MITC) which then connects to Executive Office of Technology Services and Security (EOTSS) fire walls at 10Gig and terminates in the EBT Vendor Data Center site.

See **Appendix 2** for diagram of the Commonwealth's current telecommunication network.

4.2.1.3 Transaction Processing

In addition to the core requirements in **Section 4.2.1.3 Transaction Processing** of the NCS EBT RFP, the following must occur:

a. If two different sub-program benefits are issued to a case for same day availability, the funds are dispensed based on the priority established in the table below.
b. If two same sub-program benefits are issued to a case for same day availability, the funds are dispensed based on the order the database retrieves the benefit.

4.2.1.3.A Benefit Dispense Priority

The table below displays the benefit priority use for the cash assistance programs and Supplemental Nutrition Assistance Program (SNAP).

PRIORITY USE_NBR	EBT BENEFIT CLASS (Program ID)	EBT BENEFIT GROUP	EBT BENEFIT TYPE CODE (Long Description and Short Description)	EBT BENEFIT DESCRIPTION
1	SNAP	FSFINI	FIN1	SNAP FIN1 benefit (Not allowed through the benefit file) (FIN1 to be treated like State SNAP)
2	SNAP	FSFINI	FIN2	SNAP FIN2 benefit (allowed through benefit file (FIN2 to be treated like State SNAP)
3	CASH	AFDC/17 (aka comingled)	C2AZ	Child support collected in excess of TAFDC grant
4	CASH	AFDC/17 (aka comingled)	C2BZ	Retroactive TAFDC benefits (new case)

5	CASH	AFDC/17 (aka comingled)	C2CZ	Annual clothing allowance
6	CASH	AFDC/17 (aka comingled)	C2DZ	Child Support Disregard allowance
7	CASH	AFDC/17 (aka comingled)	C2FZ	Full Employment Program supplement
8	CASH	AFDC/17 (aka comingled)	C2GZ	Semi-monthly TAFDC grant
9	CASH	AFDC/17 (aka comingled)	C2HZ	Retroactive TAFDC benefits (change in benefits)
10	CASH	AFDC/17 (aka comingled)	C2IZ	Full Employment Program adjustment
11	CASH	AFDC/17 (aka comingled)	C2KZ	TAFDC supplement (crib, layette, or mattress)
12	CASH	AFDC/17 (aka comingled)	C2PZ	Retroactive clothing allowance
13	CASH	AFDC/17 (aka comingled)	C2QZ	Retroactive, replacement, or supplemental TAFDC benefits
14	CASH	AFDC/17 (aka comingled)	C2RZ	Replacement TAFDC benefits
15	CASH	AFDC/17 (aka comingled)	C2XZ	Retroactive TAFDC benefits (change in benefit cycle)
16	CASH	AFDC/17 (aka comingled)	C2YZ	TAFDC Immediate Needs benefit
17	CASH	AFDC/17 (aka comingled)	C2ZZ	Child support disregard allowance (retroactive)
18	CASH	AFDC/CUS	C2A	Child support collected in excess of TAFDC grant
19	CASH	AFDC/MOE	C2AY	Child support collected in excess of TAFDC grant
20	CASH	AFDC/MOE	C2BY	Retroactive TAFDC benefits (new case)
21	CASH	AFDC/MOE	C2CY	Annual clothing allowance
22	CASH	AFDC/MOE	C2DY	Child Support Disregard allowance
23	CASH	AFDC/MOE	C2FY	Full Employment Program supplement
24	CASH	AFDC/MOE	C2GY	Semi-monthly TAFDC grant
25	CASH	AFDC/MOE	C2HY	Retroactive TAFDC benefits (change in benefits)
26	CASH	AFDC/MOE	C2IY	Full Employment Program adjustment

27	CASH	AFDC/MOE	C2KY	TAFDC supplement (crib, layette, or mattress)
28	CASH	AFDC/MOE	C2PY	Retroactive clothing allowance
29	CASH	AFDC/MOE	C2QY	Retroactive, replacement, or supplemental TAFDC benefits
30	CASH	AFDC/MOE	C2RY	Replacement TAFDC benefits
31	CASH	AFDC/MOE	C2XY	Retroactive TAFDC benefits (change in benefit cycle)
32	CASH	AFDC/MOE	C2YY	TAFDC Immediate Needs benefit
33	CASH	AFDC/MOE	C2ZY	Child support disregard allowance (retroactive)
34	CASH	AFDC/SNC	C2AS	Child support collected in excess of TAFDC grant
35	CASH	AFDC/SNC	C2BS	Retroactive TAFDC benefits (new case)
36	CASH	AFDC/SNC	C2CS	Annual clothing allowance
37	CASH	AFDC/SNC	C2DS	Child Support Disregard allowance
38	CASH	AFDC/SNC	C2FS	Full Employment Program supplement
39	CASH	AFDC/SNC	C2GS	Semi-monthly TAFDC grant
40	CASH	AFDC/SNC	C2HS	Retroactive TAFDC benefits (change in benefits)
41	CASH	AFDC/SNC	C2IS	Full Employment Program adjustment
42	CASH	AFDC/SNC	C2KS	TAFDC supplement (crib, layette, or mattress)
43	CASH	AFDC/SNC	C2PS	Retroactive clothing allowance
44	CASH	AFDC/SNC	C2QS	Retroactive, replacement, or supplemental TAFDC benefits
45	CASH	AFDC/SNC	C2RS	Replacement TAFDC benefits
46	CASH	AFDC/SNC	C2XS	Retroactive TAFDC benefits (change in benefit cycle)
47	CASH	AFDC/SNC	C2YS	TAFDC Immediate Needs benefit
48	CASH	AFDC/SNC	C2ZS	Child support disregard allowance (retroactive)

49	CASH	AFDC/TAN	C2AX	Child support collected in excess of TAFDC grant
50	CASH	AFDC/TAN	C2BX	Retroactive TAFDC benefits (new case)
51	CASH	AFDC/TAN	C2CX	Annual clothing allowance
52	CASH	AFDC/TAN	C2DX	Child Support Disregard allowance
53	CASH	AFDC/TAN	C2FX	Full Employment Program supplement
54	CASH	AFDC/TAN	C2GX	Semi-monthly TAFDC grant
55	CASH	AFDC/TAN	C2HX	Retroactive TAFDC benefits (change in benefits)
56	CASH	AFDC/TAN	C2IX	Full Employment Program adjustment
57	CASH	AFDC/TAN	C2KX	TAFDC supplement (crib, layette, or mattress)
58	CASH	AFDC/TAN	C2PX	Retroactive clothing allowance
59	CASH	AFDC/TAN	C2QX	Retroactive, replacement, or supplemental TAFDC benefits
60	CASH	AFDC/TAN	C2RX	Replacement TAFDC benefits
61	CASH	AFDC/TAN	C2XX	Retroactive TAFDC benefits (change in benefit cycle)
62	CASH	AFDC/TAN	C2YX	TAFDC Immediate Needs benefit
63	CASH	AFDC/TAN	C2ZX	Child support disregard allowance (retroactive)
64	CASH	CFC	CF2	Federal food benefits converted to cash benefits
65	CASH	CFC	CF4	Federal food benefits converted to cash benefits
66	CASH	CFC	CF9	Federal food benefits converted to cash benefits
67	CASH	CFCS	CF2S	State food benefits converted to cash benefits
68	CASH	CFCS	CF4S	State food benefits converted to cash benefits
69	CASH	CFCS	CF9S	State food benefits converted to cash benefits
70	CASH	DMA	C2W	Division of Medical Assistance transportation reimbursement

71	CASH	DMA	C4W	Division of Medical Assistance transportation reimbursement
72	CASH	EAEDC	C44	Brockton Pilot EAEDC benefits (12/96 – 2/97)
73	CASH	EAEDC	C4B	Retroactive EAEDC benefits (new case)
74	CASH	EAEDC	C4G	Semi-monthly EAEDC grant
75	CASH	EAEDC	C4H	Retroactive EAEDC benefits (change in benefits)
76	CASH	EAEDC	C4K	EAEDC supplement (crib, layette or mattress)
77	CASH	EAEDC	C4Q	Retroactive, replacement, or supplemental EAEDC benefits
78	CASH	EAEDC	C4R	Replacement EAEDC benefits
79	CASH	EAEDC	C4X	Retroactive EAEDC benefits (change in benefit cycle)
80	CASH	ESP/AR17	C2LZ	Employment Service Program transportation allowance
81	CASH	ESP/MOE	C2LY	Employment Service Program transportation allowance
82	CASH	ESP/SNC	C2LS	Employment Service Program transportation allowance
83	CASH	ESP/TANF	C2LX	Employment Service Program transportation allowance
85	SNAP	FSB2	F2D	Replacement, retroactive, supplemental or expedited federal food benefits
86	SNAP	FSB2	F2M	Monthly federal food benefits
87	SNAP	FSB4	F4D	Replacement, retroactive, supplemental or expedited federal food benefits
88	SNAP	FSB4	F4M	Monthly federal food benefits
89	SNAP	FSB9	F9D	Replacement, retroactive, supplemental or expedited federal food benefits
90	SNAP	FSB9	F9M	Monthly federal food benefits
91	SNAP	FSB9	F9Q	Quarterly federal food benefits
92	SNAP	FSB9	F9S	Special federal food benefits - 7pm issuance

93	SNAP	FSBS	F2DS	Replacement, retroactive, supplemental or expedited state nutritional assistance (SNA) food benefits
94	SNAP	FSBS	F2MS	Monthly state nutritional assistance (SNA) food benefits
95	SNAP	FSBS	F4DS	Replacement, retroactive, supplemental or expedited state nutritional assistance (SNA) food benefits
96	SNAP	FSBS	F4MS	Monthly state nutritional assistance (SNA) food benefits
97	SNAP	FSBS	F9DS	Replacement, retroactive, supplemental or expedited state nutritional assistance (SNA) food benefits
98	SNAP	FSBS	F9MS	Monthly state nutritional assistance (SNA) food benefits
99	SNAP	FSBS	F9SS	Pandemic benefits – Federal funded
100	SNAP	FSB9	FE01	Emergency Food Stamp Benefits
101	CASH	EAEDC	CE01	Emergency Cash Benefits
102	SNAP		F9A	Investigative SNAP benefit
105	SNAP		FHP2	SNAP HIP 2 benefit – not currently in use
106	SNAP		FSHP	SNAP HIP benefit – not currently in use
107	CASH	TSS/S (Transitional Support Service/ Solely State Funded)	C2WS	TSS Work Expense Stipend
108	CASH	TSS/S (Transitional Support Service/ Solely State Funded)	C2US	TSS Transportation Stipend
109	CASH	LIHEAP	C9H	LIHEAP (Low Income Home Energy Assistance) benefits.

4.2.1.3.3 SNAP Transactions

In addition to the core requirements in **Section 4.2.1.3.3 SNAP Transactions** of the NCS EBT RFP, the Offeror must also be able to process the following SNAP transaction types:

a. HIP Incentive Rebate
b. HIP Incentive Return

c. Reversal HIP Credit
d. Reversal HIP Debit
e. Void HIP Credit
f. Void HIP Debit
g. Community Supported Agriculture SNAP purchase

4.2.1.3.3.1 State Nutritional Assistance Program

The Commonwealth has a State Nutritional Assistance (SNA) program.

SNA Processing rules:

A. Utilizes the SNAP transaction processing rules and must pass the valid FNS retailer edit.
B. Follows the FNS rules for determining eligible items.
C. SNA benefits are commingled at the account level with Federal SNAP.
D. Utilizes the FNS adjustment rule process.
E. Utilizes the SNAP aging procedures.
F. Transaction history is not reported to FNS through the ALERT file.

4.2.1.3.3.2 Healthy Incentive Program (HIP)

The Commonwealth HIP provides incentives to clients to purchase fruit and vegetables with their SNAP benefits from HIP eligible farmers markets, direct marketing farmers, delivery routes, fruit/vegetable specialty stores and non-profit food buying coops as categorized by the USDA Food and Nutrition Service (FNS). Community Supported Agriculture organizations are included in the program, as well. The program currently provides a dollar incentive for each SNAP dollar spent on HIP eligible fruits and vegetables from HIP authorized vendors, but this is subject to change during the design phase. The Contractor must ensure that an incentive program is fully functional at the point of conversion or transition.

Requirements, to be determined during the design phase, may include:

a. A separate food benefit account for the HIP benefits, apart from the SNAP account

b. Monthly caps to the incentives earned by SNAP households. The caps shall be displayed on the AT screens.

c. Two HIP incentive benefit types, one for HIP benefits earned (**FIN1**) and one for HIP benefit adjustments issued by the Commonwealth through the AT or Benefit Maintenance File (**FIN2**). HIP benefit adjustments shall be processed in the event a client earns a HIP incentive and their account is not credited due to an EBT system or retailer error.

d. The transmission of specified HIP incentive value(s) with the approval of each purchase.

e. The EBT system shall maintain a table of HIP retailers for validating HIP transactions

f. HIP eligible purchases may be made using manual voucher authorizations. HIP incentives shall be posted to the account when the voucher authorization is cleared.

g. The IVR/ARU shall provide HIP incentive value(s).

h. The administrative terminal screens shall display several HIP related indicators for SNAP households, to be determined during design.

4.2.1.3.3.3 Community Supported Agriculture SNAP Purchases

The Commonwealth has an automated process in place for Community Supported Agriculture (CSA) SNAP purchases without the use of an EBT card. The EBT contractor debits a client's SNAP account for a predetermined CSA share amount on the date that the household's monthly SNAP benefit becomes available. The amount of the CSA SNAP purchase is credited to the account of a pre-selected CSA participating retailer.

A daily *Community Supported Agriculture Payment File* is transmitted by the Commonwealth to the EBT contractor. The file contains data on the client participating in the Community Supported Agriculture program, their CSA Share Amount, and the CSA Retailer the payment is to be made to.

a. Upon receipt of the file, the EBT system shall check the SNAP account balance for each of the CSA payment records in the file. If there is a sufficient SNAP balance to cover the CSA payment, the record is processed, and the cardholder's account debited for the scheduled CSA payment amount.
b. For those clients with benefit available dates over the weekend or on holidays, the Commonwealth transmits CSA payment records in advance of the available date. Upon receipt of the CSA payment record, if there is an insufficient SNAP balance for the CSA payment, the EBT system checks the SNAP account balance at 6:15 a.m. (ET) for **four consecutive calendar days**. When the SNAP account balance is adequate to satisfy, the CSA payment amount, the record is processed.
c. If after four consecutive calendar days, the SNAP balance remains insufficient to satisfy the scheduled CSA payment amount, the Community Supported Agriculture payment record shall be rejected and reported to DTA in the daily batch summary report.
d. CSA purchases do not require a PIN for validation.
e. The EBT administrative terminal screen for the client displays an indicator for Community Supported Agriculture participant(s).
f. CSA SNAP purchases are eligible to earn HIP incentives.
g. Daily and monthly CSA reports are available in the AT.

Specific details shall be determined by the Commonwealth during the detail design phase.

4.2.1.3.9.3 Adjustment Processing

In addition to the core requirements in Section **4.2.1.3.9.3 Adjustment Processing** of the NCS EBT RFP, the contractor must record at the time of the cardholder's initial report whether the EBT card is lost or stolen and whether the contractor has deactivated the card. This must be documented either affirmatively or negatively for each adjustment claim and provided to the Commonwealth with all other claim related information specified in this section. See requirements at *4.4.1.5 Card Deactivation*.

The contractor must establish the cardholder's adjustment request in the contractor's system the same calendar day of the cardholder's request. The adjustment request must be displayed in transaction history on the administrative terminal.

The contractor must retain all CSR transcripts for cardholder and retailer-initiated adjustment requests and provide copies to the Commonwealth upon request.

For denied disputes, the contractor must provide the Commonwealth with documents (including electronic records) to support the rejection, including but not limited to, a Terminal journal record or audit tape showing the completed transaction and the ATM balancing sheet.

Approved and denied client-initiated adjustments must be sent by batch file to the Commonwealth. The file shall be used to generate client notices. See requirements at *4.3.1.2.14 Adjustment Activity File*. The Commonwealth may require separate files for approved and denied transactions. The contractor must also provide daily and monthly reports available in the administrative terminal.

Specific details and data elements for the files and related reports shall be determined by the Commonwealth during the detail design phase.

4.2.1.3.9.3.1 Non-System Error Adjustment Requests

For all cardholder initiated non-system error adjustment requests which involve either lost/stolen cards, relative used card, transaction not authorized and store clerk errors, the contractor must report the incident to the Commonwealth including the date, time, location, transaction dollar amount and dispute circumstances e.g. card reported lost/stolen, card used by relative, etc. The Commonwealth requires these details for client notification.

If the non-system error involves a lost/stolen card, a card used by relative and/or transaction not authorized, the contractor must deactivate the EBT card and inform the Commonwealth of such along with the dispute information.

4.2.2 Host and Transaction Processing, Communications Facilities, and Hot Backup - Optional Requirements

4.2.2.1 Contractor Managed Adjustment Process

In addition to the optional requirements of **Section 4.2.2.1 Contractor Managed Adjustment Process** of the **NCS EBT RFP**, the Commonwealth reserves the right to modify cardholder notice language at any time without additional cost to the Commonwealth.

The contractor must provide copies to the Commonwealth of all notices issued to cardholder, including any supporting documentation. For any claim the contractor intends to deny, the contractor must submit such claim to the Commonwealth for review and approval prior to issuing a notice.

In addition to the issuing of notices for cardholder-initiated requests which are denied and retailer-initiated requests to debit the cardholder's account, the contractor must issue notices under the following circumstances:

- cardholder initiated disputes which are approved
- retailer initiated credits of more than $10.00.

The Commonwealth may elect to purchase cardholder notice services for these and other approved adjustment actions. Such notices shall inform the cardholder that their adjustment request has been approved and their account credited. Data elements to be inserted may include transaction date, transaction type and transaction amount.

The contractor must print, fold, insert, and mail notices on a daily schedule. The mailing must include a one-page, two sided multilingual document, to be supplied by the Commonwealth, unbundled by the case. Upon agreement with the Commonwealth, the contractor may print the multilingual document to Commonwealth specifications. If printed by the contractor, the multilingual document is subject to periodic revisions. A sample of the multilingual document is available in **Appendix 3**.

For certain denied disputes, the contractor must include a two-sided "Request for an Appeal" form which shall be provided by the Commonwealth.

4.2.2.2 Card Authentication Value Validation

Current Commonwealth EBT cards have a Card Authentication Value (CAV) encoded on track 2 of the magnetic stripe (see **Section 4.4.1.4 Magnetic Stripe Track 2 Format** of the NCS EBT RFP). The encryption keys utilized by the current contractor shall be transferred to the new contractor. The contractor shall work with the current contractor to obtain the encryption keys. During transaction processing where the EBT Card has been swiped through a card reader and Track 2 of the card is captured, the CAV shall be validated at the EBT host. If the CAV is not valid, the transaction shall be denied.

4.2.2.3 Automated Teller Machine (ATM) Balance Inquiries

The contractor must provide ATM balance inquiries at no additional cost to the Commonwealth's cardholders.

4.2.2.5 Restrictive Interchange Transaction Processing

In addition to the optional requirements of **Section 4.2.2.5 Restrictive Interchange Transaction Processing** of the NCS EBT RFP**,** the contractor must provide ATM and POS terminal blocking functionality in the Administrative Terminal (AT) for use by authorized Commonwealth staff.

The Commonwealth blocks ATM and POS terminals at both Federal and Commonwealth restricted locations through the EBT administrative terminal and intends to continue this practice with the next contract. As of June 2020, the Commonwealth had 1,836 ATMs and 1,578 POS terminals blocked.

Commonwealth *restricted locations* include:

a. Adult bookstores, or adult paraphernalia stores, or adult entertainment establishements
b. Liquor stores
c. Ammunition or firearm dealers
d. Casinos, gambling casinos, or gaming establishments
e. Cruise ships
f. Jewelry stores
g. Manicure shops or aesthetic shops
h. Tatoo parlors
i. Cash transmittal agencies to foreign countries
j. Recreational marijuana establishments

Any additional restrictions shall be communicated to potential Offerors, and the final contract awardee, as they become finalized.

The contractor must provide AT screens that display the Terminal IDs, Merchant Category Codes (MCCs), Card Acceptor (CA) Identification Code, Location Name, Street Address, and City combinations for all cash transactions, both in-state and out of state.

Authorized Commonwealth staff must have the option to block:

A. ATM cash transactions by Terminal ID
B. POS cash transactions by MCC or a combination of Terminal ID and CA Code

The Commonwealth shall select MCC codes to be pre-loaded into the EBT system.

The EBT system must:

A. Keep a record of all blocked transactions and display each in the cardholder transaction history screen
B. Display in the cardholder transaction history screen why the transaction was blocked e.g.
   a. a blocked MCC
   b. a blocked Terminal ID
   c. a blocked Terminal ID/CA Code combination
C. Provide an EBT user role with blocking privileges to be assigned to authorized staff
D. Generate daily and monthly reports identifying blocked ATM and POS terminals. See *Appendix Q* - MA Supplement to NCS EBT RFP EBT Reporting Requirements to NCS EBT RFP Appendix Q.

By law, the Commonwealth prohibits the use of EBT cash assistance benefits for purchase or sale of:

a. alcoholic beverages
b. tobacco products
c. firearms and ammunition
d. tattoos or body piercings
e. jewelry
f. vacation services
g. visual material or performances intended to create or simulate sexual conduct or sexual excitement
h. lottery tickets
i. recreational marijuana

Commonwealth law also prohibits the use of EBT cash assistance benefits for gambling and the payment of any fees, fines, bail or bail bonds ordered by a court and the purchase of televisions, stereos, video games or consoles at rent-to-own stores.

The contractor must work with the Commonwealth to proactively detect the deliberate misuse of benefits by clients. In addition to providing reporting and data analysis tools, the contractor must use electronic fraud analysis methods to detect and follow up on suspicious and unusual transactions.

The contractor must implement data mining tools and innovative algorithms to identify fraudulent transactions and propose a process of fraud screening and referrals to the Program Integrity Division at the Commonwealth of Massachusetts Department of Transitional Assistance (DTA).

Details and data elements for related reports/files/inquiries shall be determined by the Commonwealth during the detail design phase.

4.2.2.7 Prepayment of Cardholder Adjustment Request

The misdispense prepayment procedure allows certain DTA clients who have reported under-dispenses at automated teller machines (ATMs) to have their EBT accounts credited prior to a final determination of their claim.

ATM misdispense claims may be eligible for prepayment, prior to network approval, subject to the Commonwealth's internal prepayment procedures.

The contractor must make the funds available to the client as a prepayment, pending final determination by the financial institution. If the misdispense claim is denied, the Commonwealth shall reimburse the contractor for the prepaid funds.

4.2.2.8 Merchant Validation for Cash Transactions

For all cash transactions, the contractor must validate that the transactions originated at an unrestricted retail location. The contractor must maintain a database of Merchant Category Codes (MCC) for all federally restricted retailers (liquor stores, gaming or gambling establishments or adult entertainment venues) in accordance with P.L. 112-96, the Middle Class Tax Relief and Job Creation Act of 2012 and for all *Commonwealth restricted locations*.

4.3 Account Set-up, Account Maintenance and Benefit Authorization – Core Requirements

4.3.1 Account Set-up, Account Maintenance and Benefit Authorization

4.3.1.2 Commonwealth Existing File Formats

The Commonwealth has defined formats established with the current EBT processor for the exchange of Case/Cardholder Maintenance (demographic data) records, Benefit Issuance records, and inbound batch files from the contractor (such as response files and daily account activity files). The new EBT contractor must accept the existing record formats as defined by the Commonwealth for the exchange of this data, except as specified by the Commonwealth. The intent of the Commonwealth is to maintain the current interface file design and specifications to the greatest extent possible. However, the contractor must integrate any new client identifier(s) or file format changes, developed by the Commonwealth during the contract period, into the file format at no charge.

All files may be transmitted to and received from the contractor by either Direct:Connect or Secure File Transfer Protocol (SFTP) at the Commonwealth's option.

The following files are transmitted by the Commonwealth to its vendor:

A. Case/Client Maintenance File
B. Benefit Maintenance File
C. Card Replacement Fee File
D. Community Supported Agriculture Payment File
E. HIP Retailer File

The Commonwealth plans to transmit to the contractor a daily Card Deactivation File. The file does not currently exist; therefore, no file format is available. See *4.3.1.13 Batch Card Deactivation*.

The following files are received by the Commonwealth from its vendor:

F. Daily History File
G. Batch Processing Summary Report
H. Benefit Aging File
I. Adjustment Activity File
J. Case/Card Warning File
K. Daily Disaster Extract File
L. Cash Pre-Expungement File
M. Cash Expungement File

N. SNAP Pre-Expungement File

O. SNAP Expungement File

P. Lost/Stolen/Damaged Card File

During disaster SNAP (D-SNAP) operations, the following file is received by the Commonwealth from its vendor:

Q. Daily Disaster Extract File

Following are the status codes utilized for each of the file formats in this section.

Status	Description
M (Mandatory)	The data element is mandatory.
C (Conditional)	The data element is required when specific conditions are satisfied.
O (Optional)	The data element is optional.
I (Ignored)	The data is ignored.

