

**APPENDIX F – RHODE ISLAND STATE  
APPENDIX**

**State of Rhode Island  
State Appendix  
Request for Proposals  
Electronic Benefits Transfer**

2020

## RHODE ISLAND EBT PROCESSING INFORMATION

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<https://rules.sos.ri.gov/regulations/part/220-30-00-13>

Rhode Island General Insurance Requirements  
<https://www.ridop.ri.gov/documents/general-conditions-addendum-a.pdf>

FEDERAL FINAL RULE REQUIREMENTS CAN BE FOUND AT:  
[https://www.socialsecurity.gov/OP\\_Home/cfr20/435/435-ap01.htm](https://www.socialsecurity.gov/OP_Home/cfr20/435/435-ap01.htm)

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## **Rhode Island EBT Processing Information**

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### **1. Introduction**

This appendix provides additional information about EBT processing for the RI Works (RIW) and Supplemental Nutrition Assistance Program (SNAP) at the Rhode Island Department of Human Services (DHS), as well as the Women, Infants and Children (WIC) program. RIW is Rhode Island's name for the Temporary Assistance for Needy Families (TANF) program. This information about DHS program and technical environments is provided to assist vendors in preparing fully responsive proposals.

Major headings in this appendix are numbered to correspond with the section headings in the NCS core RFP. This appendix contains only those sections of the core RFP where additional detail is needed or where Rhode Island's processing procedures and environment differ from those of the other NCS states.

## **4.2 Host and Transaction Processing, Communication and Backup**

### **Hardware/Software Components**

The RIBridges/UHIP worker portal and customer portal run on operating system RHEL version 7.5 and IBM WebSphere Application Server version 8.5.5.11. RIBridges/UHIP access the Vendor partner interface using the Enterprise Service Bus (ESB) Mulesoft version 3.8. The Vendor webservices are accessed using Java JDK 1.8 and transport layer security (TLS) version 1.2 cryptographic protocol. RIBridges/UHIP data is hosted in Oracle version 11gR2. Vendor Partner data is also exchanged by batch processing using OPCON version 5.20, SFTP using Mule FTP, TIBCO version 7.1.1, and Ipswitch WS\_FTP Pro

#### **4.2.1 Telecommunications Networks**

EBT-only POS terminals have the ability to dial up to three different numbers for access to the X.25 network. If terminals receive a busy or no answer on the primary number, they will attempt to dial the secondary and then the tertiary number.

Transactions from POS terminals in LATAs 980, 666, and 668-730 will access the network via an 800-number serviced by Transaction Network Services, Inc. (TNS) and X.25 service provider. From TNS node, the transactions will be routed to the Vendor data center via 56KBPS circuits.

A backup 800 service node is maintained by the Vendor in the data center. This node is completely different from the TNS configuration and is used as a backup should a problem develop with the TNS network. Backup 800 service is available in all LATAs serving Rhode Island. Tertiary 800 service is available using TNS. Terminals dialing the tertiary access number will be routed to one of the TNS 800 nodes and then routed to the vendor data center via 56KBPS circuits.

#### **4.2.1 Host-To-Host Administrative Functionality**

The Rhode Island Department of Human Services (RI DHS) operates eligibility determination for RIW and SNAP benefits (SNAP) on an eligibility system called RIBridges. In Rhode Island, the cash assistance TANF program is known as the Rhode Island Works Program (RIW) and the food assistance program is known as the Supplemental Nutrition Assistance Program (SNAP).

The RI DHS eligibility system RIW and SNAP applications are designed to operate based on Thin Clients running Terminal Services and web-based technology as well as PCs. All terminals communicate with RIBridges through internal secured web-based connection. The EBT Administrative functionality is integrated into RIBridges and provides for a real-time interface to the EBT vendor's system(s) through secured web-based connection over Internet Protocol (IP). The physical connection is a secure P2P Tunnel connection. This solution allows the State to format message-based transactions within an existing RIBridges application to be communicated to the vendor's EBT System for processing.