4.3.1.2.1 Daily Case/Client Maintenance File

The daily Case/Client Maintenance file provides non-financial demographic data to set-up accounts, update accounts, request mail cards and request mail PIN's for Primary clients.

A Disaster Case/Client Maintenance file is used to set-up accounts for Primary clients and their household members in the event the administrative terminal is not available, or the case volume is unmanageable to manually establish disaster cases following a disaster declaration.

The file layout consists of a header record, followed by multiple detail records, followed by a trailer record. All alpha-numeric fields shall be left-justified and right space-filled.

Following is a description of the current Case/Client Maintenance file format for adding batch client information to the EBT database:

Case/Client Maintenance File – Summary Table		
Item	***File Data Title***	***File Data***
1	File Types	Daily Case/Client Maintenance File
2	File Names	**Daily Case/Client Maintenance File** **Test DSN:** "MAYYYYMMDDHHMMSSmmmTDACCTMAINT" (where YYYYMMDDHHMMSSmmm is a timestamp including milliseconds). **Production DSN**: "MAYYYYMMDDHHMMSSmmmPDACCTMAINT"
3	System Source	MADTA
4	System Destination	EBT system
5	Data Description	Daily EBT Account Data.
6	Primary Data Transfer Method	CONNECT:Direct or SFTP
7	Timing Requirements	Daily: TBD
8	File Format	Fixed
9	Completeness Confirmation Method	Record count

Case/Client Maintenance Header								
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***A Refresh Action M/C/O/I***	***D Refresh Action M/C/O/I***	***U Refresh Action M/C/O/I***
1	001-002	Record Type	2	String	Valid Value: “HC”	M	M	M
2	003-017	Agency Unique	15	String	Area for agency discretionary data For Disaster records, will read “Disaster”	O	O	O
3	018-023	Agency Code	6	String	Valid Values: “MADTA”	M	M	M
4	024-039	Maintenance Type	16	String	Valid Values: “CASE/CLIENT”	M	M	M
5	040-047	File Create Date	8	Int	Date value when the file was created Min: 01, Max: 31 CCYYMMDD	M	M	M
6	048-051	File Create Time	4	Int	Time value when the file was created Min: 00, Max: 23 HHMM	M	M	M
7	052-283	Filler	119	String	Spaces	Spaces	Spaces	Spaces

Record Length – 283

Case/Client Maintenance Detail Record								
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***A Refresh Action M/C/O/I***	***D Refresh Action M/C/O/I***	***U Refresh Action M/C/O/I***
1	001-001	Refresh Action	1	String	Valid Values: “A” = Add Regular Case “D” = Disaster Case ‘U’ = Update Regular Case	M	M	M
2	002-010	Case Number	9	String	Case Number assigned by eligibility system for refresh action “A”. Length of 9 – right-justified – left zero filled Case Number assigned by last 9 digits of card number for refresh action “D”. Length of 9 – right-justified – left zero filled	M	M	M
3	011-012	Client Type	2	String	Valid Values: “P” = Primary or “HH” = household member ********** Values below shall be retained for future functionality for MADTA. “AC” = Cash only for alternate “AF” = FS only for alternate “BC” = Cash only for second alternate “BF” = FS only for second alternate “CC” = Cash only for third alternate “CF” = FS only for third alternate	M	M	M
4	013-015	Card Issuance Office	3	String	Card Issuance office.	M	M for client type = P I for client type = HH	O

5	016-030	Client First Name	15	String	First Name of the Client. Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M	M	M
6	031-031	Client Middle Initial	1	String	Middle Initial. Uppercase Only.	O	O	O
7	032-051	Client Last Name	20	String	Last Name of the Client. Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M	M	M
8	052-081	Street Address 1	30	String	Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M	O	M
9	082-111	Street Address 2	30	String	Uppercase Only – Special chars allowed except Percent (%) and double quote (“”). Note: Address2 is used for apt # if any	O	O	O
10	112-131	City	20	String	Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M	O	M
11	132-133	State	2	String	Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M	O	M
12	134-142	ZIP Code	9	Int		M	O	M
13	143-160	EBT Card Number (PAN)	18	Int		O	M for client type = P I for client type = HH	O
14	161-161	Language Indicator	1	String		O	O	O
15	162-169	Birth Date	8	Int	Birth Date Min: 01, Max: 31 Birth Month Min: 01, Max: 12 Birth Year Min: 1900, Max: 2999 CCYYMMDD	M	M	M
16	170-170	Generate PIN	1	String	Valid Values: “Y” = Yes “N” = No	M	I	I
17	171-179	SSN	9	String	Refresh action = “A” Social	M	M	M

					Security number shall be sent Refresh action = “D” Social Security number shall be sent if known; other wise 9 0’s shall be sent. If the SSN matches the SSN for any household member within an existing disaster case, the record must be rejected.			
18	180-181	HH Size	2	Integer	Refresh action = “A” Household Size shall be sent, right justified Note: HH size shall be sent to the vendor as an integer. Refresh action = “D” Values ignored	O If the HH size value sent by the state is not greater than zero and the case does not exist in the system, the system will default HH size to numeric '1' (irrespective of the FINI indicator value, Y/N) If the case already exists in the system, and the value sent by the state is not greater	I	O If the HH size value sent by the state is not greater than zero, the system will retain existing value

						than zero, the system will retain existing value		
19	182-183	Disaster demographics	2	String	Valid Values: Undefined, alphanumeric two-character field to capture demographics	I	O	I
20	184-186	Disaster Event ID	3	Int	System disaster event identifier	I	M for client type = P I for client type = HH	I
21	187-187	FINI Indicator	1	String	FINI Program Indicator or (Opt Out indicator) Y = Yes N = No	O If no value is received for the FINI indicator, the system will default the indicator to 'Y'	I	O If no value is received for the FINI indicator, the system will retain existing value
22	188-188	Photo Flag	1	String	Y = Yes	O	I	I
23	189-197	Client ID	9	String		M when Photo Flag is Y, otherwise O	O	O
24	198-217	County	20	String	County where head of household resides.	O	M	O
25	218-283	Filler	66	String	Spaces	Spaces	Spaces	Spaces

Record Length – 283

Case/Client Maintenance Trailer								
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**Refresh Action "A" M/C/O/I**	**Refresh Action "D" M/C/O/I**	**Refresh Action "U" M/C/O/I**
1.	001-002	Record Type	2	String	Valid Value: "TC"	M	M	M
2.	003-011	Total Detail Records	9	Int	Record count of the total number of detail records in the file. Min: 000000001, Max: 999999999	M	M	M
3.	012-020	Number of Adds	9	Int	Number of Add Records	M	M	M
4.	021-029	Number of Changes	9	Int	Field set to zeros	M	M	M
5	030-038	Number of Client Type Changes	9	Int	Field set to zeros	M	M	M
6	039-283	Filler	232	String	Spaces	Spaces	Spaces	Spaces

Record length = 283

Detail Record Processing Rules

The Commonwealth allows a primary client and up to six (6) alternates on a case; therefore, an EBT Account may have up to seven cardholders, each with a unique EBT card number and PIN. There are no alternate cardholders for disaster cases. Disaster cases can have household members that do not possess a card.

An "Add" record is primarily used to request an EBT card and/or PIN be generated and mailed to the client. To process an "Add" record, the EBT database is checked to determine if the case number exists on the database. If the case number does not exist, the record is processed, and the case/client is added to the database. If the case number does exist, the client demographics are updated with the new information received.

A "Disaster" record is used to establish disaster accounts when a presidential declaration of disaster occurs. Disaster cases may also be established through the administrative terminal (AT).

An "Update" record is used to update certain demographics including address, date of birth and household size for an existing case without issuing a mailed card or mailed PIN.

4.3.1.2.2 Benefit Maintenance File

The Benefit Maintenance file is used to pass benefit authorization information, including benefit authorization number, benefit type, benefit amount and benefit availability date and time, from the Commonwealth to the EBT vendor.

The daily Benefit Maintenance files are used to send initial benefits and one-time benefits, and the monthly Benefit Maintenance files are used for monthly recurring benefits. A Benefit File may contain multiple batches. The Commonwealth sends a separate batch for each Maintenance Type and each Benefit Availability Date. If multiple batches are created by the Commonwealth on the same day and with the same create time, the time for each new batch is incremented by one minute. The Commonwealth transfers the Benefit Maintenance files via CONNECT: Direct or SFTP.

The EBT system must enforce a maximum benefit issuance allowance of $2,500 for Cash and $5,000 SNAP per benefit authorization.

If a case and/or client do not exist at the time the Commonwealth transmits a benefit record, the following process takes place:

a. The demographic information contained in the benefit record is used to create a case and client.
b. The benefit is added to the created case.
c. The EBT vendor generates a warning to the Commonwealth concerning the case/client creation action that has taken place on each case.
d. The Benefit Maintenance file may also be used to cancel SNAP benefits before the available date/time and cancel cash benefits before or after the available date/time. If a cash benefit is partially used, the remaining amount of the benefit authorization is canceled.

The following table describes the interface for the Benefit Maintenance File.

Benefit Maintenance File – Summary Table		
Item	***File Data Title***	***File Data***
1	File Types	Daily SNAP Benefits Monthly SNAP Benefits Daily Cash Benefits Monthly Cash Benefits Annual Benefits Emergency SNAP Benefits Emergency Cash Benefits
2	File Names	**Daily SNAP Benefits:** (each business day) File Name: wel0p.bcn20000.ebtexdly.file (0 to 100 records) transmitted between 5:00 p.m. & 6:30 p.m. File Name: wel0p.bcn20000.ebtdly.file (0 to 1500 records) transmitted between 10:00 p.m. & midnight **Monthly SNAP**: (8 to 10 days a month) File Name: wel0p.bcn20000.ebtmth.file (14,000 to 30,000 records) Transmitted between 10:00 p.m. & midnight **Daily Cash**: (each business day) File Name: wel0p.bcn20000.ebtdlyck.file (400 to 600 records) Transmitted between 10:00 p.m. & midnight **Monthly Cash**: (16 to 20 a month) File Name: wel0p.bcn20000.ebtcycck.file (5,000 to 12,000) Transmitted between 10:00 p.m. & midnight File Name: wel0p.bcn20000.s130.ebchkfil.file (100 to 300) ACOSTA - 1 each month Transmitted between 10:00 p.m. & midnight File Name: wel0p.bcn20000.s092.ebchkfil.file (4,000 to 6,000) DEFRA - 1 each month Transmitted between 10:00 p.m. & midnight File Name: wel0p.bcn20000.fepebtck.file (0) FEP - 1 each month Transmitted between 10:00 p.m. & midnight

		Annual Cash: (4 or 5 a year) File Name: wel0p.bcn20000.clth.ebchkfil.file (50 to 40,000) (Aug. Thru Dec.) Transmitted between 7:00 a.m. & 10:00 a.m. **Annual SNAP (COLA)**: (1 a year) File Name: wel0p.bcn20000.ebtdly.file (10,000) (October.) Transmitted between 9:00 a.m. & 11:00 a.m. **Emergency SNAP**: (on emergency basis) File Name: wel0p.bcn20000.ebtdly.file Transmitted as needed. **Emergency Cash**: (on emergency basis) File Name: wel0p.bcn20000.ebtdly.file Transmitted as needed. **Repayment Cash**: (each business day) File Name: OverPayCash_ebtdly_file **Repayment SNAP**: (each business day) File Name: OverPayFS_ebtdly_file **Expungement**: (once weekly)
3	System Source	MADTA
4	System Destination	EBT vendor
5	Data Description	Daily and Monthly Benefit Data Loads
6	Primary Data Transfer Method	CONNECT:Direct or SFTP
7	File Format	Fixed
8	Completeness Confirmation Method	Record count/Benefit Amounts

The following table describes the layout of the Benefit Maintenance File.

All alpha-numeric fields are left-justified and right space-filled.

Benefit Maintenance Header						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1.	001-002	Record Type	2	String	Valid Value: “HB”	M
2.	003-017	Agency Unique	15	String	Area for agency discretionary data	O
3.	018-023	Agency Code	6	String	Valid Values: “MADTA”	I
4.	024-039	Maintenance Type	16	String	Valid Values: “CASH CLOTHING” **** “CASH CSD” “CASH CUST” “CASH DAILY” “CASH FEP” “CASH SEMI-MO” “FSB DAILY” “FSB MONTHLY” “FSB SPECIAL” “EMERGENCY CASH” “EMERGENCY FS” ****Transmitted on separate file	M

Benefit Maintenance Header						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
5.	040-047	File Create Date	8	Int	Date value when the file was sent Year Min: 1900, Max: 2999 Month Min: 01, Max: 12 Date Min: 01, Max: 31 CCYYMMDD	M
6.	048-051	File Create Time	4	Int	Time value when the file was sent Hour Min: 00, Max: 23 Minute Min: 00, Max: 59 HHMM	M
7.	052-087	Filler	36	String	Spaces	Spaces

Record Length – 87

Benefit Maintenance Detail Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1.	001-001	Refresh Action	1	String	Valid Values: “A” = Add “D” = Cancel benefit (a benefit can be cancelled at any time) “R” = Benefit Repayment` “E” = Expungement	M
2.	002-010	Case Number	9	String	Case Number assigned by eligibility system.	M
3.	011-016	Benefit Type	6	String	Benefit Type See *4.2.1.3 Transaction Processing* for benefit types.	M
4.	017-026	Benefit Authorization Number	10	Int	The Benefit Authorization Number must be unique for each benefit on the system.	M

Benefit Maintenance Detail Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
5.	027-033	Benefit Amount	7	Int	Benefit amount in dollars and cents. The value must be left padded with zeros. 5 positions of dollars and 2 positions of cents.	M
6.	034-041	Benefit Available Date	8	Int	Date value when the benefit is to be made available Year Min: 1900, Max: 2999 Month Min: 01, Max: 12 Date Min: 01, Max: 31 CCYYMMDD	M for A/D/E I for R
7.	042-045	Benefit Available Time	4	Int	Time value that the benefit shall be available to the client.	M for A/D/E I for R
8.	046-048	Local Office Code	3	String	MADTA Local Office code	M for A/D I for E/R
9.	049-049	Benefit Status	1	String	Valid Values: ‘A’ = Active	M
10.	050-051	Client Type	2	String	Valid Values: “P” = Primary	M
11.	052-066	Client First Name	15	String	First Name of the Client. Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M
12.	067-067	Client Middle Initial	1	String	Middle Initial. Uppercase Only.	O
13.	068-087	Client Last Name	20	String	Last Name of the Client. Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M

Record Length – 87

Benefit Maintenance Trailer						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1	001-002	Record Type	2	String	Valid Values: TB”	M
2	003-011	Total Detail Records	9	Int	Total number of detail records	M
3	012-020	Number of Adds	9	Int	Total number of Add records	M
4	021-029	Number of Changes	9	Int	Shall be set to zeros. Not applicable – no longer used)	I
5	030-038	Number of Cancel	9	Int	Total number of Cancel records	M
6	039-049	Total Benefit Add Amount	11	Int	Total Amount of benefit adds in the file. Min: 00000000000 Max: 99999999999	M
7	050-058	Number of Repayments	9	Int	Total number of Repayment records	M
8	059-069	Total Benefit Repayment Amount	11	Int	Total Amount of benefit repayments in the file. Min: 00000000000 Max: 99999999999	M
9	070-087	Filler	18	String	Spaces	Spaces

Record Length – 87

4.3.1.2.3 Card Replacement Fee File

The Card Replacement Fee file contains SNAP and Cash card replacement fees to be debited or credited to a client's case.

Card Replacement Fee Maintenance File – Summary Table		
Item	***File Data Title***	***File Data***
1	File Types	Daily Card Replacement Fee Maintenance File
2	File Names	Daily Card Replacement Fee Maintenance File Test DSN: "MAYYYYMMDDHHMMSSmmmTDCARDREPL" (where YYYYMMDDHHMMSSmmm is a timestamp including milliseconds). Production DSN: "MAYYYYMMDDHHMMSSmmmTDCARDREPL"
3	System Source	MADTA
4	System Destination	EBT vendor
5	Data Description	Daily EBT Card Replacement Fee Data
6	Primary Data Transfer Method	CONNECT:Direct or SFTP
7	Timing Requirements	Daily: TBD
8	File Format	Fixed
9	Completeness Confirmation Method	Record count

The following table describes the layout of the Card Replacement Fee File.

Card Replacement Fee Maintenance Header						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-002	Record Type	2	String	Valid Value: “HR”	M
2	003-017	Agency Unique	15	String	Area for agency discretionary data	O
3	018-022	Agency Code	5	String	Valid Values: “MADTA”	I
4	023-037	File Type	15	String	Valid Values: “CARDREPLACEMENT”	M
5	038-045	File Create Date	8	Int	Date value when the file was sent Year Min: 1900, Max: 2999 Month Min: 01, Max: 12 Date Min: 01, Max: 31 CCYYMMDD	M
6	046-049	File Create Time	4	Int	Time value when the file was sent Hour Min: 00, Max: 23 Minute Min: 00, Max: 59 HHMM	M
7	050-080	Filler	31	String	Spaces	Spaces

Record Length – 80

Card Replacement Fee Maintenance Detail Record						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-002	Action Code	2	String	Valid Values: “DB” = Debit “CR” = Credit	M
2	003-011	Case Number	9	String	Case Number assigned by eligibility system Length of 9 – right-justified – left zero filled Check that this is not a disaster case (type 11)	M
3	012-015	Amount	4	Int	Fee Debit\Credit Amount in dollars and cents. The value must be left padded with zeros. 2 positions of dollars and 2 positions of cents. Validate that the field is a non-zero integer. The credit amount shall be handled like an adjustment.	M
4	016-017	Program Type	2	String	Program ID for the record. (B) - Cash and SNAP program (C) - Cash Only program (F) – SNAP Only program If any other value is in this field, the record shall be rejected. Note that the second character must be a space.	M
5	018-080	Filler	63	String	Filler	O

Record Length = 80

Card Replacement Fee Maintenance Trailer							
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***Refresh Action "A" M/C/O/I***	***Refresh Action "D" M/C/O/I***
1	001-002	Record Type	2	String	Valid Value: "TR"	M	M
2	003-011	Total Detail Records	9	Int	Record count of the total number of detail records in the file. Min: 000000001, Max: 999999999	M	M
3	012-020	Number of Debits	9	Int	Number of Debit Records	M	M
4	021-029	Number of Credits	9	Int	Number of Credit Records	M	M
5	030-038	Total Debit Amount	9	Int		M	M
6	039-047	Total Credit Amount	9	Int		M	M
7	047-080	Filler	33	String	Spaces	Spaces	Spaces

Record Length = 80

4.3.1.2.3.1 Card Replacement Fee File Processing Rules

Card replacement fees must never be debited from or credited to benefit program type FSBS (benefit codes F2DS, F2MS, F4DS, F4MS, F9DS and F9MS).

4.3.1.2.4 HIP Retailer File

The following table describes the interface for the HIP Retailer File, also known as the FINI Retailer File.

HIP Retailer File – Summary Table		
Item	***File Data Title***	***File Data***
1	File Types	Daily Retailer File
2	File Names	**Daily Retailer File** **<u>Test DSN:</u>** **MA_EB_EBTFINI_BcnBcn_ FINIRETAILERMAINT.test** (Timestamp YYYYMMDDHHMMSSmmm including milliseconds shall be used for the purpose of the internal EBT vendor**)** **<u>Production DSN</u>**: **MA_EB_EBTFINI_BcnBcn_ FINIRETAILERMAINT.dat** (Timestamp YYYYMMDDHHMMSSmmm including milliseconds shall be used for the purpose of the internal EBT vendor**)**
3	System Source	MADTA
4	System Destination	EBT vendor
5	Data Description	Daily EBT Account Data.
6	Primary Data Transfer Method	SFTP
7	Timing Requirements	Monday through Friday, before 10:00 p.m.
8	File Format	Fixed
9	Completeness Confirmation Method	Record count

HIP Retailer File Header Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1	001-002	Record Type	2	String	Valid Value: “HC”	M
2	003-017	Agency Unique	15	String	Area for agency discretionary data	O
3	018-023	Agency Code	6	String	Valid Values: “MADTA ”	O
4	024-039	File Type	16	String	Valid Values: “FINIRETAILERFILE ”	M

HIP Retailer File Header Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
5	040-047	File Create Date	8	Int	Date value when the file was created Min: 01, Max: 31 CCYYMMDD	O
6	048-051	File Create Time	4	Int	Time value when the file was created Min: 00, Max: 23 HHMM	O
7	052-080	Filler	29	String	Spaces	Spaces

Record Length = 80

HIP Retailer File Detail Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1	001-007	FNS Number	7	Int	The FNS Number for FINI Retailers	M
2	008-008	HIP Eligible Retailer Indicator	1	Sting	Y/N Indicator that indicates whether the retailer participates in the HIP program Y = Yes N = No	M
3	009-080	Filler	72	String	Filler	M

Record Length = 80

HIP Retailer File Trailer Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1.	001-002	Record Type	2	String	Valid Value: “TR”	M
2.	003-011	Total Detail Records	9	Int	Record count of the total number of detail records in the file.	O
3.	012-080	Filler	69	Int	Spaces	M

Record Length = 80

4.3.1.2.4.1 HIP Retailer File Processing Rules

1. The daily HIP Retailer File is transmitted by SFTP from DTA to the EBT contractor.
2. The daily file is sent, Monday through Friday, before 10:00 p.m.
3. The EBT vendor shall use the file to maintain a HIP Retailer file for validating FINI transactions.
4. The EBT vendor shall process the daily file to update the HIP Retailer file.

4.3.1.2.5 Batch Processing Summary Report

To communicate receipt of and processing of each valid file received from the Commonwealth, the EBT vendor shall generate a Batch Processing Summary Report for each file the contractor processes. The report provides a summary of the file processed and identifies any records that could not be processed. The report is received by the Commonwealth through CONNECT:Direct and is also available via the Administrative Terminal.

The Batch Processing Summary Report must include:

A. total # records preprocessed
B. total # records processed
C. total # records rejected during preprocessing
D. total # records rejected
E. file processing start time
F. file processing end time
G. file processing total time
H. processing rate records/second
I. total benefit amount processed
J. total benefit amount rejected
K. Total repayment amount processed
L. Total repayment amount rejected
M. Total cancel amount
N. Total cancel amount rejected

The report also identifies the record number that generated an error and the error message.

The following table describes the current interface for the Batch Processing Summary Report.

Batch Processing Summary Report		
Item	**File Data Title**	**File Data**
1.	File Names	**Batch Processing Report** **Test/Production DSN:** Incoming file name_summary
2.	System Source	EBT vendor
3.	System Destination	MADTA
4.	Data Description	Batch Processing Results Reports
5.	Primary Data Transfer Method	CONNECT: Direct and SFTP
6.	Timing Requirements	Sent after each batch is processed.

4.3.1.2.6 Cash Pre-Expungement File

The Cash Pre-Expungement file is generated by the EBT contractor on a daily basis. The Commonwealth receives the Cash Pre-Expungement File through CONNECT:Direct from the EBT contractor's CONNECT:Direct server.

The Cash Pre-Expungement is transmitted to the Commonwealth on the 85th day of availability of each benefit authorization. The file consists of all cash benefits records scheduled to expunge in seven (7) calendar days

Each transmission contains a header record, multiple detail records, and a trailer record.

The following table describes the interface for the Cash Pre-Expungement File.

CASH Pre-Expungement File – Summary Table		
Item	***File Data Title***	***File Data***
1	File Type	CASH Pre-Expungement File
2	File Names	**CASH Pre-Expungement File** **Test DSN:** "MAYYYYMMDDHHMMSSmmmTCPREEXPUNGE" **Production DSN**: "MAYYYYMMDDHHMMSSmmmPCPREEXPUNGE"
3	System Source	EBT vendor
4	System Destination	MADTA
5	Data Description	Pre-Expungement Data
6	Primary Data Transfer Method	CONNECT:Direct or SFTP
7	Timing Requirements	Daily
8	File Format	Fixed

CASH Pre-Expungement Rules

1. This file is transmitted to the Commonwealth on day 85, where the cash benefits are scheduled to expunge in seven (7) calendar days or less.

2. Any accounts that have a zero balance are excluded from this file and not sent to the Commonwealth.

3. The Commonwealth reviews the Cash Pre-Expungement file sent by the EBT contractor and sends a responding daily Benefit Maintenance File for batch repayments to the EBT contractor with the dollar amounts of any outstanding cash overpayment claims which correlate with the cash benefits scheduled to expunge within 7 calendar days. The batch repayment can only be processed against the benefit authorization number provided in the Benefit Maintenance File. If the benefit with that authorization number is no longer available, i.e., it has expunged or has been spent, the repayment record must be rejected.

4. On receipt of the daily Pre-Expungement file from the Commonwealth, the EBT contractor processes the automated repayment transactions to recover the amount of each cash overpayment.

5. For cash benefit authorizations, which are insufficient to cover the amount specified by the Commonwealth in the file, the remaining balance of the benefit authorization is processed by the EBT contractor as an automated repayment. For example, if $10.00 needs to be deducted from a client as a repayment amount but there is only $7.00 benefit balance, then the $7.00 is deducted as the repayment amount and sent to the Commonwealth. The $3.00 that could not be deducted is ignored. An error code is generated to state “Partial Repayment Completed Successfully”.