#### **4.3.1.4 Batch Interface**

At present, Rhode Island does not use the Batch Maintenance File Transfer interface to add or maintain any case data. Entry and updates of case data are done online in real time through the RIBridges integrated EBT functionality. *Account Setup and Maintenance*. The batch interface is used to transmit recurring benefits to the EBT system for either monthly SNAP, semi-monthly cash, or miscellaneous items from daily online activity not paid in real time (e.g., supplemental payments resulting from batch interface processing) and to transmit changes to client case IDs (head of household social security numbers).

Because recurring benefits are transmitted in advance of their availability date, they do not need to be sent in real time. The RIBridges Production Operations Team transmits all monthly recurring RIW and SNAP benefits as well as any daily supplemental benefits authorizations to the EBT system through the **batch Secure File Transfer Protocol**. Each batch consists of a header, multiple detail records, and a trailer record. A single transmission may contain multiple batches. Sending information through a batch interface minimizes the online impact of data management on the State's internal systems.

Although the batch interface is not currently used for account setup, the EBT vendor's system must include batch processes to support initial system loading and data conversion.

#### **4.3.1.4 Batch Process**

The current batch processes include the following two phases to ensure the accuracy of file transmissions and updating of the EBT system database.

##### **Phase 1: Batch Receipt**

During this phase, the date and time of the batch is checked to see that the batch has not been processed already. The number of records is verified and compared to the number sent in the trailer record to ensure that the complete batch is received. If a critical error occurs (for example, no header or trailer record is found), batch processing is stopped. All errors are reported on a Batch Refresh Error Report.

##### **Phase 2: Database Edit and Update**

During this phase, the record detail is validated against the EBT system database and the EBT system database updated with the file information. All of the client/cardholder account postings to the EBT system database are logged in a permanent audit file. The audit records contains all the information concerning the posting, such as the benefit type, benefit amount, availability date, and source of the posting. All errors are reported on the Batch Refresh Error Report.

#### **Time-Out Handling**

Time-out setting in RIBridges is set to 75 seconds for real-time Webservices.. Requests that are not satisfied within the time out interval are discarded and backed out. An error reply is returned to the State's eligibility system for recovery/restart processing, the conversation is ended.

**4.2.1.2.3 Description of the Current Process**

Bandwidth the RIBridges EBT system interface is based on a set of variable length messages. The length of a message varies based on function.

The following table provides a summary of monthly statistics for your design and proposal considerations. The data below reflects the actual numbers for the time period, January 2018 through December 2018.

<b>MONTH</b>	<b>ATM TRANS</b>	<b>POS TRANS</b>	<b>ARU</b>	<b>VOICE AUTHS</b>	<b>TOTAL</b>
January 2018	12,632	843,564	176,471	260	1,032,927
February 2018	12,576	823,307	155,649	268	1,085,836
March 2018	12,037	868,396	167,438	260	1,048,131
April 2018	11,584	875,732	156,825	263	1,044,404
May 2018	12,103	938,751	155,286	280	1,106,403
June 2018	11,979	929,005	155,193	270	1,096,447
July 2018	11,851	948,573	153,570	268	1,114,262
August 2018	13,820	950,854	154,258	278	1,119,210
September 2018	12,259	921,561	146,388	301	1,080,509
October 2018	12,311	936,889	149,672	292	1,099,164
November 2018	12,166	90,0071	138,784	286	1,051,307
December 2018	11,997	889,907	141,800	285	1,043,989
<b>TOTAL</b>	<b>147,315</b>	<b>10,826,610</b>	<b>1,851,334</b>	<b>3,311</b>	<b>12,922,589</b>

The following table reflects number of new and replacement EBT cards issued for the time period of January 2018 through December 2018 followed by the monthly average number of cards issued throughout this period.

<b>Month</b>	<b>Total New Cards</b>	<b>Replacement Cards</b>
Jan-18	7,259	3,671
Feb -18	6,502	2,992
Mar - 18	6,267	2,894
Apr -18	6,449	3,016
May - 18	6,809	3,606
Jun - 18	6,874	3,195
Jul - 18	6,840	3,056
Aug - 18	7,844	3,810
Sept - 18	7,071	3,043
Oct - 18	8,420	3,934

Nov - 18	6,963	2,908
Dec - 18	6,506	2,772
<b>Monthly Average</b>	<b>6,760</b>	<b>3,177</b>

#### **4.2.1.3 Transaction Processing**

Benefits can be accessed and distributed to clients through several methods and received in several forms. Multiple benefit authorizations may be used to process one transaction. When this occurs, the client’s benefit authorizations are disbursed according to the distribution priority shown in the Benefits Groups and Types table in section 2, *System Codes*.

#### **4.2.3.2 Card Authentication Value Validation**

Rhode Island does not require Card Authentication Value (CAV) validation.

#### **4.2.3.4 ATM Usage Transaction Fees**

Rhode Island currently allows 2 free transactions per month.

### **4.3.1 ACCOUNT SETUP AND MAINTENANCE**

#### **Account Setup Process**

The following steps are required to set up a new client account. The EBT Administrative functionality is a customized interface in the RIBridges application. It supports EBT Administrative functionality from within RIBridges, as opposed to a separately running PC based application.

- a. The RIBridges case and client data is established on the EBT system on a real-time basis using EBT Administrative Terminal functionality integrated into RIBridges. Whenever a new RIW and/or SNAP case is established, the integrated EBT Administrative functionality automatically communicates via a real-time LU6.2 with the EBT system to establish that case with a zero- dollar benefit balance on the EBT System database. Changes in demographic case data are also performed in the same automatic real-time fashion via the integrated interface.
- b. Once an EBT case is established, cards are then issued to the cardholder, at the local DHS field office by staff dedicated to the performance of that function, through EBT Administrative functionality integrated into RIBridges. The card number is assigned by the EBT vendor’s system.
- c. The cardholder selects a personal identification number (PIN) through an automated process by calling the EBT vendor. The cardholder may call the EBT vendor from any DHS office to complete this process.
- d. The DHS local field office determines the client's eligibility for benefit authorizations. Once the client is determined eligible by RIBridges for RIW and/or SNAP benefits and an authorized

DHS staff member approves such benefits, then the EBT Administrative functionality integrated into RIBridges automatically transmits the initial benefit(s) to the EBT system in real time. Upon completion of this process, clients can leave the local office with EBT card in hand and immediately access their new benefits.

The system being real-time also supports queuing and, if interrupted, restart of EBT Administrative transactions. In the event communication service is interrupted, the RIBridges queued transactions are restarted by RIBridges and transmitted in chronological order when service is restored.

### **Online Maintenance**

An interface between the EBT system vendor's Support Services Function and the State's eligibility system (RIBridges) will allow the local office to immediately update the EBT system's database.

### **State Eligibility Terminal**

All functions needed to maintain and research the State's EBT programs will be available on the State's RIBridges eligibility system. The State will use RIBridges to allow state and local office personnel to add or change case, cardholder, card, and benefit information.

These online functions include:

- Adding a case/client.
- Updating a case/client.
- Inquiring on case, client, card, and benefit information.
- Issuing, canceling, and statusing benefits and cards.
- Repayment of benefits.
- Resetting PIN, allowing the cardholder to select a new one.
- Reviewing transaction history.

#### **4.3.1.2 User Security Management**

Rhode Island uses their own eligibility terminals with a direct link to the EBT system database, the State is responsible for managing the security of their terminals.

Use of Existing File Formats Rhode Island's batch file formats are presented in the *Batch File Formats* section. Online message transaction formats are presented in the *Online Interface Messages* section of section.

#### **4.3.1.3 File and Record Transmissions**

In Rhode Island account setup and maintenance activity is immediately updated to the contractor's host database at the benefit level. For example, the initial client setup is done online in real time. Immediately upon benefit approval, the benefit authorization is transmitted via the online interface, also in real time.