6. Any balance remaining after the automated repayment is processed, is expunged. For example, if a cardholder has $15.00 in the account and $10.00 is the repayment amount to the Commonwealth, the $10.00 is deducted and the remaining $5.00 is expunged.

CASH Pre-Expungement Header						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-002	Record Type	2	String	Valid Value “HB”	M
2	003-017	Agency Unique	15	String	Area for agency discretionary data	O
3	018-023	Agency Code	6	String	Valid Values: “MADTA”	I
4	024-039	Maintenance Type	16	String	Valid Values: “CASH PREEXPUNG”	M
5	040-047	File Create Date	8	Int	Date value when the file was sent Year Min: 1900, Max: 2999 Month Min: 01, Max: 12 Date Min: 01, Max: 31 CCYYMMDD	M
6	048-051	File Create Time	4	Int	Time value when the file was sent Hour Min: 00, Max: 23 Minute Min: 00, Max: 59 HHMM	M
7	052-087	Filler	36	String	Spaces	Spaces

Record Length – 87

CASH Pre-Expungement Detail Record						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-009	Case Number	9	String	Case Number assigned by eligibility system.	M
2	010-029	Client Last Name	20	String	Last Name of the Client. Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M
3	030-044	Client First Name	15	String	First Name of the Client. Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M
4	045-054	Benefit Authorization Number	10	Int	The Benefit Authorization Number must be unique for each benefit on the system.	M
5	055-060	Benefit Type	6	String	Benefit Type. See *4.2.1.3.A Benefit Dispense Priority* for valid values.	M
6	061-066	Benefit Balance	7	Int	Benefit balance in dollars and cents. The value must be left padded with zeros. 5 positions of dollars and 2 positions of cents.	M
7	067-074	Scheduled Expungement Date	8	Int	Date value when the benefit shall become expunged Year Min: 1900, Max: 2999 Month Min: 01, Max: 12 Date Min: 01, Max: 31 CCYYMMDD	M
8	076-087	Filler	12	String	Spaces	Spaces

Record Length – 87

CASH Pre-Expungement Trailer						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-002	Record Type	2	String	Valid Value “HB”	M
2	003-017	Agency Unique	15	String	Area for agency discretionary data	O
3	018-026	Total Detail Records	9	Int	Total number of detail records	M
4	027-034	File Create Date	8	Int	Year value when the file was created Min: 1900, Max: 2999 Month value when the file was created Min: 01, Max: 12 CCYYMMDD	M
5	035-038	File Create Time	4	Int	HHMM	M
6	039-087	Filler	49	String	Spaces	Spaces

Record Length – 87

4.3.1.2.7 Cash Expungement File

The EBT contractor generates and transmits the daily Cash Expungement file to the Commonwealth. This daily file is sent to the Commonwealth on Day 92 with Cash benefits expunged after the auto repayment process is executed. The daily cash expungement file will only report cash expunged benefits.

The following table describes the interface for the Cash Expungement File.

Cash Expungement File – Summary Table		
Item	***File Data Title***	***File Data***
1	File Type	Cash Expungement File
2	File Names	**Cash Expungement File** **Test DSN:** "MAYYYYMMDDHHMMSSmmmTCEXPUNGE" **Production DSN**: "MAYYYYMMDDHHMMSSmmmPCEXPUNGE"
3	System Source	EBT vendor
4	System Destination	MADTA
5	Data Description	Expunged Data
6	Primary Data Transfer Method	CONNECT: Direct or SFTP
7	Timing Requirements	Daily
8	File Format	Fixed

Cash Expungement Rules

1. EBT cash benefit authorizations are expunged on the 92nd day of benefit availability for accounts:
   a. where no EBT card has been issued
   b. with Authorized Payee cards
   c. with existing cash benefits authorization that have been available at least 91 days
2. The expunged benefit authorizations display as "Expunged" status on the Benefit Maintenance Screen.
3. The Commonwealth also receives a record in the Daily History File identifying the expungement transaction.
4. CASH expungement includes benefit statuses 1. Active – All benefits which are available to the cardholder irrespective of inactive category of 60 days. 2. On-hold – When the benefit is put on hold.

Cash Expungement File Record Layout

The following table describes the Cash Expungement File format for reporting cash expunged record information to the Commonwealth.

The file layout consists of a header record, followed by multiple detail records, followed by a trailer record.

All alpha-numeric fields are left-justified and right space-filled.

Cash Expungement Header Record						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-002	Record Type	2	String	"AH" – Header	M
2	003-008	Agency code	6	String	"MADTA"	M
3	009-024	File Type	16	String	Valid Values: "CASH EXPUNGE"	M
4	025-032	File Create Date	8	Int	Year value when the file was created Min: 1900, Max: 2999 Month value when the file was created Min: 01, Max: 12 CCYYMMDD	M
5	033-036	File Create Time	4	Int	HHMM	M
6	037-080	Filler	44	String	Spaces	Spaces

Record Length = 80

Cash Expungement Detail Record						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-009	Case Number	9	String	Case Number	M
2	010-018	Benefit Authorization Number	10	String	Benefit authorization number	M
3	019-024	Benefit Type	6	String	**See** *4.2.1.3.A Benefit Dispense Priority* **for valid values**	M
4	025-031	Benefit Amount Expunged	7	Int	Amount of funds remaining on the benefit	M
5	032-039	Benefit Last Access Date	8	Int	Date value; last date of cash access by cardholder i.e. cash purchase, cash purchase with cash back or cash withdrawal only Year Min: 1900, Max: 2999 Month Min: 01, Max: 12 Date Min: 01, Max: 31 CCYYMMDD	
6	040-047	Benefit Expungement Date	8	Int	Date value; the day benefit is expunged Year Min: 1900, Max: 2999 Month Min: 01, Max: 12 Date Min: 01, Max: 31 CCYYMMDD	M
7	048-080	Filler	32	String	Spaces	I

Record Length = 80

Cash Expungement Trailer Record						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-002	Record Type	2	String	“AT” - Trailer	M
2	003-010	Number of Detail Records	8	Int	Total number of detail records in the file.	M
3	011-080	Filler	70	String	Spaces	I

Record Length = 80

4.3.1.2.8 SNAP Pre-Expungement File

The SNAP Pre-Expungement File is generated by the EBT contractor on a daily basis. The Commonwealth receives the SNAP Pre-Expungement File through CONNECT:Direct from the EBT contractor's CONNECT:Direct server.

This file consists of benefits that are scheduled to expunge in seven (7) calendar days on day 272. This file is sent by the EBT contractor on day 265.

Benefit records will only be included from those SNAP accounts which have had no client-initiated transactions for at least 264 days.

Each transmission contains a header record, multiple detail records, and a trailer record.

The following table describes the interface for the SNAP Pre-Expungement File.

SNAP Pre-Expungement File – Summary Table		
Item	**File Data Title**	**File Data**
1	File Type	SNAP Pre-Expungement File
2	File Names	**SNAP Pre-Expungement File** **Test DSN:** "MAYYYYMMDDHHMMSSmmmTSPREEXPUNGE" **Production DSN**: "MAYYYYMMDDHHMMSSmmmPSPREEXPUNGE"
3	System Source	EBT vendor
4	System Destination	MADTA
5	Data Description	Pre-Expungement Data
6	Primary Data Transfer Method	CONNECT: Direct or SFTP
7	Timing Requirements	Daily
8	File Format	Fixed

SNAP Pre-Expungement Rules

1. This file is transmitted to MADTA on day 265, where the inactive records are scheduled to be expunged in seven (7) calendar days.
2. Any accounts that have a zero balance are excluded from this file, i.e., that record shall not be sent to DTA.
3. MADTA sends a Benefit Maintenance file to the EBT contractor on Day 271 at 10:00 p.m. (ET) with the dollar amounts due from the SNAP benefits pending to expunge on Day 272. The batch repayments will not occur before Day 271.
4. If between the time that the EBT contractor sends the daily pre-expungement file to the Commonwealth and receives the responding Benefit Maintenance file, any client-initiated SNAP activity occurs against the account, the repayment record must be rejected. SNAP account activity must be checked before the repayment records are processed.
5. On receipt of the daily Benefit Maintenance File from the Commonwealth with Refresh Action “R”, the EBT contractor processes the batch repayment transactions to recover the amount of each SNAP overpayment identified from the correlating inactive SNAP benefit. For refresh action “R”, the benefit authorization number is mandatory.
6. The batch repayment can only be processed against the benefit authorization number provided in the Benefit Maintenance File. If the benefit with that authorization number does not match or is no longer available, i.e. it has expunged or has been spent, the repayment record must be rejected.
7. HIP benefits (FIN1 & FIN2 sub-programs) pending to expunge must not be included in the pre-expungement files. HIP benefits will expunge the same as all other SNAP benefits.
8. HIP benefits must not be recovered through the manual or automated repayment process.

SNAP Pre-Expungement Header Record						
#	*Position*	*Description*	*Length*	*Type*	*Comments*	*M/C/O/I*
1	001-002	Record Type	2	String	Valid Value “HB”	M
2	003-017	Agency Unique	15	String	Area for agency discretionary data	O
3	018-023	Agency Code	6	String	Valid Values: “MADTA”	I
4	024-039	Maintenance Type	16	String	Valid Values: “FS PREEXPUNG”	M
5	040-047	File Create Date	8	Int	Date value when the file was sent Year Min: 1900, Max: 2999 Month Min: 01, Max: 12 Date Min: 01, Max: 31 CCYYMMDD	M
6	048-051	File Create Time	4	Int	Time value when the file was sent Hour Min: 00, Max: 23 Minute Min: 00, Max: 59 HHMM	M
7	052-087	Filler	36	String	Spaces	Spaces

Record Length – 87

SNAP Pre-Expungement Detail Record						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-009	Case Number	9	String	Case Number assigned by eligibility system.	M
2	010-029	Client Last Name	20	String	Last Name of the Client. Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M
3	030-044	Client First Name	15	String	First Name of the Client. Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M
4	045-054	Benefit Authorization Number	10	Int	The Benefit Authorization Number must be unique for each benefit on the system.	M
5	055-060	Benefit Type	6	String	Benefit Type. See *4.2.1.3.A Benefit Dispense Priority* for valid values.	M
6	061-067	Benefit Amount	7	Int	Benefit amount is in dollars and cents. The value must be left padded with zeros. 5 positions of dollars and 2 positions of cents.	M
7	068-075	Scheduled Expungement Date	8	Int	Date value when the benefit becomes expunged Year Min: 1900, Max: 2999 Month Min: 01, Max: 12 Date Min: 01, Max: 31 CCYYMMDD	M
8	076-087	Filler	12	String	Spaces	Spaces

Record Length – 87

SNAP Pre-Expungement Trailer						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-002	Record Type	2	String	Valid Value “HB”	M
2	003-017	Agency Unique	15	String	Area for agency discretionary data	O
3	018-026	Total Detail Records	9	Int	Total number of detail records	M
4	027-034	File Create Date	8	Int	Year value when the file was created Min: 1900, Max: 2999 Month value when the file was created Min: 01, Max: 12 CCYYMMDD	M
5	035-038	File Create Time	4	Int	HHMM	M
6	039-087	Filler	49	String	Spaces	Spaces

Record Length – 87

4.3.1.2.9 SNAP Expungement File

The daily SNAP Expungement file is generated by the EBT contractor and sent to the Commonwealth on day 272 with SNAP benefits expunged after the auto repayment process is executed. The daily expungement file only reports SNAP expunged benefits.

The following table describes the interface for the SNAP Expungement File.

SNAP Expungement File – Summary Table		
Item	***File Data Title***	***File Data***
1.	File Type	SNAP Expungement File
2.	File Names	**SNAP Expungement File** **<u>Test DSN:</u>** “MAYYYYMMDDHHMMSSmmmTSEXPUNGE” **<u>Production DSN</u>**: “MAYYYYMMDDHHMMSSmmmPSEXPUNGE”
3.	System Source	EBT system
4.	System Destination	MADTA
5.	Data Description	Expunged Data
6.	Primary Data Transfer Method	CONNECT:Direct or SFTP
7.	Timing Requirements	Daily
8.	File Format	Fixed

SNAP Expungement Rules

1. Any SNAP benefit with a balance remaining after the benefit repayment transaction shall be expunged.
2. Benefits listed in **Appendix 5** do not get expunged with the exception of HIP incentives (FIN1 & FIN2). HIP benefits expunge as SNAP benefits.
3. The Commonwealth receives a record in the Daily History File identifying the expungement transaction.
4. The administrative terminal displays "Expunged" on the Client Benefit Maintenance Screen for each benefit authorization expunged on Day 272.
5. SNAP expungement includes benefit statuses 1. Active – All benefits which are available to the cardholder irrespective of Inactive category of 60 days. 2. On-hold – When the benefit is put on hold,
6. Any SNAP benefit with a balance remaining after the benefit repayment transaction shall be expunged.
7. MADTA also receives a record in the Daily History File identifying the expungement transaction.
8. The administrative terminal displays "Expunged" on the Client Benefit Maintenance Screen for each benefit authorization expunged on Day 272.
9. SNAP expungement includes benefit statuses
   1. Active – All benefits which are available to the cardholder irrespective of Inactive category of 60 days.
   2. On-hold – When the benefit is put on hold.

SNAP Expungement File Record Layout

The following table describes the SNAP Expungement File format for reporting expunged record information to Commonwealth.

The file layout consists of a header record, followed by multiple detail records, followed by a trailer record.

All alpha-numeric fields are left-justified and right space-filled.

SNAP Expungement Header Record						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-002	Record Type	2	String	"AH" – Header	M
2	003-008	Agency code	6	String	"MADTA"	M
3	009-024	File Type	16	String	Valid Values: "FSB EXPUNGE"	M
4	025-032	File Create Date	8	Int	Year value when the file was created Min: 1900, Max: 2999 Month value when the file was created Min: 01, Max: 12 CCYYMMDD	M
5	033-036	File Create Time	4	Int	HHMM	M
6	037-080	Filler	44	String	Spaces	Spaces

Record Length = 80

SNAP Expungement Detail Record						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-009	Case Number	9	String	Case Number	M
2	010-019	Benefit Authorization Number	10	String	Benefit authorization number	M
3	020-025	Benefit Type	6	String	See *4.2.1.3.A Benefit Dispense Priority* for valid values	M
4	026-032	Benefit Amount Expunged	7	Int	Amount of funds remaining on the benefit	M
5	033-040	Benefit Last Access Date	8	Int	Date value; date of last SNAP purchase, voucher authorization or SNAP return Please go by benefit_last_access date > benefit_effective_date. Year Min: 1900, Max: 2999 Month Min: 01, Max: 12 Date Min: 01, Max: 31 CCYYMMDD	
6	041-047	Benefit Expungement Date	8	Int	Date value; the day benefit is expunged Year Min: 1900, Max: 2999 Month Min: 01, Max: 12 Date Min: 01, Max: 31 CCYYMMDD	M
7	048-072	Filler	32	String	Spaces	I

Record Length = 80

SNAP Expungement Trailer Record						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-002	Record Type	2	String	“AT” - Trailer	M
2	003-010	Number of Detail Records	8	Int	Total number of detail records in the file.	M
3	011-080	Filler	70	String	Spaces	I

Record Length = 80

4.3.1.2.9.1 Lost/Stolen/Damaged Deactivation File Layout

The Lost/Stolen/Damaged (L/S/D) File is generated daily by the EBT contractor once the card has been deactivated. The State receives the file through SFTP.

Summary Table		
Item	***File Data Title***	***File Data***
1	File Type	L/S/D Activity file
2	File Names	**L/S/D File: L/S/D File: "**MA+file generate datetime+PCARDLSD"
3	System Source	EBT System
4	System Destination	MADTA
5	Data Description	Activity against benefits on the EBT system database.
6	Primary Data Transfer Method	SFTP
7	Timing Requirements	Daily:
8	File Format	Fixed

L/S/D Record Layouts

The file layout consists of a header record, followed by multiple detail records, followed by a trailer record.

All alpha-numeric fields are left-justified and right space-filled.

The following table describes the L/S/D File format.

Lost/Stolen/Damaged Header Record						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-002	Record Type	2	String	“DA” – Header	M
2	003-008	Agency code	6	String	“MADTA”	M
3	009-024	File Type	16	String	Valid Values: “CARD DEACT”	M
4	025-032	File Create Date	8	Int	Year value when the file was created Min: 1900, Max: 2999 Month value when the file was created Min: 01, Max: 12 CCYYMMDD	M
5	033-036	File Create Time	4	Int	HHMM	M
6	037-080	Filler	44	String	Spaces	M

Record Length = 80

Lost/Stolen/Damaged Detail Record						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1	001-008	Deactivate date	8	Int	Date: Card Deactivation Date: YYYYMMDD	M
2	009-014	Deactivate time	6	Int	Time: Card Deactivation Time: HHMMSS	M
3	015-023	Case Number	9	Int	String Case Number: Case Number assigned by eligibility system Length of 9 – right-justified – left zero filled	M
4	024-043	Last name	20	String	Client Last Name: Last Name of the Client. Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M
5	044-058	First name	15	String	Client First Name: First Name of the Client. Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M
8	059- 076	PAN	18	Int	PAN – Card number: Card number being issued to the client. Left justified, right space filled.	M
7	077-83	Reason/status	7	String	Reason: reason for Deactivation (lost, stolen or damaged)	M
8	084-092	SNAP Balance	9	Int	**Remaining balance at the time of file generation** Amount: $$$$$$$$CC Right Justify. Left justified, zero filled. Pre-notification records are non-dollar entries and must contain zeros in the amount field.	M
10	093-101	Cash Balance	9	Int	**Remaining balance at the time of file generation** Amount: $$$$$$$$CC Right Justify. Left justified, zero filled. Pre-notification records are non-dollar entries and must contain zeros in the amount	M

					field.	
11	102--220	Filler	119	Int	Spaces	M

Record Length =220

Lost/Stolen/Damaged Trailer Record							
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***Refresh Action "A"*** ***M/C/O/I***	***Refresh Action "D"*** ***M/C/O/I***
1	001-002	Record Type	2	String	Valid Value: "DA"	M	M
2	003-011	Total Detail Records	9	Int	Record count of the total number of detail records in the file. Min: 000000001, Max: 999999999	M	M
3	012-020	Number of Changes	9	Int	Field set to zeros	M	M
4	021-029	Number of Client Type Changes	9	Int	Field set to zeros	M	M
5	030-283	Filler	254	String	Spaces	Spaces	Spaces

Record Length – 283

L/S/D File Processing Rules

1. The EBT system generates a new file with the fields above and sends it to the Commonwealth each evening.
2. The file includes data on EBT cards reported lost, stolen or damaged and deactivated during the previous 24 hours either through the Cardholder Customer Service IVR or a client services representative (CSR).
3. The remaining SNAP and Cash balances and future benefits on the card are from the time the new file is generated.
4. The file is generated by the EBT system at 9:00 p.m. (ET) and includes data on cards deactivated from 9:00 p.m. (ET) the previous night to 9:00 p.m. (ET) of the current day.
5. The file is received by the Commonwealth no later than 10:00 p.m. (ET).

4.3.1.2.9.2 Daily History File

On a daily basis, our current vendor sends an activity file of all financial activity taking place against the benefit authorizations on the EBT database. The Commonwealth receives the file through

CONNECT:Direct from the EBT vendor's CONNECT:Direct server or by SFTP. The file consists of a header record followed by multiple detail records, followed by a trailer and ending with Program Summary Records for each sub-program.

The Commonwealth receives a detail record for each benefit authorization impacted by a transaction. Transactions against a given benefit authorization for a reporting category (e.g. client-initiated transactions) are provided at a detail record level. This includes all regular accounts in addition to any disaster cases that exist on the system.

The reporting categories that are supported by the Commonwealth include:

A. CL - Client initiated transactions
B. CN - Benefit Cancellation from a Batch Maintenance File
C. CT - Benefit Cancellation from an Administrative Terminal
D. AU - Authorization Added from a Batch Maintenance File
E. AT - Authorization Added from an Administrative Terminal
F. AG - Aged Benefit
G. AD - Adjustment
H. CF - Card Fee
I. RC – Repayment

The Program Summary records the outstanding liability for authorizations by benefit type on the EBT database.

The following table describes the interface for the Daily History File.

Daily History File – Summary Table		
Item	**File Data Title**	**File Data**
1.	File Type	Daily History File
2.	File Names	**Daily History File** **Test DSN:** "MAYYYYMMDDHHMMSSmmmTDAILYACTIVITY" **Production DSN**: "MAYYYYMMDDHHMMSSmmmPDAILYACTIVITY"
3.	System Source	EBT Contractor
4.	System Destination	MADTA
5.	Data Description	Activity against benefits on EBT database.
6.	Primary Data Transfer Method	CONNECT:Direct or SFTP
7.	Timing Requirements	Daily:
8.	File Format	Fixed

Following is the layout of the Daily History File.

Daily History Header Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1.	001-002	Record Type	2	String	"EH" – Header	M
2.	003-008	Agency Code	6	String	"MADTA" – Massachusetts Department of Transitional Assistance	M
3.	009-024	File Type	16	String	Valid Values: "HISTORYEXTRACT"	M
4.	025-032	File Create Date	8	Int	Year value when the file was created Min: 1900, Max: 2999 Month value when the file was created Min: 01, Max: 12 CCYYMMDD	M
5.	033-036	File Create Time	4	Int	Time the file was created. HHMM	M
6.	037-044	Set Date	8	Int	CCYYMMDD Settlement date for all transactions in the file	M
7.	045-209	Filler	165	String	Spaces	Spaces

Record length = 209 bytes

Daily History Detail Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1	001-014	EBT Tran Type ID	14	Int	The EBT Transaction Type, right justified with leading zeroes.	M
2	015-015	HH Group Indicator FINI HH Group Indicator shall be sent to DTA by EBT vendor. HH Group Indicators based on number of HH members: 1-2 = V 3-5 = E 6+ = G	1	String	Household (HH) Group indicator to be included in the record, right justified Note: FINI Indicator shall be sent to DTA as 'Mandatory, M' but for cash only cases, the field would be optional since cash-only cases would not be eligible for FINI. Therefore, the field value is conditional.	C
3	016-024	Case Number	9	String	Case Number	M
4	025-034	Authorization Number	10	String	Authorization impacted by transaction	M
5	035-036	Update Type	2	String	"**CR**" = Credit "**DR**" = Debit	M
6	037-042	Benefit Type	6	String	See *4.2.1.3.A Benefit Dispense Priority* for valid values.	M
4	043-044	Reporting Category	2	String	Valid Values (see table below for transactions that make up categories): CL – Client Initiated transaction (includes reversals and returns) CN – Cancellation from batch CT – Cancellation from Admin Terminal AU – Authorization from batch AT – Authorization from Admin Terminal AG – Aged (expunged) AD – Adjustment (also includes Card Replacement Fees Credits for SNAP and CASH) RC – Repayment CF – Card Replacement Fees Debit for SNAP and CASH	M

Daily History Detail Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
5	045-052	Available Date	8	Int	Available Date of the Benefit CCYYMMDD	M
6	053-061	Available Balance	9	Int	Amount of funds available to client on the benefit authorization after the transactions occurred	
7	062-070	Transaction Amount	9	Int	Amount of Transaction	M
8	071-078	Transaction Date	8	Int	CCYYMMDD – Entry Date	M
9	079-082	Transaction Time	4	Int	Time of the transactions HHMM	M
10	083-100	PAN (Card Number)	18	Int	Client PAN that performed transaction	O
11	101-107	FNS Number	7	String	Only included on SNAP transactions.	O
12	108-123	Card Acceptor ID	16	String	Card Acceptor ID where transaction occurred	O
13	124-143	Merchant Name	20	String	Where the transaction occurred.	C
14	144-183	Merchant Location	40	String	Location where the transaction occurred.	C
15	184-198	Terminal ID	15	String	Terminal where transaction occurred.	O
16	199-201	Local Office Code	3	String	Local Office code of case	M
17	202-209	Settlement Date	8	String	CCYYMMDD Settlement date of transaction	O

Record length = 209

The Commonwealth has submitted a change order to expand the Transaction Time field by two positions (079-084) to include seconds.

Usage Notes:

This record is used to notify the Commonwealth of daily activity against outstanding authorizations. Each transaction against a given benefit for the reporting category (e.g., Client initiated transactions) shall be detailed. All alpha-numeric fields shall be left justified and right space filled.

Daily History Trailer Record						
#	Position	Description	Length	Type	Comments	M/C/O/I
1.	001-002	Record Type	2	String	“ET” - Trailer	M
2.	003-010	Number of Detail Records	8	Int	Total number of detail records in the file.	M
3.	011-211	Filler	199	String	Spaces	I

Record Length = 209 bytes

All alpha-numeric fields are left justified and right space filled.

Daily History Program Summary Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1.	001-002	Record Type	2	String	"**ES**" – Summary	M
2.	003-008	Benefit Type	6	String	See Section 4.2.2.2 for values.	M
3.	009-021	Beginning Balance	13	Int	Beginning balance for this sub-program at the beginning of the settlement day.	M
4.	022-034	Ending Balance	13	Int	Ending balance for this sub-program at the beginning of the settlement day.	M
5.	035-047	Accum Authorization Amount	13	Int	Total of all authorizations for this sub-program for the settlement day. Includes transaction codes: 1000, 1001	M
6.	048-060	Accum Cancels Amount	13	Int	Total of all cancelled authorizations for this sub-program for the settlement day. Includes transaction codes: 617, 1002	M
7.	061-073	Accum Transaction Amount	13	Int	Total of all client transactions performed against the authorizations for this sub-program for the settlement day	M
8.	074-209	Filler	136	String	Spaces	I

Record Length = 209 bytes

4.3.1.2.9.2.1 Daily History File Transaction Types

Following are the valid Financial Transaction Types included in the Daily History File.

Reporting Category	Transaction Type ID	Transaction Description
CL	601	SNAP PURCHASE
CL	602	CASH PURCHASE
CL	604	CASH WDRAWAL
CL	605	CASH WDRAWAL ALL AVAIL
AD	606	SNAP DEBIT ADJUSTMENT
AD	607	CASH DEBIT ADJUSTMENT
CL	608	CASH PURCH W CASHBACK
CL	609	SNAP RETURN
AD	610	SNAP CREDIT ADJ
AD	611	CASH CREDIT ADJUSTMENT
CL	616	VOID LAST DEBIT
AG	617	EXPUNGE DUE TO INACTIVITY
CL	619	ELECT VOUCHER SETTLEMENT
CL	620	VOID LAST CREDIT
RC	621	BENEFIT REPAYMENT
RC	623	BATCH REPAYMENT
CL	624	REVERSAL CREDIT
CL	625	REVERSAL DEBIT
CL	626	ATM CASH WITHDRAWAL
CL	630	SNAP CASH OUT FS
CL	638	ELECT VOUCHER RETURN SETTLEMENT
CL	640	MANUAL VOUCHER RETURN SETTLEMENT
CL	651	COMMUNITY SUPPORTED AGRICULTURE SNAP PURCHASE
CL	701	HIP INCENTIVE REBATE
CL	702	HIP INCENTIVE RETURN
CL	703	HIP REVERSAL CREDIT
CL	704	HIP REVERSAL DEBIT
CL	705	HIP VOID CREDIT
CL	706	HIP VOID DEBIT
CL	901	FINI INCENTIVE REBATE
CL	902	FINI INCENTIVE RETURN
CL	903	REVERSAL FINI CREDIT

CL	904	REVERSAL FINI DEBIT
CL	905	VOID FINI CREDIT
CL	906	VOID FINI DEBIT
CL	907	FINI INDICATOR UPDATE
AU	1000	LOAD MONTHLY AUTHORIZATION
AT	1000	LOAD MONTHLY AUTHORIZATION
AU	1001	LOAD EMERGENCY AUTH
AT	1001	LOAD EMERGENCY AUTH
CN	1002	CANCEL AUTHORIZATION
CT	1002	CANCEL AUTHORIZATION
CL	1003	MANUAL VOUCHER SETTLEMENT
CL	1006	SNAP RETAILER ONLY CREDIT ADJ
CL	1014	CASH RETAILER ONLY CREDIT ADJ
CL	1028	EXCEPTION PROC VOUCHER SETTLE
CL	1032	CLIENT ATM WITHDRAWAL FEE
CL	1033	CLIENT ATM BAL INQUIRY FEE
CF	1034	CLIENT CARD REPLACEMENT FEE
AD	1035	CLIENT CARD REPLACEMENT FEE ADJ
CL	1043	CLIENT ATM W/DRAWAL FEE – REV
CL	1044	CLIENT ATM BAL INQ FEE – REV
CL	1047	TRANSACTION FEE REVERSAL DEBIT
CL	1048	TRANSACITON FEE REVERSAL CREDIT
CL	1049	TRANSACTION FEE DEBIT
CL	1050	TRANSACTION FEE CREDIT
CL	1051	RETAILER CASH WITHDRAWAL FEE
CL	1052	RET CASH W/DRAWAL FEE REV
CL	1070	DIRECT DEPOSIT
AU	1077	LOAD DISASTER AUTHORIZATION
AT	1077	LOAD DISASTER AUTHORIZATION

Following are the valid Non-Financial Transaction Types and denied transaction responses which shall also be included in the daily history file. A change order has been submitted to our EBT contractor to modify the file to accommodate the additional transaction types and transaction responses below.

a. Non-Financial EBT transactions

- ATM Balance Inquiry
- Balance Inquiry
- VRU Balance Inquiry
- Card Status – Damaged
- Card Status – Deactivated
- Card Status – Defective
- Card Status – Disabled
- Card Status – Lost
- Card Status – Stolen
- Change PIN
- Change PIN Client Select
- Change PIN Mail
- Reset PIN Count

b. Denied Responses to Financial Transactions

- Insufficient Funds
- Invalid Card Number
- Damaged – Card
- Defective – Card
- Lost Card
- Invalid PIN
- PIN tries Exceeded
- Processor has no cash privilege
- Bad FNS status for merchant

4.3.1.2.10 Benefit Aging File and Expungement

The Benefit Aging file, which contains information on SNAP benefits that have reached the Commonwealth defined periods of inactivity, is generated by the EBT contractor monthly and transmitted through the CONNECT: Direct server or by SFTP to the Commonwealth.

SNAP "inactivity" is defined as no client-initiated debit or credit activity against an account. Commonwealth or contractor-initiated credits, balance inquiries and denied transactions are not considered client-initiated activity.

The file can be used by the Commonwealth to generate notices to their clients and alerts to their caseworkers. This will include all regular accounts in addition to any disaster cases that exist on the system.

The following table describes the interface for the Benefit Aging File.

Benefit Aging File – Summary Table		
Item	**File Data Title**	**File Data**
1.	File Type	Benefit Aging File
2.	File Names	**Benefit Aging File** **Test DSN:** "MAYYYYMMDDHHMMSSmmmTBENEAGING" **Production DSN**: "MAYYYYMMDDHHMMSSmmmPBENEAGING"
3.	System Source	EBT vendor
4.	System Destination	MADTA
5.	Data Description	Benefit Inactivity Data/Notification.
6.	Primary Data Transfer Method	CONNECT: Direct or SFTP
7.	Timing Requirements	Monthly
8.	File Format	Fixed

Benefit Aging Business Rules

The contractor must implement processes to reflect any future changes to existing USDA or Commonwealth rules, as directed by the Commonwealth, at no additional cost.

When an EBT account has both SNAP and cash assistance, inactivity for one program does not impact the other program.

The Benefit Aging processing rules for SNAP are based on the number of calendar days between the case's last client-initiated debit or credit transaction and the date on which the aging process is run. The number of days is calculated as warning and expunged periods. In the absence of a client-initiated transaction, the benefit authorization available date is utilized to calculate the aging period.

BENEFITS AGING and EXPUNGEMENT		
AGING INDICATOR	***SNAP BENEFIT***	***CASH BENEFIT***
Inactive	>=60<95 Days of inactivity	N/A
Pre-Expungement	Day 265	Day 84
Expungement	Day 272	Day 92

Transactions Impacting SNAP Activity	
Tran Type	***Description***
601	SNAP Purchase
609	SNAP Return
616	Void last Debit
618	Voucher Authorization Approval
620	Void Last Credit
624	Reversal Credit
625	Reversal Debit
636	ARU Voucher Authorization Approval
638	Elect Voucher Return Settlement
640	Manual Voucher Return Settlement
651	Community Supported Agriculture SNAP Purchase
701	HIP Incentive Rebate
702	HIP Incentive Return
703	HIP Reversal Credit
704	HIP Reversal Debit
705	HIP Void Credit
706	HIP Void Debit
901	FINI Incentive Rebate
902	FINI Incentive Return
903	Reversal FINI Credit
904	Reversal FINI Debit
905	Void FINI Credit
906	Void FINI Debit
1047	Transaction Fee Reversal Debit (Must not apply to cash transactions).
1048	Transaction Fee Reversal Credit (Must not apply to cash transactions.)

Benefit Aging File Record Layout

Following is a description of the Benefit Aging File format.

Benefit Aging Header Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1.	001-002	Record Type	2	String	"AH" – Header	M
2.	003-007	Agency code	5	String	"MADTA" – Massachusetts Department of Transitional Assistance	M
3.	008-019	File Type	12	String	Valid Values: "AGINGEXTRACT"	M
4.	020-027	File Create Date	8	Int	Year value when the file was created Min: 1900, Max: 2999 Month value when the file was created Min: 01, Max: 12 CCYYMMDD	M
5.	028-031	File Create Time	4	Int	HHMM	M
6.	037-080	Filler	48	String	Spaces	Spaces

Record length = 80

Usage Notes:

Each transmission will contain a header record followed by multiple detail records, followed by a trailer record. All alpha-numeric fields are left justified and right space filled.

All alpha-numeric fields are left justified and right space filled.

Benefit Aging File Detail Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1	001-009	Case Number	9	String	Case Number assigned by eligibility system.	M
2	010-019	Benefit Authorization Number	10	Int	The Benefit Authorization Number must be unique for each benefit on the system.	M
3	020-025	Benefit Type	6	String	Benefit Type. See *4.2.1.3.A Benefit Dispense Priority* for valid values.	M
4	026-033	Effective date - Benefit Available Date	8	Int	Date value when the benefit becomes available: Year Min: 1900, Max: 2999 Month Min: 01, Max: 12 Date Min: 01, Max: 31 yyyymmdd	M
5	034-040	Auth_balance	7	Int	Benefit amount in dollars and cents. The value must be left padded with zeros. 5 positions of dollars and 2 positions of cents.	M
6	041-047	Original Auth_amount	7	Int	Benefit amount in dollars and cents. The value must be left padded with zeros. 5 positions of dollars and 2 positions of cents.	M
7	048-055	Benefit Last Access Date	8	Int	Date value when the benefit was last accessed by the client Year Min: 1900, Max: 2999 Month Min: 01, Max: 12 Date Min: 01, Max: 31 CCYYMMDD	M
8	056- 080	Filler	25	String	Spaces	Spaces

Record Length – 80

Benefit Aging File Trailer						
#	Position	Description	Length	Type	Comments	M/C/O/I
1.	001-002	Record Type	2	String	Valid Value "AT"	M
2.	003-010	Record Count	8	Int	Total number of detail records	M
3.	011-080	Filler	70	String	Spaces	I

Record Length = 80 bytes

All alpha-numeric fields are left justified and right space filled.

4.3.1.2.13 Case/Card Warning File

The Case Card Warning file provides the Commonwealth with data on cases where benefits are available but no EBT card has been issued. The Commonwealth uses this file to generate a weekly report for DTA local offices to identify clients in need of an EBT card.

The file is scheduled to run each day after midnight. The transactions in the file are pulled by settlement date. The following table describes the format for the Case/Card Warning File.

Case/Card Warning Header Record						
#	Position	Description	Length	Type	Comments	M/C/O/I
1.	001-002	Record Type	2	String	"AH" – Header	M
2.	003-008	Agency code	6	String	"MADTA" – Massachusetts Department of Transitional Assistance	M
3.	009-024	File Type	16	String	Valid Values: "CARDWARNING"	M
4.	025-032	File Create Date	8	Int	Year value when the file was created Min: 1900, Max: 2999 Month value when the file was created Min: 01, Max: 12 CCYYMMDD	M
5.	033-036	File Create Time	4	Int	HHMM	M
6.	037-101	Filler	65	String	Spaces	Spaces

Record Length = 101

Case/Card Warning Detail Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1.	001-009	Case Number	9	String	Case Number assigned by eligibility system.	M
2.	010-015	Benefit Type	6	String	See *4.2.1.3.A Benefit Dispense Priority* for benefit types.	M
3.	016-031	Maintenance Type	16	String	Carried over from Benefit Maintenance Header	M
4.	032-041	Benefit Authorization Number	10	Int	The Benefit Authorization Number must be unique for each benefit on the system.	M
5.	042-048	Benefit Amount	7	Int	Benefit amount in dollars and cents. The value must be left padded with zeros. 5 positions of dollars and 2 positions of cents.	M
6.	049-056	Benefit Available Date	8	Int	Date value when the benefit is to be made available Year Min: 1900, Max: 2999 Month Min: 01, Max: 12 Date Min: 01, Max: 31 CCYYMMDD	M
7.	057-059	Local Office Code	3	String	MADTA Local Office code	M
8.	060-074	Client First Name	15	String	First Name of the Client. Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M
9.	075-094	Client Last Name	20	String	Last Name of the Client. Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M
10.	095-095	Client Middle Initial	1	String	Middle Initial of the Client. Uppercase Only – Special chars allowed except Percent (%) and double quote (“”).	M

Case/Card Warning Detail Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
11.	096-101	Number of Days	6	Int	Number of Days between the report date and the earliest benefit available date.	M

Record Length = 101

Case/Card Warning Trailer Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1.	001-002	Record Type	2	String	“AT” - Trailer	M
2.	003-010	Number of Detail Records	8	Int	Total number of detail records in the file.	M
3.	011-101	Filler	91	String	Spaces	I

Record Length = 101

4.3.1.2.14 Adjustment Activity File

On a daily basis, the adjustment activity file must be generated and transmitted to the Commonwealth to enable the Commonwealth to track adjustment activity for claims filed by the client or the retailer. The file layout consists of a header record followed by multiple detail records, followed by a trailer record. All alpha-numeric fields are left justified and right space filled. The Commonwealth receives the file through CONNECT:Direct or SFTP.

Adjustment Activity File – Summary Table		
Item	**File Data Title**	**File Data**
1.	File Type	Adjustment Activity File
2.	File Names	**Adjustment Activity File** **Test DSN:** "MAYYYYMMDDHHMMSSmmmTADJACTIVITY" **Production DSN**: "MAYYYYMMDDHHMMSSmmmPADJACTIVITY"
3.	System Source	EBT Contractor
4.	System Destination	MADTA
5.	Data Description	Activity against benefits on EBT database.
6.	Primary Data Transfer Method	CONNECT:Direct or SFTP
7.	Timing Requirements	Daily:
8.	File Format	Fixed

The following is a description of the Adjustment Activity File format.

Adjustment Activity Header Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1.	001-001	Record Type	1	String	"H" – Header	M
2.	002-003	Agency ID	2	String	"MA" – Commonwealth of Massachusetts	M
3.	004-007	Sent Year	4	Int	Year value when the file was sent Min: 1900, Max: 2999	M
4.	008-009	Sent Month	2	Int	Month value when the file was sent Min: 01, Max: 12	M
5.	010-011	Sent Date	2	Int	Date value when the file was sent Min: 01, Max: 31	M
6.	012-013	Sent Hour	2	Int	Hour value when the file was sent Min: 00, Max: 23	M
7.	014-015	Sent Minute	2	Int	Minute value when the file was sent Min: 00, Max: 59	M
8.	016-017	Sent Second	2	Int	Second value when the file was sent Min: 00, Max: 59	M
9.	018-026	Record Count	9	Int	Record count of the total number of detail records in the file. Min: 000000001 Max: 999999999	M
10.	027-222	Filler	196	String	Spaces	I

Record Length = 222

Adjustment Activity Detail Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1.	001-001	Record Type	1	String	"D" – Detail	M
2.	002-010	Case Number	9	String	Case number	M
3.	011-046	Cardholder Name	36	String	Name of cardholder that performed transaction.	M
4.	047-049	Regional Office Code	3	String	Eligibility office number	M
5.	050-051	Program Type	2	String	Program ID for the record. (F) - SNAP program (C) - cash program Note that the second character must be a space.	M
6.	052-061	Claim Tracking Number	10	String	Tracking number assigned to claim.	M
7.	062-069	Transaction Date	8	Int	CCYYMMDD – Trans Log Date	C
8.	070-075	Transaction Time	6	Int	HHMMSS – Transaction Log Time	C
9.	076-076	Credit/Debit Indicator	1	String	"C" = Credit "D" = Debit Adjustment	M
10	077-083	Transaction Amount	7	Int	Amount of original transaction.	C
11.	084-090	Claim Amount	7	Int	Amount of the Claim	M
12.	091-092	Reason Type	2	String	Reason for Claim: RC - Retailer Requested Debit to Client CR - Client Requested Debit to Retailer SC - State Requested Debit to Client CS - Client Requested Debit to State	M
13.	093-100	Date of Claim	8	Int	CCYYMMDD - Date claim was initiated	M

Adjustment Activity Detail Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
14.	101-101	Claim Status	1	String	Status of claim: N – New A – Approved D – Denied H – Fair Hearing Requested E – Elapsed S – Settled I – Insufficient Funds C – Accepted R – Rejected	M
15.	102-109	Claim Status Date	8	Int	Date of claim status change	M
16.	110-116	FNS Number	7	String	Only included on SNAP transactions.	C
17.	117-136	Merchant Name	20	String	Where the transaction occurred.	C
18.	137-176	Merchant Location	40	String	Location where the transaction occurred.	C
19.	177-222	Filler	46	String	Spaces	I

Record Length – 222

	Adjustment Activity Trailer Record					
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1.	001-001	Record Type	1	String	**"T"** – Trailer	M
2.	002-010	Total Detail Records	9	Int	Total Number of Detail Records	M
3.	011-020	Total Credits	10	Int	Total dollar value of Credits	M
4.	021-030	Total Debits	10	Int	Total dollar value of Debits	M
5.	031-222	Filler	192	String	Spaces	I

Record Length – 222

Adjustment File Processing Rules

Records are written to the Adjustment Activity File based on any actions taken in the EBT system related to an adjustment claim including, but not limited to, initial claim requests, accepted claims, settled claims and rejected claims.

Following are the claim statuses:

Claim Status	Description
N – New	Initial Status of all Claim requests.
A – Approved	Status to identify the result of a Fair Hearing.
D – Denied	Status to identify the result of a Fair Hearing.
H – Fair Hearing Requested	Indicates a Fair Hearing has been requested regarding the claim.
E – Elapsed	Only on Debit adjustment, when 15 days has passed since origination of the adjustment.
S – Settled	Final status for an adjustment. Funds have been credited or debited.
I – Insufficient Funds	Final status for an adjustment. Funds have not been credited or debited; client account does not have enough funds.
C – Accepted	Only on Credit adjustment, when the retailer accepts the client-initiated adjustment.
R - Rejected	Only on Credit adjustment, when the retailer rejects the client-initiated adjustment; client has option then to request fair hearing through the Commonwealth.

4.3.1.2.15 Community Supported Agriculture Payment File

This file contains records for clients participating in the Community Support Agriculture program. The client's SNAP benefit balance is debited for the Community Support Agriculture Share Amount and the Community Support Agriculture Retailers are credited for the Community Support Agriculture Share Amount.

The following is a description of the Community Supported Agriculture Payment File format.

Community Supported Agriculture Payment File Header Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1.	001-002	Record Type	2	String	Valid Value: "HC"	M
2.	003-017	Agency Unique	15	String	Area for agency discretionary data	O
3.	018-023	Agency Code	6	String	Valid Values: "MADTA"	M
4.	024-038	File Type	15	String	Valid Values: "CSAPAYMENTFILE"	M
5.	039-046	File Create Date	8	Int	Date value when the file was created Min: 01, Max: 31 CCYYMMDD	M
6.	047-050	File Create Time	4	Int	Time value when the file was created Min: 00, Max: 23 HHMM	M
7.	051-080	Filler	30	String	Spaces	Spaces

Record Length = 80

Community Supported Agriculture Payment File Detail Record							
#	Position	Description	Length	Type	Comments	Client CSA Indicator = Y M/C/O/I	Client CSA Indicator = N M/C/O/I
1.	001-009	Case Number	9	String		M	M
2.	010-024	Client First Name	15	String	Must not be spaces.	M	M
3.	025-025	Client Middle Initial	1	String		O	O
4.	026-045	Client Last Name	20	String	Must not be spaces.	M	M
5.	046-046	Client Community Supported Agriculture Indicator	1	Sting	Y/N Indicator that indicates whether the client participates in the Community Supported Agriculture program	M	M
6.	047-053	Community Supported Agriculture Retailer FNS Number	7	Int	The FNS Number for the Community Supported Agriculture Retailer	M	O
7.	054-060	Community Supported Agriculture Share Amount	7	Int	Dollar Amount deducted from the Client's account and paid to the Community Supported Agriculture Retailer	M	O
8.	061-068	Community Supported Agriculture Payment Date	8	Int	SNAP Availability Date/Date the payment is to be made to the Community Supported Agriculture Retailer.	M	O
9.	069-080	Filler	12	String	Filler	M	M

Record Length = 80

Community Supported Agriculture Payment File Trailer Record						
#	Position	Description	Length	Type	Comments	M/C/O/I
1.	001-002	Record Type	2	String	Valid Value: "TR"	M
2.	003-011	Total Detail Records	9	Int	Record count of the total number of detail records in the file.	M
3.	012-020	Total Number of Client Debits	9	Int	Min: 000000001, Max: 999999999	M

4.	021-029	Total Dollar Amount of Client Debits	9	Int	Total debit amount to Clients for the Community Supported Agriculture Share Amount. Must equal the Total Dollar Amount of Community Supported Agriculture Retailer Credits, #6	M
5.	030-038	Number of Community Supported Agriculture Retailer Credits	9	Int	Min: 000000001, Max: 999999999	M
6.	039-047	Total Dollar Amount of Community Supported Agriculture Retailer Credits	9	Int	Total credit amount to the Community Supported Agriculture Retailer for the Community Supported Agriculture Share Amount. Must equal Total Dollar Amount of Client Debits, #4.	M
7.	048-080	Filler	33	Int	Spaces	M

Record Length = 80

4.3.1.2.16 Daily Disaster Extract File

The Daily Disaster Extract File is required by the Commonwealth when a presidential or other qualified disaster has been declared and the Commonwealth is issuing disaster SNAP and/or disaster cash benefits. The file enables the Commonwealth to validate for duplicate records against the eligibility system. Each transmission contains a header record followed by multiple detail records, followed by a trailer record. All alpha-numeric fields are left justified and right space filled. The file must be in Excel format or convertible to Excel.

The file consists of the demographics of the head of household and all household members in a newly created disaster case established in the EBT system the previous day. The Daily Disaster Extract File shall cover one 24-hour calendar day from 12:00 midnight – 11:59 p.m. and include all new disaster cases created as of 11:59 p.m. that day. The file must be received by the Commonwealth by 5:00 am ET. The file shall include, but not be limited to, the following fields:

A. Case number – last 9 digits of 18-digit disaster card number
B. Client type – “P” = primary (head of household)
   “H” = household member
C. First Name
D. Middle Initial
E. Last Name

F. Social Security #;
G. Birth Date
H. City
I. County
J. State
K. Zip Code
L. Household Size
M. Primary's First Name
N. Primary's Middle Initial
O. Primary's Last Name
P. Primary's Social Security Number
Q. Primary's Birth Date

Daily Disaster Extract File Header Record						
#	***Position***	***Description***	***Length***	***Type***	***Comments***	***M/C/O/I***
1.	001-001	Record Type	1	String	"H" – Header	M
2.	002-003	Agency ID	2	String	"MA" – Commonwealth of Massachusetts	M
3.	004-018	File Type	15	String	DISEXTRACT (left justified)	M
4.	019-022	Sent Year	4	Int	Year value when the file was sent Min: 1900, Max: 2999	M
5.	023-024	Sent Month	2	Int	Month value when the file was sent Min: 01, Max: 12	M
6.	025-026	Sent Date	2	Int	Date value when the file was sent Min: 01, Max: 31	M
7.	027-028	Sent Hour	2	Int	Hour value when the file was sent Min: 00, Max: 23	M
8.	029-030	Sent Minute	2	Int	Minute value when the file was sent Min: 00, Max: 59	M
9.	031-032	Sent Second	2	Int	Second value when the file was sent Min: 00, Max: 59	M
10.	033-041	Record Count	9	Int	Record count of the total number of detail records in the file. Min: 000000001 Max: 999999999	M
11.	042-300	Filler	139	String	Spaces	I

Record Length = 300

Daily Disaster Extract File Detail Record						
#	**Position**	**Description**	**Length**	**Type**	**Comments**	**M/C/O/I**
1.	001-001	Record Type	1	String	"D" – Detail	M
2.	002-010	Case Number	9	String	Case Number assigned by eligibility system right-justified – left zero filled	M
3.	011-012	Client Type	2	String	Valid Types – 'P' or 'HH'	M
4.	013-027	First Name	15	String	First Name of the client	M
5.	028-028	Middle Initial	1	String	Middle Initial of the client	C
6.	029-048	Last Name	20	String	Last Name of the client	M
7.	049-057	SSN	9	String	Social Security Number	M
8	149-156	Birth Date	8	Date	Date of birth of the client (yyyymmdd)	M
9	157-171	Primary First Name	15	String	First Name of the Primary 'P'	M
10	172-172	Primary Middle Initial	1	String	Middle Initial of the Primary 'P'	O
11	173-192	Primary Last Name	20	String	Last Name of the Primary 'P'	M
12	193-202	Primary SSN	9	Integer	Social Security Number of the Primary 'P'	M
13	203-210	Primary Birth Date	8	String	Birth Date of the Primary 'P' (yyyymmdd)	M
14	211-230	City	20	String		M
15	231-232	State	2	String		M
16	233-242	ZIP Code	10	String	Zip Code	M
17	243-245	Office	3	Int	Office Code NOTE: This shall be an optional field when first implemented but may become a mandatory field at some time in the future.	O
18	246-265	County	20	String	County Name	M
19	266-267	Household Size	3	Int	Household Size	M
20	268-300	Filler	33	String	Spaces	I

Record Length – 300

Daily Disaster Extract File Trailer Record						
#	Position	Description	Length	Type	Comments	M/C/O/I
1.	001-001	Record Type	1	String	"T" – Trailer	M
2.	002-010	Total Number of detail records	9	Int	Record count of the total number of detail records in the file. Min: 000000001 Max: 999999999	M
3.	011-300	Filler	290	String	Spaces	I

Record Length – 300

4.3.1.4 Batch Processing

The Commonwealth shall send batch files to the contractor for both daily and monthly updates to cardholder accounts. The number of files transmitted daily and monthly may increase with the addition of program benefits and services. Following are the current file types, frequency of file transmission. A sample monthly benefit batch schedule is a separate attachment.

Case/Client Maintenance File – Transmitted to the contractor after close of each business day and other times throughout the day, multiple files monthly.

Expedited SNAP Benefit Maintenance File – Transmitted to the contractor after close of each business day, up to 23 files monthly. Expedited SNAP benefits must be posted and available by 7:00 p.m. the same day.

Daily SNAP Benefit Maintenance File - Transmitted to the contractor after close of each business day, up to 23 files monthly. Daily SNAP benefits must be posted and available by 11:00 a.m. the next calendar day.

Daily Cash Benefit Maintenance File - Transmitted to the contractor after close of each business day, up to 23 files monthly. Daily cash benefits must be posted and available by 11:00 a.m. the next calendar day.

Cyclical SNAP Benefit Batch Maintenance File – Transmitted to the contractor ten (10) times monthly based on last digit of Social Security Number.

Cyclical Cash Benefit Maintenance File – Transmitted to the contractor twenty (20) times monthly based on last digit of Social Security Number.

Cash Disregard Benefit Maintenance File – Transmitted to the contractor once monthly on or about the 15th of the month.

Cash Custodial Benefit Maintenance File – Transmitted to the contractor once monthly on or about the 26th of the month.

Clothing Benefit Maintenance File – Transmitted to the contractor once monthly from September through December each year.

Card Replacement Fee Maintenance File – Transmitted to the contractor daily

Community Supported Agriculture Benefit Maintenance File – Transmitted to the contractor daily (Tuesday-Saturday only) before 7:00 a.m.

Cash Benefit Repayment File – Transmitted to the contractor each business day by 10:00 p.m. - (*Benefit Maintenance File format)*

SNAP Benefit Repayment File – Transmitted to the contractor each business day by 10:00 p.m. - (*Benefit Maintenance File format*)

Weekly Benefit Expungement File – Transmitted once weekly (Tuesday) – (*Benefit Maintenance File format*)

4.3.1.8 Benefit Availability

Benefits are not considered available unless they have: 1) been posted to the contractor's host database; and 2) reached or exceeded their availability date. The contractor must make benefits available to cardholders on a schedule determined by the Commonwealth. Cash assistance is issued twice monthly. In the future, the Commonwealth may issue SNAP and/or cash assistance at a different frequency. The contractor must not charge the Commonwealth for changes to the benefit issuance availability schedule. Following is the current benefit availability schedule for the Commonwealth.

If the last digit of the case number is:	SNAP benefits & first cyclical cash benefit is available on the:	Second cyclical cash benefit is available on the:
0	1st	16th
1	2nd	17th
2	4th	19th
3	5th	20th
4	7th	22nd
5	8th	23rd
6	10th	25th
7	11th	26th
8	13th	28th
9	14th	29th

4.3.1.10 Benefit Aging and Expungement

On a daily basis, the contractor must provide a detailed report and/or extract file to the Commonwealth of cardholders who have not accessed their benefits (i.e., completed a successful cardholder transaction that reduces or places a manual voucher hold on all or part of the benefit balance) that fall into defined aging periods and expungement timeframes as specified by the Commonwealth during detail design. Such timeframes must be parameter settings that can be readily modified as experience dictates. If required by the Commonwealth, the report may require additional time periods and may be broken out

by caseworker using state supplied criteria. A summary page that lists totals as defined by the Commonwealth must be included with the file/report.

The contractor must be able to support benefit aging at the benefit level as defined by the Commonwealth.

The contractor must be able to support aging based on the last-used time stamp and by the benefit available date.

The contractor must support accurate conversion of aging/expungement data such that the original expungement dates are retained and expungements of benefits occur on time upon conversion to a new contractor.

4.3.1.10 (a) Current Rules

The current rules for expungements in the Commonwealth are as follows:

Current Expungement time periods:

- Cash - 92 days
- SNAP - 367 days*

Upon FNS USDA release of updated rules and guidance consistent with the 2018 Farm Bill, the expungement time frame for SNAP will be modified.

*The Commonwealth added two days to the 365-day rule to allow for automated repayments on day 366 and expungement on day 367.

The Commonwealth may change the current Aging process during Detail Design.

4.3.1.10.1 SNAP Benefits

The EBT system must start SNAP account benefit aging on the date the SNAP account was last used by the cardholder or the availability date of the oldest SNAP benefit if the account was never used by the cardholder, whichever is later. There must be no client-initiated debit or credit activity on the SNAP account for 366 calendar days (271 calendar days pending FNS rule update) prior to expungement.

a. SNAP benefits shall be expunged daily.
b. With some exceptions, when a SNAP benefit reaches 271 days of inactivity, it is subject to the automated repayment process described in *4.3.1.12 Automated Repayment Functionality*.
c. The system must expunge SNAP benefit balances when the aging clock has reached 367 calendar days (272 calendar days pending FNS rule update) of client inactivity against the account.
d. The system must expunge only those benefits that have been available to the client for 365 or more calendar days (270 calendar days pending FNS rule update). If one or more subsequent

benefit authorizations have been available for less than 366 calendar days (271 calendar days pending FNS rule update), they will not be expunged.

e. The system must reset the expungement clock to start a new at 367 calendar days (272 calendar days pending FNS rule update) each time the client completes an approved debit or credit transaction.
f. On a weekly basis or other timeframe to be determined, the Commonwealth will notify the contractor to expunge any remaining benefits when all members of the household are deceased. There are no benefit type or time frame limitations for expunging these benefits. Benefits should be expunged regardless of the client's last access date.
g. Except for (f) above, the benefit type codes listed in **Appendix 5** must never be expunged.
h. The contractor must send to the Commonwealth a Daily SNAP Expungement File with SNAP benefits expunged.
i. After conversion to a new contractor, it is expected that benefits made available by the prior contractor shall be expunged by the new contractor based on these rules.

4.3.1.10.2 Cash Benefits

Cash benefit authorizations available on the 92nd day of benefit availability shall be expunged whether the cash benefit has been used by the cardholder. The date the benefit becomes available for cardholder access is day one. For cash, there is no required period of account or benefit inactivity prior to expungement.

a. Cash benefits shall be expunged daily.
b. With some exceptions, when a cash benefit reaches 91 days of availability, it is subject to the automated repayment process described in **Section** *4.3.1.12 Automated Repayment Functionality*.
c. Cash benefit code C9H, a Low-Income Home Energy Assistance Program (LIHEAP) expunges after one year of availability on Day 366. This is the only cash benefit that does not expunge on Day 92.
d. Except for benefit codes listed in **Appendix 6** and the LIHEAP benefit code C9H, EBT cash benefit authorizations shall be expunged on the 92nd day of benefit availability for accounts, including those:

    1. where no EBT card has been issued;
    2. with Authorized Payee cards; and
    3. with existing cash benefit authorizations that have been available at least 91 days.

e. The benefit type codes listed in **Appendix 6** must never be expunged.

f. On a weekly basis or other timeframe to be determined, the Commonwealth will notify the contractor to expunge any remaining benefits for deceased, single person households. There are no benefit type or time frame limitations for expunging these benefits.

g. The contractor must send to the Commonwealth a Daily Cash Expungement File with cash benefits expunged.

h. After conversion to a new contractor, it is expected that benefits made available by the prior contractor shall be expunged by the new contractor based on these rules.

The Commonwealth may modify the cash expungement process during the detail design phase.

4.3.1.11 Additional Programs

The contractor must support, at the Commonwealth's option, the provision of any additional Commonwealth and Federal program benefits including, but not limited to Special Supplemental Program for Women, Infants and Children (WIC), State Supplement Program (SSP), health care applications, child care, child support payments, refugee and immigrant assistance and unemployment insurance benefits, through new or existing EBT accounts.

4.3.1.12 Automated Repayment Functionality

The contractor must process automated repayments against individual SNAP and cash benefit authorization balances which are pending expungement. The Commonwealth will apply the repayments toward outstanding benefit obligations.

Current process:

The Commonwealth receives daily SNAP pre-expungement and daily cash pre-expungement files from the contractor with details of benefits pending expungement.

a. SNAP benefit authorizations pending to expunge on day 272 of account inactivity may be subject to the automated repayment process on day 272.

b. Cash benefit authorizations pending to expunge on day 92 of availability may be subject to the automated repayment process on day 91.

The Commonwealth processes the pre-expungement files to determine whether any of the clients have an outstanding obligation for overpaid benefits. Once the cases with outstanding obligations are identified, a batch file of repayment records is transmitted to the contractor and processed as batch repayments. The repayments are processed on day 271 for pending SNAP expungements and day 91 for pending cash expungements. The contractor transmits daily SNAP expungement and daily cash expungement files to the Commonwealth with the expunged benefit records after the automated repayment process is completed.

Certain SNAP and cash benefit type codes listed in **Appendix 5** and **Appendix 6** must never be processed for repayment.

The Commonwealth may require the contractor to generate and transmit a daily repayment batch file containing records of all repayments processed the previous day. The file may contain records of both successful and rejected repayment records.

The Commonwealth reserves the right to modify this process during detail design.

4.3.1.13 Batch Card Deactivation

The Commonwealth will transmit a daily file of EBT card numbers which the contractor must deactivate. The contractor must generate a Batch Processing Summary Report as described in *4.3.1.2.5 Batch Processing Summary Report.* Specific details and data elements shall be determined during the detail design phase.

4.3.1.14 Cash Benefit Hold – Optional Requirement

The contractor must place all cash benefits in an account on hold when there are consistent client-initiated cash transactions out of state for 90 consecutive days. This does not include cash transactions in bordering states (New York, Vermont, New Hampshire, Rhode Island and Connecticut).

New cash benefit authorizations posted to an account which has cash benefits on hold shall also be placed on hold.

Only cash benefits may be placed on hold. SNAP benefits must remain available.

This process will require new transaction types “cash hold” and “cash release” which shall be included in the daily history file transmitted to the Commonwealth. It is anticipated that Commonwealth staff will release the benefits via the Administrative Terminal.

Specific details for this new process shall be determined during the detail design phase.

4.4 Cards and PIN’s – Core Requirements

4.4.1 Cards and PIN’s

4.4.1.2 Database Support

In addition to the core requirements in **4.4.1.2 Database Support** in the NCS EBT RFP, all deactivated card data shall be available to the Commonwealth on the administrative terminal for the Contract term.

4.4.1.3 Multiple Cards per Individual Account

The Commonwealth utilizes a primary and three alternates for cash assistance and a primary and three alternates for SNAP. A single account may have a total of 7 active cards/clients attached to the case.

There are several examples of situations requiring multiple active cards for an account. These include:

A. Individuals with an authorized representative who do food shopping for the cardholder, up to three (3) alternates per case.

B. Individuals in a licensed group home that have authorized the facility be issued and utilize a card on their behalf (*a sub-category of the authorized representative card*).

C. Individuals with an authorized payee who do ATM cash withdrawals and cash purchases for the cardholder, up to three (3) alternates per case.

Alternates with access to both programs on an account are set up by the Commonwealth as two different cardholders on the account. The alternate receives two cards (one for cash assistance and one for SNAP).

At the Commonwealth's option, alternates with access to both programs may be issued one card to access both programs. Specific details shall be determined by the Commonwealth during the detail design phase.

4.4.1.5 Card Deactivation

In addition to the core requirements in **Section 4.4.1.5 Card Deactivation** of the NCS EBT RFP, the contractor must immediately deactivate an EBT card:

a. when the cardholder reports to Cardholder Customer Service that their card is lost, stolen or damaged but does not specifically request that the card be deactivated.

b. when the cardholder states "they did not make the transaction" but does not specifically request that the card be deactivated.

Valid card statuses are:

A. Lost
B. Stolen
C. Damaged
D. Returned
E. Defective

Cards will also be deactivated by EBT web services and by batch file as described in *4.3.1.13 Batch Card Deactivation***.**

4.4.1.6 Card Number/Bank Identification Number (BIN)

The contractor must issue EBT cards containing an 18 digit primary account number (PAN) that utilize the Commonwealth's current bank identification number (BIN) **600875**.

4.4.1.8 Cardholder Assignment and Selection of PINs

Client options for PIN selection include:

a. by PIN select terminal in the DTA office

b. by request for a mail PIN

c. by interactive voice response (IVR) through Cardholder Customer Service

PIN selection through the DTA Connect mobile application and client portal may be available in the future.

The EBT contractor is responsible for carrying forward existing PINs to replacement cards.

4.5 Cards and PINs - Optional Requirements

This section addresses Commonwealth specific optional card and Personal Identification Numbers (PIN) requirements.

4.5.3 Card Issuance Processes

The contractor must ensure that there is no interruption in the production of cards during conversion.

The contractor must accommodate these changes consistent with the core requirements as spelled out in this RFP.

The Commonwealth performs account creation and card issuance through three methods:

A. Batch processing. See *4.3.1.2 Use of Existing File Formats*

B. Client to host interface as described below. The contractor must be able to support the Commonwealth's current process as designed. The Commonwealth may change the client to host process prior to detail design.

C. Manually online.

When an account is established, a card does not need to be necessarily assigned. The Commonwealth may issue a benefit to a new case before a card has been issued. When that occurs, the contractor must establish a case using the data provided in the Benefit Maintenance File and post the benefit. The contractor then notifies the Commonwealth through the daily Case Card Warning Report that a case has been established without a card.

The Commonwealth assigns cards to accounts via the Card Issuance System (CIS) Interface, or a card can be requested to be mailed through batch interface. The Commonwealth can create a case and issue an emergency vault card through the Administrative terminal.

This section provides details on the interface between the CIS and the EBT contractor. This document is intended to provide a business overview of the functionality between the CIS interface to the processor's system.

The CIS interface with the EBT contractor supports the following functionality:

A. CIS Sign on and Signoff
B. Set-up a case with a Primary client and issue a card
C. Add a first alternate to a case and issue a card
D. Add subsequent alternates to a case and issue cards
E. Replace Primary client's card
F. Replace alternate's card
G. Add an Alternate with no Primary

The CIS Transaction Layouts describe the processing rules for each message. Based on the capabilities of the CIS application, the Commonwealth determines an appropriate sequence of the provided messages to perform the desired functions. The Commonwealth will initiate a sign on and begin with a case/client add request message to determine the correct sequence of actions to be performed. The contractor's system must not enforce a specific sequence of events and must accept any sequence of actions as determined by the Commonwealth.

Scenario 1: Set-up a new case on the contractor's system, establish a primary client and assign that client a card.

Action	*EBT System Response*
1. CIS sends in the **M0540** Message to set-up the case and the Primary client. Included in the message is the client type 'P', as well as the following information about the Primary: • First Name • Last Name • Date of Birth (DOB) • Case Number	2. The EBT system adds the Case and the Primary Client with the 'P' client type to the case number in the add request and a successful response code "**0000**" is returned in the **M0550** response. If the case and client type exist, the EBT system will return an error code of "**6224**". The EBT system returns an **M0550** response with the Response Code field and a reject description if there was an error with the request. Please refer to the message layouts for the specific set of error codes. ***Expected Error Codes:*** *None* ***Unexpected Processing Error Codes:*** *6224 = Case with given case number already exist* *6246 – Client already exists* *6052 – Invalid SSN format* *1303 – No session or session timed out* *6304 – Case Information cannot be found* *(This error is also returned as a result of the 540-message failed attempt)*
3. Upon receipt of an approved **M0550** from the EBT system, CIS sends in the **M0506** message to add the Primary's card to the 'P' client type on the case.	4. The EBT system links the card in the **M0506** to the indicated client ('P') on the case and sends back an **M0516** message. A successful response code of "**0000**" is returned if no errors are encountered. ***Unexpected Processing Error Codes:*** *6122 – Invalid PAN* *1303 – No session or session timed out*
5. If an error is returned the CIS operator takes the appropriate action to correct the error and resubmits the request. If the request is approved, the Primary client is established in EBT system and can use the card.	

Scenario 2. Replace a Primary Client's card.	
Action	***EBT System Response***
1. CIS sends in an **M0540** message to set-up a Case and a primary client.	2. The EBT system returns an **M0550** response with an error code of **"6224".** ***Expected Error Codes:*** *6224 = Case with given case number already exist* *6304 – Case Information cannot be found* *(This error is also returned as a result of the 540-message failed attempt)* ***Unexpected Processing Error Codes:*** *6052 – Invalid SSN Format* *1303 – No session or session timed out*
3. Upon receipt of the rejected **M0550** message indicating the primary already exists, CIS sends an **M0506** message to replace the primary's card.	4. The following may occur: • *If the primary has no existing card:* the EBT system links the card in the M0506 message to the indicated 'P' and sends back an **M0516**. • *If there is an existing card for the primary in a status other than Active:* the EBT system posts the card in the **M0506** as the replacement card for the primary. In addition, the EBT system overlays the first/last name and DOB. The middle initial is an optional data element and the EBT system overlays this field if MADTA transmits the data element. • *If there is an existing Active card for the primary:* the EBT system statuses the existing card as deactivated and posts the new card in the **M0506** as the replacement card for the primary. In addition, the EBT system overlays the first/last name and DOB. The middle initial is an optional data element and the EBT system overlays this field if MADTA transmits the data element. ***Unexpected Processing Error Codes:*** *6052 – Invalid SSN Format* *1303 – No session or session timed out*
5. If an error is returned the CIS operator takes the appropriate action to correct the error and resubmits the request. If the request is approved, the primary client's card is replaced.	

Scenario 3. Add an alternate on a case on the contractor's system and assign that alternate a card.

Action	***Response***
1. CIS sends in an **M0540** to set-up the first alternate. Included in the message shall be the 'AF' client type for SNAP or 'AC' for Cash. • Case Number • Alternate_PAN (SNAP or Cash PAN Type) • Alternate First Name • Alternate Last Name • Alternate DOB • Alternate SSN	2. The EBT system adds the alternate to the case and sends back an **M0550** with '**0000**' in the response code field if the request was successful. Go to Step 4. If the case and client type exist, the EBT system will return an error code of **"6246".** *Go to Step 7.* The EBT system returns an **M0550** with the response code field and a reject description if there was an error with the request. If an error is returned the CIS operator takes the appropriate action to correct the error and resubmits the request. *Go to Step 7.* ***Expected Error Codes:*** *None* ***Unexpected Processing Error Codes:*** *6246 – Client already exists* *6052 – Invalid SSN format* *1303 – No session or session timed out* *6304 – Case Information cannot be found* *(This error is also returned as a result of the 540-message failed attempt)*
3. Upon receipt of the successful **M0550** from The EBT system, CIS sends an **M0506** to assign the first alternates card.	4. The EBT system links the card to the in the **M0506** to the indicated 'AF' or 'AC' client on the case and send back an **M0516**.
5. If an error is returned the CIS operator takes the appropriate action to correct the error and resubmits the request. If the request is approved, the First Alternate for SNAP or Cash is established in the EBT system and can use the card.	***6. Unexpected Processing Error Codes:*** *6122 – Invalid PAN* *6052 – Invalid SSN format* *1303 – No session or session timed out*
7. CIS sends in the **M0500** Message to determine the next available client type for an alternate on the case.	8. The EBT system looks up the case number in the request and sends back an **M0510** message. The response contains detailed information on the clients that currently exist on the case. Included in the response are the client types that are already on the case. In this case, the client type 'P' shall be sent back in the **M0510**, along with the other data about the Primary. ***Unexpected Processing Error Codes:***

Scenario 3. Add an alternate on a case on the contractor's system and assign that alternate a card.

Action	***Response***
	6052 – Invalid SSN format *1303 – No session or session timed out*
The CIS operator then determines by the response that no alternates exist for SNAP or Cash on the case. They then send the alternate as the first SNAP or Cash alternate for this case with a client type of 'AF' or 'AC'.	
9. CIS sends in an **M0540** to set-up the first alternate. Included in the message shall be the 'AF' or 'AC' client type.	10. The EBT system adds the alternate to the case. The EBT system returns an **M0550** with the response code field and a reject description if there was an error with the request. ***Unexpected Processing Error Codes:*** *6052 – Invalid SSN format* *1303 – No session or session timed out*
11. Upon receipt of the successful **M0550** from The EBT system, CIS sends an **M0506** to assign the first alternates card.	12. The EBT system links the card to the in the **M0506** to the indicated 'AF' or 'AC' client on the case and send back an **M0516**. ***Unexpected Processing Error Codes:*** *6052 – Invalid SSN format* *1303 – No session or session timed out*
13. If an error is returned the CIS operator takes the appropriate action to correct the error and resubmits the request. If the request is approved, the First Alternate for SNAP is established on The EBT system and can use the card.	

Scenario 4. Add subsequent alternates (second, third) for SNAP or Cash assistance on a case on the contractor's system and assign that alternate a card.

Action	*EBT System Response*
1. CIS sends in an **M0540** to set-up the second alternate. Included in the message shall be the 'AF' or 'AC' client type. *Note: Alternate and subsequent alternate adds will always begin with a M0540 and an 'AF' or 'AC' client type. There is a maximum number of alternates of 3 for FS and 3 for cash.*	2. The EBT system returns an **M0550** with the response code field and a reject description if there was an error with the request. Go to Step 3. If the case and client type exist the EBT system will return an error code of **"6246".** Go to Step 3. ***Expected Error Codes:*** *6245 – Maximum alternates already exist* *6246 – Client already exists* *6304 – Case Information cannot be found* *(This error is also returned as a result of the 540 message failed attempt)* ***Unexpected Processing Error Codes:*** *6052 – Invalid SSN format* *1303 – No session or session timed out*
3. CIS sends in the **M0500** Message to determine the next available client type for an alternate on the case. If Step 2 was successful a M0500 would be appropriate considering the intended action.	4. The EBT system looks up the case number in the request and sends back an **M0510** message. The response contains detailed information on the cardholders that currently exist on the case. Included in the response are the client types that are already on the case. In this case, the client types 'P' and 'AF' or 'AC' shall be sent back in the **M0510**, along with the other data about those persons.
5. The CIS operator then determines by the response that the first alternate exist for SNAP or Cash on the case. They then select the alternate as the second SNAP or Cash alternate for this case with a client type of 'BF' or 'BC'. The following alternates may also be selected: CC - Third Cash Alternate CF - Third SNAP Alternate	
6. CIS sends in an **M0540** to set-up the second alternate. Included in the message shall be the 'BF' or 'BC' client type.	7. The EBT system adds the alternate to the case. The EBT system returns an **M0550** with the response code field and a reject description if there was an

	error with the request. ***Unexpected Processing Error Codes:*** *6052 – Invalid SSN format* *1303 – No session or session timed out*
8. Upon receipt of the successful **M0550** from the EBT system, CIS sends an **M0506** to assign the second alternate a card.	9. The EBT system links the card to the in the **M0506** to the indicated 'BF' or 'BC' client on the case and send back an **M0516**.
10. If an error is returned the CIS operator takes the appropriate action to correct the error and resubmits the request. If the request is approved, the second alternate for SNAP is established on the EBT system and can use the card.	

Scenario 5. Issue a replacement card for a subsequent alternate (second, third) for SNAP or Cash assistance on an existing case on the system.

Action	*EBT System Response*
1. CIS sends in an **M0540** to set-up the first alternate. Included in the message shall be the 'AF' client type for SNAP or 'AC' for Cash.	2. The EBT system returns an **M0550** response with the error code of **"6246".** ***Expected Error Codes:*** *6246 = Client already exists* *6304 – Case Information cannot be found* *(This error is also returned as a result of the 540-message failed attempt)* ***Unexpected Processing Error Codes:*** *6052 – Invalid SSN format* *1303 – No session or session timed out*
3. CIS sends in an **M0500** message to determine which alternate on the case is being reissued the replacement card. ***NOTE:*** An alternate can be removed through the Admin Terminal. Removed alternates are not returned in the M0510.	4. The EBT system looks up the case number in the request and sends back an **M0510** message. The response contains detailed information on the cardholders that currently exist on the case. Included in the response are the client types that are already on the case, the names of those clients and the existing PAN and status of the PAN associated with those clients. ***Unexpected Processing Error Codes:*** *6052 – Invalid SSN format* *1303 – No session or session timed out*
5. The CIS operator then determines by the response that they are replacing the card for the second alternate (client type = 'BF' or 'BC') on the case.	
6. CIS sends in an **M0506** message to reissue a card to the second alternate. Included in the message shall be the client type 'BF' or 'BC' and the new PAN the Commonwealth is issuing.	7. This operation replaces a card for the second alternate on the case. The following may occur: • *If the second alternate has no existing card:* the EBT system links the card in the **M0506** message to the indicated 'BF' or 'BC'. • *If there is an existing card for the second alternate in a status other than Active:* The EBT system posts the card in the **M0506** as the replacement card for the BF or BC. In addition, the EBT system

Scenario 5. Issue a replacement card for a subsequent alternate (second, third) for SNAP or Cash assistance on an existing case on the system.

Action	*EBT System Response*
	overlays the first/last name and DOB. The middle initial is an optional data element and the EBT system overlays this field if MADTA transmits the data element. • *If there is an existing Active card for the second alternate:* The EBT system statuses the existing card as deactivated and posts the new card in the **M0506** as the replacement card for the BF or BC. In addition, the EBT system overlays the first/last name and DOB. The middle initial is an optional data element and the EBT system overlays this field if MADTA transmits the data element. • The EBT system will return an **M0516** response with '**0000**" if successful, or a reject code if rejected. ***Unexpected Processing Error Codes:*** *1303 – No session or session timed out*

Scenario 6: Add an Alternate to a case with no Primary.

Action	*EBT System Response*
1. CIS sends in an **M0540** to set-up the first alternate. Included in the message shall be the 'AF' client type for SNAP or 'AC' for Cash. • Case Number • Primary First Name • Primary Last Name • Primary DOB • Primary SSN • Primary PAN (primary PAN type)	*2.* The EBT system returns an **M0550** with the response code field and a reject description indicating that the primary case does not exist. ***Expected Error Codes:*** *6202 – Case does not exist* *6204 – Case information cannot be found.* ***Unexpected Processing Error Codes:*** *6052 – Invalid SSN format* *1303 – No session or session timed out*
3. CIS sends in the **M0540** Message to set-up the case and the Primary client. Included in the message is the client type 'P', as well as other information about the Primary.	4. The EBT system adds the Case and the Primary Client with the 'P' client type to the case number in the add request and a successful response code "**0000**" is returned in the **M0550** response. The EBT system returns an **M0550** response with the Response Code field and a reject description if there was an error with the request. Please refer to the message layouts for the specific set of error codes. ***Unexpected Processing Error Codes:*** *6052 – Invalid SSN format* *1303 – No session or session timed out*
5. CIS sends in an **M0540** to set-up the first alternate. Included in the message shall be the 'AF' client type for SNAP or 'AC' for Cash. • Case Number • Alternate First Name • Alternate Last Name • Alternate DOB • Alternate SSN	6. The EBT system adds the alternate to the case and sends back an **M0550** with '**0000**' in the response code field if the request was successful. The EBT system returns an **M0550** with the response code field and a reject description if there was an error with the request. If an error is returned the CIS operator takes the appropriate action to correct the error and resubmits the request. ***Unexpected Processing Error Codes:*** *6052 – Invalid SSN format* *1303 – No session or session timed out*
7. Upon receipt of the successful **M0550** from the EBT system, CIS sends an **M0506** to assign the first alternates card.	8. The EBT system links the card to the in the **M0506** to the indicated 'AF' or 'AC' client on the case and send back an **M0516**. ***Unexpected Processing Error Codes:*** *1303 – No session or session timed out*

Scenario 6: Add an Alternate to a case with no Primary.

Action	*EBT System Response*
9. If an error is returned the CIS operator takes the appropriate action to correct the error and resubmits the request. If the request is approved, the First Alternate for SNAP or Cash is established on the EBT system and can use the card.	10. The EBT system returns an **M0550** with the response code field and a reject description if there was an error with the request. If an error is returned the CIS operator takes the appropriate action to correct the error and resubmits the request. ***Unexpected Processing Error Codes:*** *6122 – Invalid PAN* *6052 – Invalid SSN format* *1303 – No session or session timed out*

4.5.4 Card Mailing and Postage Requirements

In addition to the requirements of **4.5.4 Card Mailing and Postage Requirements** specified in the NCS EBT RFP, the contractor must provide the Commonwealth with a daily report listing all EBT cards mailed the previous business day and on Saturdays. The cards are considered "mailed" when delivered to or picked up by the U.S. Postal Service. The report must include, but not be limited to the EBT card number, the cardholder name, the cardholder address and card mailed date. Specific details and data elements of the report shall be determined by the Commonwealth during the detail design phase. The daily report shall be available on the administrative terminal. This requirement also applies to EBT disaster cards and any other EBT card format issued by the Commonwealth.

All cards being mailed directly to the cardholder must be affixed to a one-page, two-sided card carrier, a document containing instructions for the cardholder in English and Spanish language. Specific details and data elements of the card carrier shall be determined by the Commonwealth during the detail design phase.

All cards being mailed directly to the cardholder must include a one-page; two-sided, multilingual document printed by the contractor to Commonwealth specifications. A sample of the multilingual document is available in **Appendix 3**.

4.5.9 Replacement Card Issuance

The Commonwealth does not support automated response unit (ARU) card replacement. However, at the option of the Commonwealth, the contractor must provide such functionality at any time during the Contract period.

Replacement cards are issued both over the counter and by mail through the EBT vendor.

Replacement EBT cards, requested and produced by batch file, must be mailed directly to the cardholder by U.S. Postal Service first class mail. In circumstances where the replacement card is not being delivered by the Postal Service after repeated attempts, at the Commonwealth's option, the card must be delivered

overnight. The Commonwealth requires the contractor to provide card production services and mailing within the New England area.

Mailed replacement cards must be issued as described in *4.5.4 Card Issuance and Postage Requirements*.

4.5.10 Cards Returned Undeliverable

Undeliverable EBT cards are returned to the EBT contractor and deactivated in the EBT system with a status that identifies it as "returned". All such EBT cards must be returned to a secured environment and destroyed. A daily report, and/or data extract file, provided to the State will provide a detailed listing of each card returned.

Daily destruction of the returned cards is required however the entire process must be available for State audit and monitoring. Therefore occasional requests from the State may require retention of returned cards for brief periods.

4.5.11 Card Design

The Massachusetts EBT card displays the primary client's photograph as described in *4.5.17 Photo EBT Cards*. For those clients exempt from the photo card requirement, a "VALID WITHOUT PHOTO" image displays in the area designated for the photo. The card also displays the cardholder's name and the 18-digit Primary Account Number (PAN) printed in flat graphics on the face of the card. The contractor must accommodate a PAN number up to 19 digits. The face of the card must also display the primary client's identification number up to 9 digits.

The contractor must retain the same toll-free number for Cardholder Customer Service (1-800-997-2555) printed on the reverse side of the card. The contractor must comply with Federal Regulation at 7 CFR 274.8 by printing on the reverse side of the card the address where the card can be returned if found or no longer in use with "Return Postage Guaranteed". A signature panel must be provided on the reverse side and the Quest™ and NYCE logos or other network logos must be displayed on the reverse of the card.

Unless the Commonwealth requires modifications, the contractor must include the following text on the reverse side of the card:

a. "This card is an access device for electronic benefits; it is not an official means of identification"
b. "This card may be used by any household member."
c. "To report fraud visit MASS DTA at *www.mass.gov/dta/fraud* or call **1-800-FRAUD-99**"
d. "To report SNAP fraud visit *www.usda.gov/oig/hotline.htm* or call **1-800-424-9121**"
e. information about the DTA Connect website (*https://dtaconnect.eohhs.mass.gov/login*) and the DTA Connect mobile application

At any time during the contract period, the Commonwealth may choose to have the existing card layout redesigned.

At the Commonwealth's option, the EBT contractor may be required to produce and support additional unique Commonwealth EBT cards for other populations such as veterans. The card may require differing graphic design as well as unique card numbering.

4.5.12.1 Card Types: Disaster Cards

In 2017, the Commonwealth purchased 100,000 pre-numbered, pre-pinned disaster cards which are stored in five locations statewide.

The Commonwealth issues EBT Disaster Cards identical in appearance to the current EBT cards except that:

A. the term "D-SNAP Card" is displayed in the client name field;
B. the cards are designated as "Valid Without Photo";
C. no client name is displayed; and
D. the card is pre-numbered and pre-pinned.

At the Commonwealth's option, the contractor must produce and deliver in bulk to the Commonwealth unique pre-numbered disaster card stock, with customized Commonwealth graphics and the card number both encoded on the magnetic stripe and pre-printed on the front. The disaster card stock must be pre-pinned using the last four digits of the primary account number (PAN).

The Commonwealth will provide the primary account number (PAN) generation formula. A standard algorithm shall be utilized for the 18th check digit.

The contractor must provide disaster card samples for the Commonwealth's approval before bulk production.

The contractor must box Disaster cards in lots of 500 per sleeve with each of the sleeves marked on the exterior with the 18-digit card number of both the first card in the sleeve and the last card in the sleeve. At the Commonwealth's option, the sleeves may be labeled with only the first 17 digits of the disaster card PAN without the 18th check digit.

At the Commonwealth's option, the disaster card stock shall be accompanied by sheets/rolls of self-adhesive stickers (3 stickers per card) of a pre-determined size selected by the Commonwealth, each displaying the full 18-digit Disaster PAN to accompany each sleeve of Disaster cards.

4.5.14 Group Home, OTCs or Congregate Facility PIN Selection via Hardware Device

The Commonwealth of Massachusetts reserves the right to obtain from the Contractor analog and/or digital PIN select devices as requested by each individual site.

4.5.15 EBT Mailed PIN

The contractor must offer an option through batch and on-line request to support the assignment and mailing of PINs to new and existing account holders and/or their Authorized Payee or Authorized Representative. PIN mailers for Authorized Representatives and Authorized Payees must have both the client and Authorized Representative name printed on the PIN mailer.

All mailed PINs must be produced and mailed within the continental United States within one business day of receipt of request data. If a mailed card and mailed PIN are requested at the same time, the

mailing of the PIN shall be delayed to the business day following the mailing of the card. The date of the receipt of the data will be considered day zero. The following business day is day one.

4.5.17 Photo EBT Cards

In compliance with *Massachusetts General Laws Chapter 18, Section 2(A)(k)*, the Commonwealth issues EBT cards with client photos, by mail and over the counter, to all clients with certain exceptions. Clients with exceptions are issued non-photo cards with the label "Valid Without Photo" in the unoccupied photo field on the card.

The Commonwealth provides the EBT contractor a nightly batch file, Monday through Friday, containing both photo and non-photo mailed card requests. See ***4.3.1.2.1 Daily Case/Client Maintenance File***. Records for photo cards include a photo card indicator. The Commonwealth sends a separate batch file containing the photographs and photo card indicators for each cardholder directly to the card vendor. After processing the file in the EBT system, the contractor sends a file to the card vendor containing records for both photo and non-photo cards. The card vendor then matches the photo card indicator on the card record with the photos.

5 EBT Administrative Functionality

5.1 Administrative Functionality - Core Requirements

5.1.5 Update Functionality

The Commonwealth utilizes the AT to:

a. Update case/client demographic information
b. Add and cancel benefits
c. Repayment of benefits
d. Issue and deactivate EBT cards
e. Deactivate EBT cards via Mass Card Return
f. Reset the PIN counter
g. Generate and remove passwords
h. Set-up disaster accounts
i. Issue and deactivate disaster cards
j. Create, enable, update and disable roles for user access
k. Block restricted POS and ATM locations by MCC or terminal ID/CA code combination

5.1.6.1 Seven-Year On-Line History

In addition to the requirements of **5.1.6 Five-Year On-Line History** in the NCS RFP, the Commonwealth requires a consecutive **seven (7) year** daily on-line history of benefits and transactions be available through the administrative terminal for each account.

5.1.7 Replacement Card Fees

A $5.00 card replacement fee shall be charged for all primary, authorized representative, authorized payee and emergency vault cards whether issued over the counter or by mail. With certain exceptions, there are no free card replacements.

Card fees shall be debited from cash accounts providing there are sufficient funds to support the transaction at the time the fee is being applied. If there is insufficient cash assistance to debit the fee in full, the card fee may be debited from the available SNAP. If cash or SNAP benefits are not available at the time of the fee, deductions from the next benefit posting shall be permitted. The EBT system must check the account(s) daily for 90 consecutive days and debit the card fee when adequate cash assistance or SNAP becomes available. If sufficient benefits are not available within 90 days of incurring the card fee, the outstanding card fee must be discontinued.

There must be no partial card fee debits. All card fees must be debited for the full $5.00 from either cash assistance or SNAP, not a partial debit from each. Card replacement fees for authorized payee cards shall be debited from cash assistance only and card replacement fees for authorized representative cards shall be debited from SNAP only. Card replacement fees shall be reported out by benefit code to distinguish TAFDC and EAEDC.

Card replacement fees must **never** be debited from or credited to **benefit program type FSBS (benefit codes F2DS, F2MS, F4DS, F4MS, F9DS and F9MS)**.

The contractor must also include the SNAP transactions in the benefit redemption summary file transmitted to the FNS STARS system. Card replacement fees shall be deducted from the monthly invoice for EBT services. The Commonwealth will provide additional details during detail design discussions. The Commonwealth reserves the right to modify the processing rules described above during the detail design phase.

5.3 Data Warehouse Functionality –Optional Requirements

In addition to the requirements of **5.3 Data Warehouse Functionality –Optional Requirements** specified in the NCS EBT RFP, the Contractor must provide on-line access to a minimum **seven (7) year** transaction history.

A robust real time data warehouse with all the data available for developing standardized reports that also has the necessary analytical tools is critical to effective management and oversite of the various public assistance programs. This includes developing algorithms from current and historical outcomes to create analytical reports for use in real time by management and staff. Identifying the outliers and anomalies upfront must be standard protocol. Change occurs quickly and there is a need to ensure the contractor has the knowledge, capabilities, and the most effective reporting and analytical tools to modify existing reports, develop new reports, dashboards, with the most sophisticated software, e.g., geo mapping, key Fraud Indications (KFI), Key Program Indicators (KPI), etc.

DTA currently uses the Business Intelligence (BI) software packages such as Cognos, Tableau, in addition to TOAD SQL, “R” Statistical Analysis software, and Python software. These applications are important and essential to power uses and the analysts charged with monitoring the system.

The purpose of increasing the look back period to seven years is to cover the period to identify potential fraud and or overpayments. The look back period for Intentional Program Violation investigations is a minimum of 6 years or longer if it’s a continuous scheme to defraud DTA.

Real-time reporting of SNAP and Cash purchases is essential to developing effective investigation (s) to pursue Administrative Disqualification Hearings (ADH) or court proceedings, civil recovery, and blocking of prohibitive locations such as recreational marijuana establishments, liquor stores, tobacco stores and adult entertainment establishments.

5.3.1 Ad-hoc Reporting Capability

In addition to the requirements of **5.3.1 Ad-hoc Reporting Capability** specified in the NCS EBT RFP, the EBT contractor must provide the Commonwealth with the parameter driven-access and data inquiry, sorting and extraction capability to obtain data by full merchant address (street address, city/town, state, zip code), terminal identification number, Merchant Category Code (MCC), Transitional Assistance Office (TAO) and card replacement reason.

6. Settlement and Reconciliation

6.1.1 Settlement

6.1.1.2 Time Frames for Settlement Switch Processing and Host EBT Business End-of-Day

The 24-hour period between the contractor's host cutoff time on Day 1 and Day 2 constitutes the host EBT business day. The specified cutoff must ensure that all on-line (administrative, host-to-host, etc.) issuances, repayments and settling transactions (card fees) are reflected in the proper day's reports. The Commonwealth prefers a 3:30 p.m. ET cutoff time.

6.1.1.3.1 Current Commonwealth Cash Draw Process

The following describes the current cash funds draw process between the EBT vendor and the Commonwealth. This process is utilized to reimburse the processor, same day, for settlement to acquirers. The draw occurs Monday through Friday excluding federal Automatic Clearing House (ACH) holidays. The Commonwealth allows the EBT vendor to initiate a "reverse wire" with the Commonwealth's bank. This automated process is then validated by the Commonwealth in communication with the Office of the State Treasurer.

6.1.1.3.2 State Nutritional Assistance Program

The Commonwealth has a State Nutritional Assistance (SNA) program.

State SNA Settlement and Reconciliation:

G. Authorizations are not posted to AMA.
H. Settlement is reimbursed from the state cash account.
I. Repayments collected from a state SNA benefit must settle as cash.

6.2.1 System Security Policy – Core Requirements

In addition to the core requirements in Section **6.2.1 System Security Policy** of the NCS EBT RFP, the Contractor must be Fed Ramp Certified with their Cloud Services / Platform for Moderate Security for services provided to the Commonwealth.

7. Disaster Preparation and Contingency Planning

7.1 Disaster Preparation and Contingency Planning – Core Requirements

7.1.1 Business Continuation and Recovery Plan

In addition to the requirements of **7.1.1 Business Continuation and Recovery Plan** specified in the NCS EBT RFP, in the event of an outage or other incident impacting the availability of the contractor's primary data processing site, the contractor must fail over to the hot back-up site on a timeframe

acceptable to the Commonwealth. In no case should it be longer than an hour after determination that a fail over is required.

7.1.3.4 On-Line Cardholder Account Set-up and Benefit Issuance

In addition to the requirements of **7.1.3.4 On-Line Cardholder Account Set-up and Benefit Issuance** specified in the NCS EBT RFP, the contractor must provide the Commonwealth with an EBT disaster system which may be accessed through the administrative terminal and display disaster specific screens to establish disaster cases and issue disaster cards.

1. The disaster system must:

   A. only be activated in the event of a presidential declaration of disaster and by request of the Commonwealth.
   B. allow establishment of disaster cases through the AT and by case/client maintenance file (***4.3.1.2.1 Daily Case/Client Maintenance File***).
   C. automatically issue a pre-determined amount of disaster benefits based on the household size and the Federal Fiscal Year Benefit by Household size table.
   D. automatically recalculate the disaster benefit amount based on a change in household size when a head of household or household member is either disabled, enabled or added to the disaster case prior to benefit availability.
   E. allow for cancellation of disaster benefits through the AT and benefit maintenance file.
   F. provide disaster specific user roles to be assigned to authorized staff at the time of the event, including but not limited to:
      a. "**Disaster Administrator**" – Security staff representative responsible for assigning EBT system roles to authorized users.
      b. "**Disaster Event Coordinator**" – Staff responsible for establishing the disaster event in the EBT disaster system. This includes the disaster event details, setting up the Federal Fiscal Year Benefit by Household size table and linking the DTA local office(s) within the disaster area to the disaster event.
      c. "**Disaster Worker**" – Staff authorized to establish disaster cases and issue disaster cards through the AT on the disaster system.
   G. perform system automated matches to identify duplicate participation. The daily matches, performed by calendar day (12:00 a.m. – 11:59 p.m.) must include:
      a. The "SSN Match" identifies cases that match the SSN of any primary or household member of a newly established disaster case with an already established disaster case in the EBT system for the current disaster.
      b. The "Last Name and SSN" match identifies cases that match SSN and the first four (4) characters of the last name of any primary or household member of a newly established disaster case to an already existing disaster case in the EBT system for the current disaster.
      c. The "Last Name and DOB" match identifies cases that match DOB and the first four (4) characters of the last name of any primary or household member of a newly established disaster case to an already existing disaster case in the EBT system for the current disaster.

H. generate multiple daily and monthly disaster specific reports. See *Appendix Q - MA Supplement to NCS EBT RFP EBT Reporting Requirements* for reporting requirements.

2. Disaster Workers must be able to perform the following tasks via the AT:

A. Establish a disaster case by adding demographics for the head of household and all household members.
Demographic fields include, but are not limited to:
   a. Disaster case number (10th – 18th digits of Disaster PAN)
   b. Applicant Name (First, Middle Initial, Last)
   c. Social Security Number
   d. Date of Birth
   e. Household Size – number of household members participating in the disaster case
   f. Street Address1
   g. Street Address2
   h. City/Town
   i. County
   j. State
   k. Zip Code
   l. Contact phone number
   m. Alternate phone number
   n. 3-digit Transitional Assistance Office
   o. Undefined, alphanumeric two-character field to capture demographics
   p. For each household member,
      i. Name (First, Middle Initial, Last)
      ii. Social Security Number (if known, otherwise enter 9 zeroes)
      iii. Date of Birth

B. Issue disaster cards.
C. Disable the head of household (the cardholder) while maintaining the disaster case for all household members eligible for disaster assistance.
D. Disable any household member in the disaster case.
E. Enable a previously disabled head of household or household member.

Additional details shall be determined by the Commonwealth during the detail design phase. The Commonwealth reserves the right to modify the process described above during the detail design phase.

9 Retailer Management

9.1.1 Retailer Management –Core Requirements

In addition to the requirements of **9.1.1. Retailer Management – Core Requirements** of the NCS RFP, the contractor must comply with the following additional requirements:

9.1.1.5. EBT-Only Retailer Deployment Requirements

For certain *FNS exempt retailers* including Group Living Arrangements, Drug and/or Alcohol Treatment Programs, Homeless Meal Providers, Communal Dining Facilities and Shelters for Battered Women and Children Group that do not have an analog telephone line in place at the time of deployment, but have internet access, the contractor must provide the retailer with POS equipment compatible with an Ethernet connection.

9.1.1.7 EBT Retailer Policies

9.1.1.7.1 Wireless POS Equipment Support

The EBT contractor must provide support, including the deployment of no-cost wireless POS equipment and services, to FNS authorized farmers markets, direct marketing farmers, fruit/vegetable specialty stores, delivery routes and non-profit food buying co-operatives. The EBT contractor must support FNS standards and requirements for the support of farmer's market retailers for the duration of the Agreement. Bidders are encouraged to propose other options to support farmer's markets including, but not limited to, mobile applications for EBT transactions.

9.2 Cardholder and Retailer Customer Service – Core Requirements

9.2.2 Interactive Voice Response Unit (IVR)

The current vendor's Cardholder Customer Service IVR and the Customer Service Representatives (CSR's) support eight (8) languages. For all other languages, the incumbent EBT contractor uses a language-line translator service to assist the CSR and cardholder. This service is available twenty-four (24) hours per day, seven (7) days per week.

The languages supported are:

a. English
b. Spanish
c. Portuguese
d. Haitian Creole
e. Chinese
f. Vietnamese
g. Cape Verdean Creole
h. Russian
i. Arabic

At Commonwealth option, additional languages may be added with script translation provided by the contractor.

9.2.3 Cardholder and Retailer Web Portal Access

In addition to the requirements of **Section 9.2.3 Cardholder and Retailer Web Portal Access**, the contractor must support the following languages for the Cardholder Web Portal:

a. English
b. Spanish
c. Portuguese
d. Haitian Creole
e. Chinese
f. Vietnamese
g. Cape Verdean Creole
h. Russian
i. Arabic

At Commonwealth option, additional languages may be added to the web portal.

9.2.4 Mobile Application Devices (Mobile Apps)

In addition to the requirements of **Section 9.2.4 Mobile Application Devices** specified in the NCS EBT RFP, the contractor must support the following languages for mobile applications:

a. English
b. Spanish
c. Portuguese
d. Chinese
e. Vietnamese

At Commonwealth option, additional languages may be added to the mobile app.

9.2.4.1. DTA Connect Mobile App

The Commonwealth deployed the mobile app DTA Connect in 2016 to provide an additional way for clients to access DTA information. The contractor must provide EBT web services to support high volume, real time mobile app transactions. The web services must use Open API Specification supporting both JSON & XML and be secured using OIDC or OAuth2.0.

Web services must support real time access to various EBT data, including but not limited to:

a. Benefit information – program, benefit balances and next benefit issuance date
b. Transaction history – search by date range
c. Case status – approved, pending etc.
d. Merchant information – name and location
e. Merchant Category
f. Ability to look up case information using Agency Specific Client ID
g. Ability to verify the current PIN number
h. Ability to change PIN in real time and request new PIN via mail
i. Ability to cancel card in real time
j. Ability to request a replacement card
k. SNAP retailer and ATM location lookup service

Specific details shall be determined by the Commonwealth during the detail design phase.

9.2.7 Cardholder Customer Service

In addition to the requirements of **Section 9.2.7 Cardholder Customer Service** specified in the NCS EBT RFP, the contractor must support the following languages for MA Cardholder Customer Service and Speech Interactive Voice Response (SIVR):

a. English
b. Spanish
c. Portuguese
d. Haitian Creole
e. Chinese
f. Vietnamese
g. Cape Verdean Creole

h. Russian
i. Arabic

9.2.7.1 Speech Interactive Voice Response

In addition to the requirements of **Section 9.2.7.1 Speech Interactive Voice Response (SIVR)**, the contractor must support the following languages for SIVR:

a. English
b. Spanish
c. Portuguese
d. Haitian Creole
e. Chinese
f. Vietnamese
g. Cape Verdean Creole
h. Russian
i. Arabic

At Commonwealth option, additional languages may be added to the SIVR.

9.2.7.2 Reporting Lost/Stolen/Damaged/Non-Receipt and Unauthorized Use of a Card

In addition to the requirements of **Section 9.2.7.2 Reporting Lost/Stolen/Damaged/Non-Receipt and Unauthorized Use of Cards** of the NCS EBT RFP, the contractor's IVR and Cardholder Customer Service must verify the cardholder's identity and additional security password (if applicable), before disabling the card and providing the caller information about card replacement procedures.

The Commonwealth's cardholders are required to input into the IVR the last four digits of their Social Security Number and their date of birth (MM/DD/YYYY). However, the Commonwealth reserves the right to specify alternate methods of positive identification during the detailed design phase of the project.

9.2.7.3 IVR PIN Selection/Change

The Commonwealth's cardholders are required to input into the IVR the last four digits of their Social Security Number, their date of birth (MM/DD/YYYY) and their 4 digit PIN. However, the Commonwealth reserves the right to specify alternate methods of positive identification for PIN selection/change during the detail design phase of the project.

9.2.7.4 Current Balance Inquiry

The Commonwealth's cardholders must be given the current on-line real time balance of their account(s) upon cardholder verification.

9.3 Cardholder and Retailer Customer Service, Training, and State/Local District Training Optional Requirements

9.3.1 Cardholder and Retailer Customer Service Interpreter Options

The contractor must support interpreter options for, at minimum, each of the following languages for MA Cardholder Customer Service:

a. English
b. Spanish
c. Portuguese
d. Haitian Creole
e. Chinese
f. Vietnamese
g. Cape Verdean Creole
h. Russian
i. Arabic

At Commonwealth option, additional languages may require interpreter options for MA Cardholder Customer Service.

9.3.2 IVR Card Replacement

The Commonwealth does not support card replacement requests by the cardholder via the IVR or by CSR. There is an automated process in which the contractor transmits a batch file to DTA each evening containing records of cards reported lost, stolen or damaged to Cardholder Customer Service over the last 24 hours. The records include cards reported both via the IVR and to CSRs. After processing the file, the Commonwealth transmits a batch file (case client maintenance file) containing mailed card record requests to be processed by the contractor. The Commonwealth will define the specific parameters required to support this process during detail design.

9.3.3.1 Cardholder Printed Materials

In addition to the optional requirements in **Section 9.3.4.1 Cardholder Printed Materials** of the NCS EBT RFP, the contractor may be required to provide cardholder printed materials in additional languages, including but not limited to:

a. English
b. Spanish
c. Portuguese
d. Haitian Creole
e. Chinese
f. Vietnamese
g. Cape Verdean Creole
h. Russian

i. Arabic

9.3.3.2 Cardholder Training Brochure

In addition to the optional requirements in **Section 9.3.4.2 Cardholder Training Brochure** of the NCS EBT RFP, the brochure must include the following information:

a. Who can use your SNAP benefits
b. Card replacement fees
c. For cash transactions, ineligible items, restricted locations and associated penalties
d. There is no minimum dollar amount per transaction
e. No limit on the number of transactions that may be made
f. SNAP benefits may not be used to pay for past or future purchases, except for future purchases through the Community Supported Agriculture program

See sample brochures **Appendix 8** and **Appendix 9**.

10. Cash Access Services – Core Requirements

10.1 Cash Access - Optional Requirement

10.1.1 Adequate Cash Access

The contractor must ensure that there is adequate cash access for cardholders through ATMs and retailers providing commercial cash services. Adequate cash access is defined as sufficient cash availability within a zip code to accommodate demand based on the cash issuance amount for that zip code. The contractor must ensure that there are three (3) bank or independently owned ATM locations in the same zip code or within the borders of an adjacent zip code for the first $5,000 of daily cash benefits issued to cardholders in that zip code, and one (1) additional bank or independently owned ATM location for each additional $5,000 in issuance. For example, a zip code with $4,000 in daily issuance would require three (3) bank or independently owned ATM locations and a zip code with greater than $5,000 but less than $10,000 in daily issuance would require four (4) bank or independently owned ATM locations, etc.

If no ATM location exists within the zip code, the contractor must provide adequate cash access utilizing POS or POB cash withdrawal locations.

The contractor must maintain a database of ATMs, POS, and POB terminals including location name and address that provide cash access services to EBT cardholders.

See Massachusetts EBT Cash Issuance by Zip Code (**MA Appendix 7**) as of May 2019.

11 Project Planning and Phases - Core Requirements

11.5 Transition/Conversion

11.5.1 Transition/Conversion Plan

11.5.1.4 Transaction History Conversion

The Commonwealth has fourteen (14) years of on-line history available through the administrative terminal. The contractor must convert **seven (7) years** of on-line transaction history from the Commonwealth's current EBT vendor to the contractor's database and make it available through the administrative terminal. Conversion must take place prior to EBT system conversion.

11.7 Operations Phase

11.7.1 Ongoing Communication Requirements

In addition to the core requirements of Section **11.7.1 Ongoing Communication Requirements** of the NCS RFP, the State Project Manager must participate in weekly status calls with the Director of Benefit Issuance or another comparable manager.

At the Commonwealth's option, the contractor must attend quarterly, on-site meetings, or at another frequency determined by the Commonwealth, at DTA Central Office. The contractor's attendees must include the State Project Manager and the NCS Project Manager or another comparable manager.

11.7.2.3 Incident and Problem Notification and Recording and Reporting

In addition to the core requirements of Section **11.7.2.3 Incident and Problem Notification and Recording and Reporting** of the NCS RFP, if the incident or problem negatively impacts client access to benefits, the contractor must provide the Commonwealth with hourly written updates. Hourly updates are required even when there is no status change since the previous hourly update. A negative impact to client access to benefits includes a system outage and degradated transaction processing.

12 Performance Standards

12.5 Performance Standards Incentive Payment

The following is Commonwealth specific and supplements **Section 12 Performance Standards** in the **NCS EBT RFP**.

	Performance Standard	Incentive Payment
1	**4.2.1.1 EBT Host Processing % of Availability (Uptime):** **1a.) EBT System Availability (Uptime):** 24 hours a day, 7 days a week, 365 days a year, except for scheduled downtime, measured per day, for EBT Processor, transaction switch, and EBT Third Party Processors.	For those months in which there is EBT system up-time of **100%**, the Commonwealth will make an incentive payment of a flat **$50,000** per month. The incentive shall be payable through June 30, 2028.

15. Proposal Requirements

15.2 Administrative Proposal Requirements

15.2.2 Required Administrative Forms

In addition to the required bid forms in Section **15.2.2 Required Administrative Forms** of the NCS EBT RFP, all Offerors must execute and submit with their proposals the following required documents:

- *W-9 Form (Massachusetts Substitute W-9 Form – Request for Taxpayer Identification Number and Certification)*
- *Standard Contract Form (Word version)*
    - *Standard Contract Form Instructions* (does not need to be signed)
    - *Commonwealth Terms and Conditions* (incorporated by reference into the Standard Contract Form, does not need to be signed)
- *Contractor Authorized Signatory Listing*
- *Supplier Diversity Program Plan Form*
- *Authorization for Electronic Funds Payment (EFT)*
- *Prompt Payment Discount Form*
- *Additional Environmentally Preferable Product Information Form*

The following terms will also be incorporated into the terms of the contract but do not require signature:

RFR Required Specifications for Information Technology

RFR Required Specifications for Commodities and Services

Appendix Q - MA Supplement to NCS EBT RFP EBT Reporting Requirements

In addition to the reporting requirements defined in Appendix Q of the NCS EBT RFP, the contractor must provide additional reports and files as directed by the Commonwealth and determined during detail design. Such reports may include, but must not be limited to, the reports in the list below. For all reports, the term "SNAP" must display rather than Food Stamps.

The Commonwealth may change and modify these reports at its discretion, including during the detail design phase and to account for changes in federal and state regulations and policies.

During the contract term, the contractor must offer any additional reports related to the identification of potentially fraudulent activity. Such reports should include parameters to focus on the more egregious problems and re-organize and re-sort the content to identify higher-value fraud cases.

The contractor must provide all reports on the administrative terminal in pdf. and csv. formats and with an "**export to Excel**" option.

Report Name	Report Description
Administrative Terminal Benefits Report	In addition to the report requirements described in **Appendix Q**, eliminate the EBT system role column from the report.
Case Card Warning File	This file provide data on cases where benefits are available, but no card was ever issued. It includes the number of days since the benefit authorization was issued.
Card Issuance / Replacement Report	This daily report lists all new and replacement cards issued the previous day. The report is sorted by DTA local office. With subtotals for each office and a grand total at the bottom of the report. Report displays indicators for photo cards and mailed cards. *When multiple cards are issued one after another on the same day for the same client (due to jammed printer, etc.), the report totals must only include the last card issued.
Retailer Adjustment Report	In addition to the requirements of **NCS Appendix Q** for a daily report, the Commonwealth requires a monthly report.
Database Value Report	In addition to the requirements of **NCS Appendix Q** for a daily report, the Commonwealth requires a monthly report.
Mailed Card Report	This daily report lists cards mailed by client name, card number, date card processed, date card mailed and carrier (US Postal Service) and method of service (First Class Mail).

Daily HIP Transaction Summary Report	This daily report provides a summary of SNAP and HIP transaction data for HIP participating retailers only. It contains only settled, un-voided and un-reversed purchases. The report is sorted by household size.
Monthly HIP Household Summary Report	This is the monthly version of the Daily HIP Transaction Summary Report.
Monthly HIP Retailer Report	This monthly report provides a summary of SNAP and HIP transaction data for HIP participating retailers only. It contains only settled, un-voided and un-reversed purchases. Data for each retailer is reported separately with cumulative totals at the end of the report.
Monthly HIP Reversals and Voids Transaction Detail Report	This monthly report contains data on HIP reversals and voids and monthly SNAP adjustment amounts with cumulative totals at the end.
Monthly HIP FNS/MADTA Adjustments Report	This monthly report contains data on all processor to processor settled adjustments including the total number of adjustments and cumulative dollar amount.
Terminal Activity Report	This daily report lists all POS, ATM, voucher and adjustment activity by EBT-only merchant terminal, TPP, or ATM Network. The Terminal Activity Report shows numbers of transactions and amounts being moved (settled) to a retailer, TPP, or ATM network for the settlement date. A separate report is produced each day for each processor – the grand total at the end of the report is for that processor only.
System Accounting Report	The System Accounting Report provides information by program and sub-program level including all settling transactions and matches the settlement totals for the date selected. This daily report must be available in the administrative terminal in real time.
Benefit Liability Report	The Benefit Liability Report provides benefit liability account information including any activity that impacts the client's balance and changes the available outstanding benefit liability in the EBT system. The information is presented on selected program or sub-program levels for the selected date. This daily report must be available in the administrative terminal in real time.
Adjustment Activity Detail Report	In addition to the report requirements described in **Appendix Q**, include indicators to show whether the card was lost or stolen and an indicator that the card has

	been deactivated.
Benefit Aging and Expungement Report	A Benefit Aging & Expungement report as described in the **Appendix Q Reporting Requirements** except that the report shall be provided **monthly**, rather than weekly.
Retailer Manual Authorization Report	In addition to the daily report described in **Appendix Q**, the Commonwealth requires a monthly report.
Monthly Cardholder Customer Service and ARU Call Reporting	Same as described in **Appendix Q** but including a Spanish language only report in addition to English language.
Monthly Retailer Customer Service and ARU Call Reporting	Same as described in **Appendix Q** but including a Spanish language only report in addition to English language.
Daily Disaster Benefit Issuance Report	This daily report provides the dollar amount of Disaster SNAP, Disaster cash assistance and supplemental disaster benefits issued by administrative terminal (AT) and by batch with subtotals by Transitional Assistance Office (TAO) and Massachusetts County and a grand total of all disaster issuance for the day. This report includes fields for data required by FNS to be reported daily.
Daily Disaster Card Issuance Report	This daily report provides details of the Disaster Cards issued the previous day with subtotals by Transitional Assistance Office (TAO) and Massachusetts County and a grand total of cards issued for the day. The last page of the report must include the "Cumulative Total Cards Issued" including the number of disaster cards issued on the report date and all previous days' disaster cards were issued for that disaster event.
Monthly Disaster Card Issuance Report	This monthly report provides details of all Disaster Cards issued for the month with subtotals by Transitional Assistance Office (TAO) and Massachusetts County. The last page of the report must include the "Cumulative Total Cards Issued" including the number of disaster cards issued on the report date and all previous days' disaster cards were issued for that disaster event.
Monthly Disaster Expungement Report	This monthly report provides the case details and total dollar amount of disaster SNAP benefits expunged, case details and total dollar amount of disaster cash benefits expunged, and case details and total dollar amount of

	supplemental disaster benefits expunged.
Disaster SSN Match Report	This daily report identifies all cases that match the SSN of any primary or household member of a newly established disaster case with an existing case in the EBT disaster system. The report must include new disaster cases for the previous calendar day only from 12:00 a.m. to 11:59 p.m. This is not a cumulative report.
Disaster SSN and Last Name Match Report	This report identifies all cases that match SSN and the first four (4) characters of the last name of any primary or household member of a newly established disaster case with an existing case in the EBT disaster system. The report must include new disaster cases for the previous calendar day only from 12:00 a.m. to 11:59 p.m. This is not a cumulative report. The report is used to detect duplicate household participation at the time of disaster.
Disaster Last Name and Date of Birth (DOB) Match Report	This report identifies all cases that match DOB and the first four (4) characters of the last name of any primary or household member of a newly established disaster case with an existing case in the EBT disaster system. The report must include new disaster cases for the previous calendar day only from 12:00 a.m. to 11:59 p.m. This is not a cumulative report. The report is used to detect duplicate household participation at the time of disaster.
Daily Disaster Existing Client Report	The daily disaster existing client report provides search results of all newly established disaster cases identified as having an existing, non-disaster case in the EBT system and the date of the last non-disaster benefit issued. Disaster cases created only for the current date (report run date) are used for comparison and includes the head of household and all household members in the disaster case. The purpose of the Disaster Existing Client Report is to allow DTA staff to identify current clients that should be issued a supplement rather than DSNAP benefits and to identify potential fraud.
Monthly Disaster Existing Client Report	The monthly disaster existing client report provides calendar month results of all newly established disaster cases in the calendar month identified as having an existing, non-disaster case in the EBT system and the date of the last non-disaster benefit issued.

Cardholder Customer Service Report English and Spanish language	• In addition to the monthly report requirements in NCS EBT RFP **Appendix Q**, an "abandoned call" shall be defined as a call initiated by the card holder to the call center that ends **after** the caller selects the automated response unit (ARU) option to speak with a customer service representative (CSR) or is otherwise transferred to a CSR for assistance and **before** any conversation occurs with the CSR. • In the monthly report(s), the contractor must calculate and report on daily ARU and CSR performance based on two separate 12 hour periods from 7:00 a.m. to 7:00 p.m. (day) and from 7:01 p.m. to 6:59 a.m. (night) e.g. report separately on "CSR Calls Handled" and "CSR Calls Abandoned" for both the day and night time frames.
Retailer Customer Service Report English and Spanish language	• In addition to the monthly report requirements in NCS EBT RFP **Appendix Q**, an "abandoned call" shall be defined as a call initiated by the retailer to the call center that ends **after** the caller selects the automated response unit (ARU) option to speak with a customer service representative (CSR) or is otherwise transferred to a CSR for assistance and **before** any conversation occurs with the CSR. • In the monthly report(s), the contractor must calculate and report on daily ARU and CSR performance based on two separate 12 hour periods from 7:00 a.m. to 7:00 p.m. (day) and from 7:01 p.m. to 6:59 a.m. (night) e.g. report separately on "CSR Calls Handled" and "CSR Calls Abandoned" for both the day and night time frames.
Returned Card Report	In addition to the report requirements described in **Appendix Q**, include indicators to show whether the card was lost or stolen and an indicator that the card has been deactivated.
Card Fee Report	The contractor must provide a daily detail report to identify all transactions that assess card replacement fees to cardholder accounts by program (cash or SNAP). Report details and data elements shall be determined by the Commonwealth during the detail design phase.
Monthly Community Supported Agriculture Payment Report	This report lists SNAP accounts debited for the Community Supported Agriculture shares and the

	Retailer credited for the Community Supported Agriculture Shares.
Daily Community Supported Agriculture Pending Payments Detail Report	This report lists the following type of records • All SNAP accounts marked as pending during the Community Supported Agriculture payment process due to insufficient funds to cover the full portion of the Community Supported Agriculture share amount • All pending SNAP accounts that were rejected due to insufficient funds or invalid retailer FNS number during the four consecutive days' attempts were made to process the Community Supported Agriculture payment.
Monthly Restricted Cash Access Report	A monthly report that identifies cardholders with cash transactions at certain restricted locations to be determined e.g. casinos, liquor stores, etc. The report will include the device location and any other descriptive information available.
Blocked ATM/POS Report	This monthly report lists all ATM and POS Terminals blocked by terminal ID and CA code combination. The report is filtered for specific month.
Blocked MCC Report	This monthly report identifies all retail businesses with POS devises that have been blocked through Merchant Category Code (MCC). The report is filtered for specific month.
Blocked Transaction Report	This monthly report lists detailed transaction information relative to blocked ATM and POS transactions including, but not limited to, client identifier, blocked transaction location, transaction amount, and transaction type.
Newly Blocked or Reactivated ATM/POS Report	This monthly report lists all newly blocked or reactivated ATM and POS Terminals blocked by terminal ID and CA code combination.
Newly Blocked or Reactivated MCC Report	This monthly report lists all newly blocked or reactivated POS terminals blocked by MCC.

APPENDICES

The Offeror shall refer to the NCS EBT RFP for the following appendices:

NCS EBT RFP Appendix H – H 3: USDA Food and Nutrition Service (FNS) File Layouts.

NCS EBT RFP Appendix I: FNS NCS Waivers

NCS EBT RFP Appendix J: Glossary of Terms

NCS EBT RFP Appendix K: Deliverables and Events Timeline

NCS EBT RFP Appendix L: Proposed Key Personnel Experience Form

NCS EBT RFP Appendix L 1: Letter of Intent to Accept Employment – Key Staff

NCS EBT RFP Appendix M: NCS and WIC Historical Data

NCS EBT RFP Appendix N: Contract Terms and Conditions

NCS EBT RFP Appendix N 1: Security and Confidentiality Terms

NCS EBT RFP Appendix N 2: Diversity Practices Questionnaire

NCS EBT RFP Appendix O: Attestation of Offeror's Understanding and Agreement to Comply

NCS EBT RFP Appendix P: Pricing Schedule

NCS EBT RFP Appendix Q: EBT Reporting Requirements

COMMONWEALTH APPENDICES

The Offerors shall also refer to the following Commonwealth specific attachments and links:

- **APPENDIX 1 –** Massachusetts Specific Glossary of Terms
- **APPENDIX 2:** Diagram of Telecommunications Network
- **APPENDIX 3:** Massachusetts Multilingual Form
- **APPENDIX 4 –** Sample Monthly Benefit Batch Schedule
- **APPENDIX 5 -** SNAP Benefit Types Excluded from Expungement and/or Recovery

- **APPENDIX 6 -** Cash Benefit Types Excluded from Expungement and/or Recovery
- **APPENDIX 7 -** MA EBT Cash Issuance by Zip Code
- **APPENDIX 8:** *sample MA EBT brochure (English)*
- **APPENDIX 9:** *sample MA EBT brochure (Spanish)*

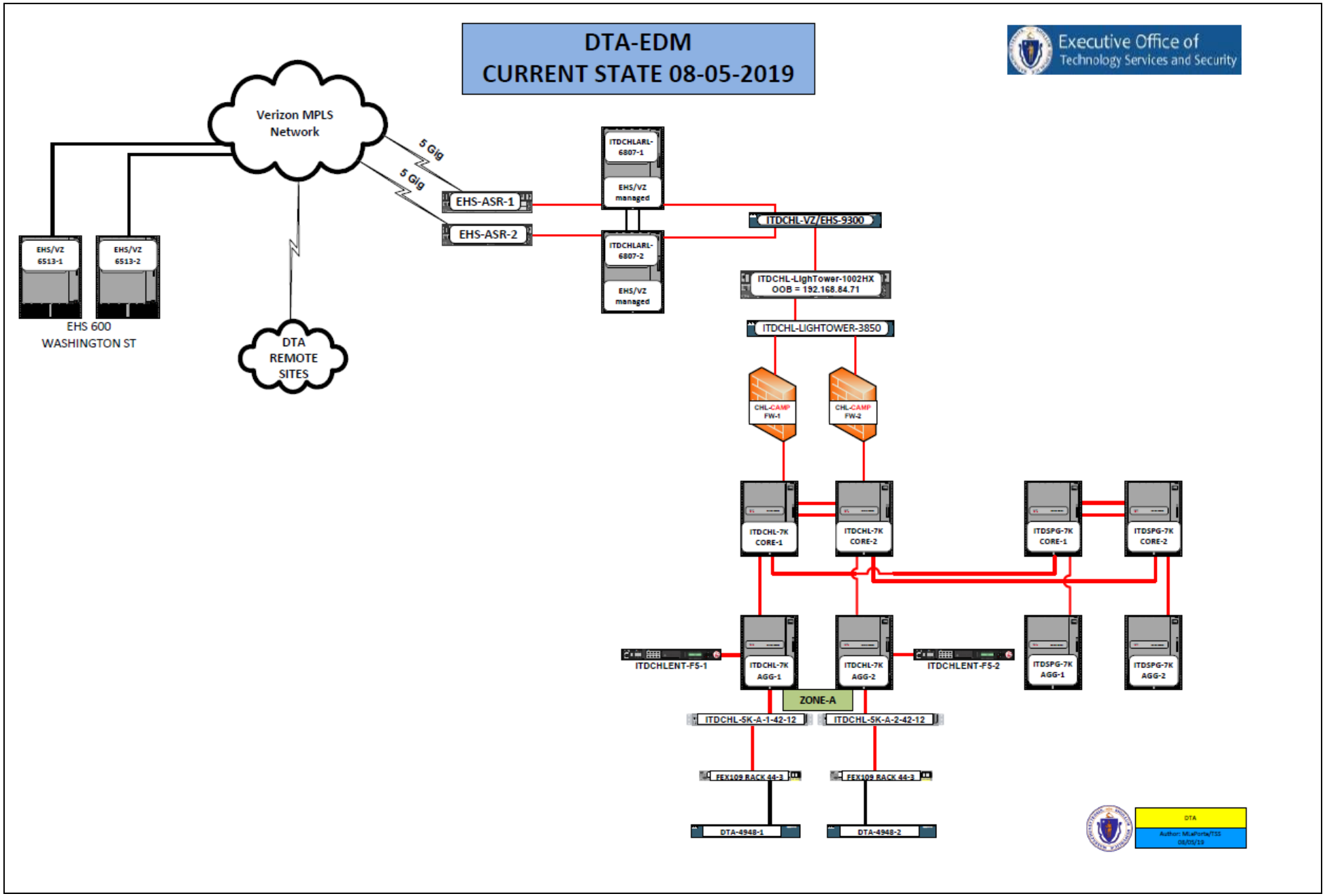
APPENDIX 1 – Massachusetts Specific Glossary of Terms

Term	Definition	Acronym
COMMBUYS	COMMBUYS is the Commonwealth's official procurement record system for the Commonwealth of Massachusetts' Executive Departments.	
Community Supported Agriculture	**Community-supported agriculture** is a system that connects the producer and consumers more closely by allowing the consumer to purchase shares of the harvest from a certain farm or group of farms. In the Commonwealth, SNAP clients are able to purchase Community Supported Agriculture farm shares using their SNAP benefits. SNAP benefits are automatically debited once monthly from the client's EBT account and credited to the Community Supported Agriculture farm organization.	**CSA**
Department of Transitional Assistance	The Commonwealth agency responsible for determining eligibility for SNAP and cash assistance benefits.	**DTA**
DTA Connect	A DTA provided web site and mobile application which allows DTA clients to: • View their case • Check their EBT balance • Find out when their benefits will be issued • Upload and submit a document • Find out if documents submitted have been processed • Get alerts for upcoming appointments • Get alerts for important deadlines or actions • Read and print notices and letters • Update contact information • Request letter showing the amount of benefits received	

Electronic Benefit Transfer Card Issuance System	The Commonwealth's administrative system that generates plastic, magnetic stripe cards that conform to all ISO and ANSI financial card standards.	**CIS**
Emergency Aid to the Elderly, Disabled and Children	Commonwealth funded cash assistance program for the elderly, disabled, those caring for a disabled person and caretaker families who are not receiving TAFDC or SSI. DTA issues EAEDC benefits via EBT.	**EAEDC**
Healthy Incentives Program (HIP)	The HIP program provides incentives to clients purchasing fruit and vegetables with their SNAP benefits from HIP eligible farmers markets, direct marketing farmers, delivery routes, fruit/vegetable specialty stores and non-profit food buying coops. For each SNAP dollar spent on HIP eligible fruits and vegetables the client earns a dollar incentive benefit to spend as SNAP. This is a seasonal program and there is a monthly cap based on household size.	**HIP**
Low Income Home Energy Assistance Program	An annual EBT cash assistance benefit issued by DTA in partnership with the Massachusetts Department of Housing and Community Development.	**LIHEAP**
Merchant Category Codes	A four-digit number used to classify a business by the type of goods or services it provides. MCCs are assigned by merchant type or by merchant name, e.g., 5921 = Package Stores – Beer, Wine, and Liquor, 3771 = Caesar's Hotel and Casino.	**MCC**
Supplemental Nutrition	A Commonwealth funded program, SNA is a work incentive benefit provided to families in receipt of	**SNA**

Assistance	SNAP-only benefits who meet SNA program requirements. The benefit is issued in addition to the regular SNAP benefits.	
Transitional Aid to Families with Dependent Children	A transitional program which provides cash assistance to families with children and pregnant women in the last 120 days of pregnancy, with little or no assets or income. TAFDC is operated under the federal Temporary Assistance for Needy Families (TANF) block grant. DTA issues TAFDC benefits via EBT and direct deposit.	**TAFDC**

APPENDIX 2


DTA-EDM
CURRENT STATE 08-05-2019
Executive Office of
Technology Services and Security
Verizon MPLS
Network
5 Gig
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EHS-ASR-2
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6807-2
EHS/VZ
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ITDCHL-VZ/EHS-9300
ITDCHL-LightTower-1002HX
OOB = 192.168.84.71
ITDCHL-LIGHTOWER-3850
EHS/VZ
6513-1
EHS/VZ
6513-2
EHS 600
WASHINGTON ST
DTA
REMOTE
SITES
CHL-CAMP
FW-1
CHL-CAMP
FW-2
ITDCHL-7K
CORE-1
ITDCHL-7K
CORE-2
ITDSPG-7K
CORE-1
ITDSPG-7K
CORE-2
ITDCHLENT-F5-1
ITDCHL-7K
AGG-1
ITDCHL-7K
AGG-2
ITDCHLENT-F5-2
ITDSPG-7K
AGG-1
ITDSPG-7K
AGG-2
ZONE-A
ITDCHL-5K-A-1-42-12
ITDCHL-5K-A-2-42-12
FEX109 RACK 44-3
FEX109 RACK 44-3
DTA-4948-1
DTA-4948-2
DTA

APPENDIX 3 – Massachusetts Multilingual Document

English

Important! The notice may affect your benefits. Please read it or have someone translate it for you right away. If you do not understand the information or need help translating it, please contact your Transitional Assistance Office right away or call 1-877-382-2363.

American Sign Language

☐ I am an ASL user.

Arabic

هام! يمكن لهذا البلاغ أن يؤثر على الفوائد الخاصة بك. الرجاء قرأته أو الطلب من شخص ما ترجمته لك على الفور. في حال لم تفهم المعلومات الواردة أو كنت بحاجة إلى المساعدة في ترجمته، يرجى منك مخاطبة مكتب المساعدة الأنتقالية الخاص بك على الفور أو الإتصال 1-877-382-2363.

Armenian

Կարևոր է: Սույն ծանուցումը կարող է ազդել Ձեր նպաստների վրա: Խնդրում ենք կարդալ այն, կամ խնդրել որևէ մեկին անմիջապես թարգմանել այն Ձեզ համար: Եթե Դուք չեք հասկանում այս տեղեկությունները, կամ այն թարգմանելու համար օգնության կարիք ունեք, խնդրում ենք անմիջապես կապվել Ձեր Անցումնային աջակցության գրասենյակի հետ կամ զանգել 1-877-382-2363.

Amharic

ጠቃሚ ! ማስታወቂያው በእርስዎ ጥቅማ ጥቅሞች ላይ ተጽእኖ ሊያሳድር ይችላል:: እባክዎ አሁኑኑ ያንብቡት ወይም ሌላ ሰው እንዲተረጉምልዎት ያድርጉ:: መረጃውን ካልተረዱት ወይም የትርጉም እገዛ ካስፈለገዎ፣ እባክዎ አሁኑኑ ከሽግግር ጊዜ ድጋፍ ጽ/ቤት ጋር ይገናኙ ወይም ስልክ ይደውሉ:: 1-877-382-2363.

Chinese

重要！本通知可能会影响到您的福利。请立即仔细阅读，或请人把它翻译为您的母语。如果您不理解这份文件中的信息或需要翻译，请马上联系“过渡期援助办公室（Transitional Assistance Office）”或致电：1-877-382-2363.

French

Important ! L'avis peut affecter vos prestations. Veuillez immédiatement le lire ou vous le faire traduire. Si vous ne comprenez pas les informations ou si vous avez besoin d'aide pour les traduire, veuillez immédiatement contacter votre Bureau d'assistance transitoire ou appeler 1-877-382-2363.

Greek

Σημαντικό! Η ειδοποίηση μπορεί να επηρεάσει την ασφαλιστική σας κάλυψη σας. Παρακαλούμε διαβάστε ή ζητήστε από κάποιον να σας το μεταφράσει αμέσως. Αν δεν καταλαβαίνετε τις πληροφορίες ή χρειάζεστε βοήθεια σχετικά με τη μετάφραση, παρακαλούμε επικοινωνήστε με το Transitional Assistance Office [Γραφείο Μεταβατικής Βοήθειας]αμέσως ή καλέστε 1-877-382-2363.

Haitian Creole

Enpòtan! Notis sa ka afekte benefis ou. Tanpri li oswa fè yon moun tradwi l pou ou lamenn. Si w pa konprann enfòmasyon an oswa w bezwen èd pou tradwi l, tanpri kontakte Ofis Asistans Tranzisyonèl ou lamenn oswa rele 1-877-382-2363.

Italian

Importante! Il comunicato potrebbe incidere sui Suoi benefit. Si prega di leggerlo o di chiedere a qualcuno di farlo tradurre per Lei immediatamente. Se non capisce le informazioni riportate o ha bisogno di aiuto per tradurle, La preghiamo di contattare subito l'Ufficio di Transitional Assistance o di telefonare al numero 1-877-382-2363.

Khmer

សំខាន់! សេចក្តីជូនដំណឹងនេះអាចមានផលប៉ះពាល់ចំពោះអត្ថប្រយោជន៍នានារបស់អ្នកទេ។ សូមអានសេចក្តីជូនដំណឹងនេះ ឬក៏ឲ្យនរណាម្នាក់បកប្រែជូនអ្នកភ្លាម។ ប្រសិនបើអ្នកអ្នកមិនយល់អំពីព័ត៌មាននេះទេ ឬក៏ត្រូវការជំនួយផ្នែកបកប្រែសេចក្តី ជូនដំណឹងនេះ សូមទំនាក់ទំនងជាមួយការិយាល័យជំនួយការបណ្តោះអាសន្ន (Transitional Assistance Office) ឬក៏ហៅទូរស័ព្ទទៅ 1-877-382-2363.

18-052-0116-05
Multilingual Card (Rev. 01/2016)

Laotian
ສິ່ງສຳຄັນ! ແຈ້ງການອາດຈະມີຜົນກະທົບຕໍ່ເງິນຊ່ວຍເຫຼືອຂອງທ່ານ. ກະລຸນາອ່ານ ຫຼືໃຫ້ຜູ້ໃດຜູ້ໜຶ່ງແປມັນໃຫ້ກັບທ່ານຮູ້. ຖ້າທ່ານບໍ່ເຂົ້າໃຈຂໍ້ມູນ ຫຼືຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນການແປມັນ, ກະລຸນາຕິດຕໍ່ຫາຫ້ອງການຊ່ວຍເຫຼືອໄລຍະທັນປ່ຽນຂອງທ່ານທັນທີ ຫຼືໂທຫາ 1-877-382-2363.

Polish
Uwaga! Powiadomienie może mieć wpływ na Państwa świadczenia. Proszę się z nim zapoznać lub poprosić kogoś o jego przetłumaczenie. Jeśli Państwo nie rozumieją jego treści lub potrzebują pomocy w przetłumaczeniu powiadomienia, prosimy o natychmiastowy kontakt z Biurem Pomocy Przejściowej (Transitional Assistance Office) lub kontakt pod numerem 1-877-382-2363.

Portuguese
Importante! O aviso pode afetar os seus benefícios. Leia o aviso ou peça para alguém traduzir agora mesmo. Se não entender as informações ou precisar de ajuda para traduzi-las, entre em contato com o Departamento de Assistência Transitória agora mesmo, ou ligue para 1-877-382-2363.

Russian
Внимание! Настоящее уведомление может повлиять на Ваши компенсационные выплаты. Пожалуйста, сразу же прочтите его или попросите кого-нибудь перевести его. Если Вы не понимаете информацию или Вам нужен ее перевод, пожалуйста, свяжитесь с отделом помощи Transitional Assistance Office или позвоните 1-877-382-2363.

Serbo-Croatian – Cyrillic script
Важно! Ово обавештење може да утиче на ваше бенефиције. Молимо вас да га прочитате или да вам га неко преведе одмах. Ако не разумете информацију или вам је потребна помоћ при преводу, молимо вас да контактирате или позовете вашу Канцеларију за помоћ при транзицији 1-877-382-2363.

Serbo-Croatian – Latin script
Važno! Ovo obavještenje može uticati na vaše beneficije. Molimo vas da ga pročitate ili da vam ga neko prevede odmah. Ako na razumijete informaciju ili vam je potrebna pomoć pri prevodu, molimo vas da odmah kontaktirate ili pozovete vašu Kancelariju za pomoć pri tranziciji 1-877-382-2363.

Slovenian
Pomembno! To obavestilo lahko vpliva na vaše benefikacije. Prosimo vas da ga preberete, ali vam ga negde prevede takoj. Če ne zastopite informacijo, ali vam je potrebna pomoč pri prevodu, prosimo da takoj kontaktirate oziroma pokličete vašo Pisarno za pomoč pri tranziciji 1-877-382-2363.

Somali
Muhiim! Ogeysiiskan waxa laga yaabaa inuu saameeyo dheefahaaga. Fadlan akhri ama qof ha kuu tarjumo isla markiiba. Haddii aad fahmi weydo macluumaadka ama aad u baahato gargaar xagga tarjumaadda, fadlan la soo xiriir Xafiiska Gargaarka Kalguurrka isla markiiba ama soo wac. 1-877-382-2363.

Español
¡Importante! El aviso puede afectar sus beneficios. Sírvase leerlo o pídale a alguien que se lo traduzca de inmediato. Si no entiende la información o necesita que le ayuden con la traducción, comuníquese con su Oficina de Ayuda Transicional (Transitional Assistance Office) o llame 1-877-382-2363.

Tagalog
Importante! Maaaring maapektuhan ng paunawang ito ang inyong mga benepisyo. Paki basa ito o hilingin sa ibang taon na kaagad itong isalin sa inyong wika para sa inyo. Kung hindi niyo naiintindihan ang impormasyon o kailangan niyo ng tulong sa pagsalin nito, mangyaring makipag-ugnayan sa inyong Transitional Assistance Office sa lalong madaling panahon o tumawag 1-877-382-2363.

Vietnamese
Lưu ý quan trọng! Thông báo này có thể ảnh hưởng đến quyền lợi trợ cấp của quý vị. Vui lòng đọc kỹ hoặc nhờ người dịch cho quý vị ngay. Nếu quý vị không hiểu thông tin này hay cần được giúp phiên dịch thông tin này, vui lòng liên lạc Văn phòng Cơ quan Trợ cấp Chuyển tiếp ngay hoặc gọi 1-877-382-2363.

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APPENDIX 4 – Sample Monthly Benefit Batch Schedule

EBT Benefit Batch Issuance Schedule

Jul-19 Transmission Month — *J U L Y 1 9* — ***bold = available next month***

207 Total Batch Count — D = double ssn batch

	DTA Batch Transmission Date																															
Batch Type	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**	**17**	**18**	**19**	**20**	**21**	**22**	**23**	**24**	**25**	**26**	**27**	**28**	**29**	**30**	**31**
				H		*S*	*S*						*S*	*S*						*S*	*S*						*S*	*S*			
CSA Payment File (Tues- Sat)		10	20			39			49	59	69	78	87			97	106	115	124	133			142	151	160	169	178			188	198
Transportation (around 20:00)	1	11	21		30			40	50	60	70	49			88	98	107	116	125			134	143	152	161	170			179	189	199
Food Special, same (DTA17804)	2	12	22		31			41	51	61	71	80			89	99	108	117	126			135	144	153	162	171			180	190	200
Cash Daily, next (DTA01K18)	3	13	23		32			42	52	62	72	81			90	100	109	118	127			136	145	154	163	172			181	191	201
Food Daily, next (DTA20A06)	4	14	24		33			43	53	63	73	82			91	101	110	119	128			137	146	155	164	173			182	192	202
Cash SSN 0, 1& 16 (DTA01I70)											74																		**183**		
Cash SSN 1, 2 & 17												83																		**193**	
Cash SSN 2, 4 & 19															92																**203**
Cash SSN 3, 5 & 20	5															102															
Cash SSN 4, 7 & 22		15															111														
Cash SSN 5, 8 & 23			25															120													
Cash SSN 6, 10 & 25					34														129												
Cash SSN 7, 11 & 26								44														138									
Cash SSN 8, 13 & 28									54														147								
Cash SSN 9, 14 & 29										64														156							
Food SSN 0, 1 (DTA21B37)																													**184**		
Food SSN 1, 2																														**194**	
Food SSN 2, 4																															**204**
Food SSN 3, 5	6																														
Food SSN 4, 7		16																													
Food SSN 5, 8			26																												
Food SSN 6, 10					35																										
Food SSN 7, 11								45																							
Food SSN 8, 13									55																						
Food SSN 9, 14										65																					
OverPayCash	7	17	27		36			46	56	66	75	84			93	103	112	121	130			139	148	157	165	174			185	195	205
OverPayFS	8	18	28		37			47	57	67	76	85			94	104	113	122	131			140	149	158	166	175			186	196	206
Retailer Maint.	9	19	29		38			48	58	68	77	86			95	105	114	123	132			141	150	159	167	176			187	197	207
Cash Disregard, 15 (DTA09248)															96																
Cash FEP, 25 (DTAFEP22)																									168						
Cash Custodial, 26 (DTA13060)																										177					
Cash Cloth																															
	9	**10**	**10**	**0**	**9**	**1**	**0**	**9**	**10**	**10**	**9**	**9**	**1**	**0**	**9**	**9**	**9**	**9**	**9**	**1**	**0**	**8**	**9**	**9**	**9**	**9**	**1**	**0**	**9**	**10**	**10**

APPENDIX 5 - SNAP Benefit Types Excluded from Expungement and/or Recovery

The following Benefit Type codes must never be expunged or recovered through the automated or manual repayment process.

Program	*Benefit Program Type*	*Benefit Code*	*Benefit Description*
SNAP	FSBS	F2DS	Replacement, retroactive, supplemental or expedited state nutritional assistance (SNA) food benefits
SNAP	FSBS	F2MS	Monthly state nutritional assistance (SNA) food benefits
SNAP	FSBS	F4DS	Replacement, retroactive, supplemental or expedited state nutritional assistance (SNA) food benefits
SNAP	FSBS	F4MS	Monthly state nutritional assistance (SNA) food benefits
SNAP	FSBS	F9DS	Replacement, retroactive, supplemental or expedited state nutritional assistance (SNA) food benefits
SNAP	FSBS	F9MS	Monthly state nutritional assistance (SNA) food benefits
SNAP	FIN1	FIN1	FIN1 benefit
SNAP	FIN2	FIN2	FIN2 benefit

APPENDIX 5A - Rules for FINI (HIP) Benefits

a. FINI benefits (FIN1 & FIN2) will not be part of Pre-expungement files.
b. FINI benefits (FIN1 & FIN2) will follow regular SNAP expungement rules.
c. FINI benefits (FIN1 & FIN2) shall never be recovered through repayment

APPENDIX 6 - Cash Benefit Types Excluded from Expungement and/or Recovery

The following Benefit Type codes must never be expunged or recovered through the automated or manual repayment process.

Program	*Benefit Program Type*	*Benefit Code*	*Benefit Description*
CASH	AFDC/17 (aka comingled)	C2AZ	Child support collected in excess of TAFDC grant
CASH	AFDC/17 (aka comingled)	C2DZ	Child Support Disregard allowance
CASH	AFDC/17 (aka comingled)	C2ZZ	Child support disregard allowance (retroactive)
CASH	AFDC/CUS	C2A	Child support collected in excess of TAFDC grant
CASH	AFDC/MOE	C2AY	Child support collected in excess of TAFDC grant
CASH	AFDC/MOE	C2DY	Child Support Disregard allowance
CASH	AFDC/MOE	C2ZY	Child support disregard allowance (retroactive)
CASH	AFDC/SNC	C2AS	Child support collected in excess of TAFDC grant
CASH	AFDC/SNC	C2DS	Child Support Disregard allowance
CASH	AFDC/SNC	C2ZS	Child support disregard allowance (retroactive)
CASH	AFDC/TAN	C2AX	Child support collected in excess of TAFDC grant
CASH	AFDC/TAN	C2DX	Child Support Disregard allowance
CASH	AFDC/TAN	C2ZX	Child support disregard allowance (retroactive)

APPENDIX 7 - MA EBT Cash Issuance by Zip Code

EBT Cash Issuance by Zip Code - May 2019		
Zip Code	**City / Town**	**# Households**
01001	AGAWAM	72
01002	AMHERST	74
01007	BELCHERTOWN	56
01013	CHICOPEE	441
01020	CHICOPEE	267
01027	EASTHAMPTON	61
01028	EAST LONGMEADOW	27
01030	FEEDING HILLS	59
01040	HOLYOKE	1175
01056	LUDLOW	80
01057	MONSON	14
01060	NORTHAMPTON	114
01062	NORTHAMPTON	60
01069	PALMER	55
01075	SOUTH HADLEY	64
01077	SOUTHWICK	29
01080	THREE RIVERS	31
01082	WARE	102
01083	WARREN	15
01085	WESTFIELD	223
01089	WEST SPRINGFIELD	298
01095	WILBRAHAM	30
01101	SPRINGFIELD	20
01103	SPRINGFIELD	78
01104	SPRINGFIELD	667
01105	SPRINGFIELD	657
01107	SPRINGFIELD	493
01108	SPRINGFIELD	926
01109	SPRINGFIELD	960
01118	SPRINGFIELD	187
01119	SPRINGFIELD	191
01129	SPRINGFIELD	58
01151	SPRINGFIELD	271
01201	PITTSFIELD	521
01220	ADAMS	65
01226	DALTON	15
01247	NORTH ADAMS	136

01301	GREENFIELD	240
01331	ATHOL	124
01364	ORANGE	79
01370	SHELBURNE FALLS	13
01376	TURNERS FALLS	53
01420	FITCHBURG	413
01436	BALDWINVILLE	11
01440	GARDNER	158
01453	LEOMINSTER	209
01460	LITTLETON	14
01462	LUNENBURG	23
01464	SHIRLEY	14
01475	WINCHENDON	58
01501	AUBURN	45
01504	BLACKSTONE	19
01506	BROOKFIELD	11
01507	CHARLTON	56
01510	CLINTON	62
01516	DOUGLAS	14
01518	FISKDALE	16
01519	GRAFTON	23
01524	LEICESTER	17
01527	MILLBURY	40
01532	NORTHBOROUGH	12
01534	NORTHBRIDGE	16
01535	NORTH BROOKFIELD	15
01540	OXFORD	30
01545	SHREWSBURY	76
01550	SOUTHBRIDGE	255
01560	SOUTH GRAFTON	12
01562	SPENCER	72
01569	UXBRIDGE	18
01570	WEBSTER	176
01571	DUDLEY	48
01581	WESTBOROUGH	29
01585	WEST BROOKFIELD	15
01588	WHITINSVILLE	25
01602	WORCESTER	167
01603	WORCESTER	323
01604	WORCESTER	447
01605	WORCESTER	562

01606	WORCESTER	121
01607	WORCESTER	112
01608	WORCESTER	95
01609	WORCESTER	276
01610	WORCESTER	500
01701	FRAMINGHAM	75
01702	FRAMINGHAM	340
01720	ACTON	104
01721	ASHLAND	54
01730	BEDFORD	22
01742	CONCORD	11
01747	HOPEDALE	13
01748	HOPKINTON	12
01749	HUDSON	47
01752	MARLBOROUGH	158
01754	MAYNARD	37
01757	MILFORD	106
01760	NATICK	62
01776	SUDBURY	19
01778	WAYLAND	27
01801	WOBURN	116
01803	BURLINGTON	50
01810	ANDOVER	122
01821	BILLERICA	69
01824	CHELMSFORD	58
01826	DRACUT	112
01830	HAVERHILL	242
01832	HAVERHILL	146
01835	HAVERHILL	54
01840	LAWRENCE	183
01841	LAWRENCE	800
01843	LAWRENCE	343
01844	METHUEN	255
01845	NORTH ANDOVER	51
01850	LOWELL	228
01851	LOWELL	387
01852	LOWELL	424
01854	LOWELL	350
01862	NORTH BILLERICA	11
01863	NORTH CHELMSFORD	22
01867	READING	34

01876	TEWKSBURY	58
01879	TYNGSBORO	14
01880	WAKEFIELD	49
01886	WESTFORD	56
01887	WILMINGTON	36
01890	WINCHESTER	56
01901	LYNN	115
01902	LYNN	826
01904	LYNN	133
01905	LYNN	373
01906	SAUGUS	113
01907	SWAMPSCOTT	29
01913	AMESBURY	62
01915	BEVERLY	200
01923	DANVERS	82
01930	GLOUCESTER	137
01945	MARBLEHEAD	14
01952	SALISBURY	34
01960	PEABODY	250
01970	SALEM	458
02019	BELLINGHAM	33
02021	CANTON	71
02026	DEDHAM	82
02035	FOXBORO	49
02038	FRANKLIN	36
02045	HULL	23
02048	MANSFIELD	60
02050	MARSHFIELD	47
02053	MEDWAY	12
02054	MILLIS	24
02062	NORWOOD	97
02066	SCITUATE	12
02067	SHARON	65
02072	STOUGHTON	134
02081	WALPOLE	35
02090	WESTWOOD	18
02111	BOSTON	43
02114	BOSTON	39
02115	BOSTON	169
02116	BOSTON	94
02118	BOSTON	421

02119	BOSTON	678
02120	BOSTON	121
02121	BOSTON	800
02122	BOSTON	386
02124	BOSTON	963
02125	BOSTON	531
02126	MATTAPAN	580
02127	BOSTON	257
02128	BOSTON	336
02129	CHARLESTOWN	165
02130	JAMAICA PLAIN	272
02131	ROSLINDALE	213
02132	WEST ROXBURY	84
02134	ALLSTON	37
02135	BRIGHTON	272
02136	HYDE PARK	442
02138	CAMBRIDGE	41
02139	CAMBRIDGE	176
02140	CAMBRIDGE	141
02141	CAMBRIDGE	58
02143	SOMERVILLE	103
02144	SOMERVILLE	80
02145	SOMERVILLE	170
02148	MALDEN	568
02149	EVERETT	426
02150	CHELSEA	596
02151	REVERE	501
02152	WINTHROP	95
02155	MEDFORD	211
02169	QUINCY	453
02170	QUINCY	98
02171	QUINCY	79
02176	MELROSE	85
02180	STONEHAM	60
02184	BRAINTREE	140
02186	MILTON	61
02188	WEYMOUTH	81
02189	EAST WEYMOUTH	109
02190	SOUTH WEYMOUTH	54
02191	NORTH WEYMOUTH	32
02215	BOSTON	32

02301	BROCKTON	1297
02302	BROCKTON	478
02322	AVON	22
02324	BRIDGEWATER	52
02330	CARVER	21
02333	EAST BRIDGEWATER	36
02341	HANSON	13
02343	HOLBROOK	71
02346	MIDDLEBORO	167
02347	LAKEVILLE	43
02351	ABINGTON	30
02356	NORTH EASTON	20
02359	PEMBROKE	17
02360	PLYMOUTH	182
02364	KINGSTON	33
02368	RANDOLPH	335
02370	ROCKLAND	73
02382	WHITMAN	50
02420	LEXINGTON	148
02445	BROOKLINE	33
02446	BROOKLINE	58
02451	WALTHAM	49
02452	WALTHAM	44
02453	WALTHAM	141
02458	NEWTON	23
02459	NEWTON CENTER	33
02460	NEWTONVILLE	22
02461	NEWTON HIGHLANDS	11
02462	NEWTON LOWER FALLS	11
02464	NEWTON UPPER FALLS	14
02465	WEST NEWTON	12
02466	AUBURNDALE	20
02467	CHESTNUT HILL	18
02472	WATERTOWN	93
02474	ARLINGTON	65
02476	ARLINGTON	63
02478	BELMONT	65
02482	WELLESLEY	27
02492	NEEDHAM	22
02532	BUZZARDS BAY	45
02536	EAST FALMOUTH	80

02537	EAST SANDWICH	11
02538	EAST WAREHAM	65
02540	FALMOUTH	17
02556	NORTH FALMOUTH	11
02558	ONSET	16
02563	SANDWICH	11
02571	WAREHAM	103
02576	WEST WAREHAM	13
02601	HYANNIS	235
02631	BREWSTER	15
02632	CENTERVILLE	31
02639	DENNIS PORT	16
02645	HARWICH	32
02648	MARSTONS MILLS	21
02649	MASHPEE	67
02660	SOUTH DENNIS	23
02664	SOUTH YARMOUTH	58
02673	WEST YARMOUTH	56
02675	YARMOUTH PORT	11
02703	ATTLEBORO	302
02718	EAST TAUNTON	44
02719	FAIRHAVEN	79
02720	FALL RIVER	459
02721	FALL RIVER	583
02723	FALL RIVER	434
02724	FALL RIVER	372
02726	SOMERSET	49
02738	MARION	14
02739	MATTAPOISETT	12
02740	NEW BEDFORD	1107
02743	ACUSHNET	44
02744	NEW BEDFORD	441
02745	NEW BEDFORD	312
02746	NEW BEDFORD	519
02747	NORTH DARTMOUTH	101
02748	SOUTH DARTMOUTH	56
02760	NORTH ATTLEBORO	82
02762	PLAINVILLE	21
02766	NORTON	158
02767	RAYNHAM	65
02769	REHOBOTH	17

02771	SEEKONK	29
02777	SWANSEA	58
02779	BERKLEY	11
02780	TAUNTON	724
02790	WESTPORT	61