The current EBT vendor's system provides a variety of file maintenance options that are performed based on the required frequency. These options include:

- Reporting on unused benefits.

- Aging and reporting unused benefits to the State.
- Purging exhausted benefits from the database.
- Purging obsolete case, cards, and client/cardholders.

At present, Rhode Island uses Batch File Maintenance for SSN changes and does not use the Batch Maintenance File Transfer to add or maintain most case data. Entry and updates of case data are done online in real time through the RIBridges integrated EBT functionality. *Account Setup and Maintenance*. The batch interface is used to transmit recurring benefits to the EBT system or either monthly SNAP, semi-monthly cash, or miscellaneous items from daily online activity not paid in real time (e.g., supplemental payments resulting from batch interface processing).

#### **4.3.1.4 Batch File Transmissions**

##### **Batch Files the State Sends to the EBT Vendor**

###### **Daily SNAP Issuance File**

- The daily SNAP issuance file contains all the unprocessed/failed triggers at the end of every day. Benefits that are required to be disbursed on the same day are processed for real-time issuance.

###### **Daily CASH Issuance File**

- The daily CASH issuance file contains all the unprocessed/failed triggers at the end of every day. Benefits that are required to be disbursed on the same day are processed for real-time issuance.

###### **Daily Restaurant Meals Program (RMP) File**

- The daily prepared meal interface consists of all the cases that are newly eligible for RMP and cases that are no longer eligible for RMP.

###### **Daily Benefit Maintenance File**

- The daily EBT maintenance file is used for generating maintenance files for all transaction records for issuances done by CASH and SNAP monthly and daily batches.

###### **Semi-Monthly CASH Issuance File**

- The semi-monthly CASH issuance file contains all the unprocessed records for cases with ongoing benefits and there is an active payee and EBT card associated with the case.

###### **Monthly SNAP Issuance File**

- The monthly SNAP issuance file contains all the unprocessed records for cases with ongoing benefits and there is an active payee and EBT card associated with the case.

###### **Monthly HEAT Issuance File**

- The monthly HEAT and EAT issuance file contains all records that meet the eligibility requirements and are granted the \$20.01 benefit. The benefit is issued only once during a 12-month cycle for eligible cases.

### **Batch Files the EBT Vendor Sends to the State**

The EBT vendor also sends the following files to the State on a predetermined schedule:

<i>History Extract File</i>	Details all financial activity taking place against the benefit authorizations on the EBT system database and any new benefit authorizations added.
<i>Benefit Aging File</i>	Lists all the benefits falling into the aging periods specified by the State.
<i>Case/Client Delete File</i>	Lists all the cases/clients that have been removed from the EBT system database as a result of the monthly sweep of accounts that have been inactive for one year.
<i>Monthly Reports File</i>	A monthly file (133-byte record) transmitted through a Connect Direct file transmission link that contains all the reports offered by the vendor in an electronic format. Specialized programs within RIBridges are used to process the file, based on the header records identifying individual reports, to extract and print only those reports that the State uses in support of EBT processing.

### **FNS Files**

The EBT vendor transmits and receives all batch files required by FNS in accordance with applicable federal regulations.

### **Timeframes**

Below find the maintenance processing parameters for files sent by the State to the EBT system vendor and files sent by the EBT system vendor to the State.

### **Files Sent by the State**

#### **Daily SNAP Issuance File**

Frequency: 7 days a week: S M T W TH F S  
Window: 8:00 p.m. – 8:00 a.m. Eastern time

#### **Daily CASH Issuance File**

Frequency: 7 days a week: S M T W TH F S  
Window: 8:00 p.m. – 8:00 a.m. Eastern time

#### **Daily Restaurant Meals Program (RMP) File**

Frequency: 7 days a week: S M T W TH F S  
Window: 8:00 p.m. – 8:00 a.m. Eastern time

#### **Daily Benefit Maintenance File**

Frequency: 7 days a week: S M T W TH F S  
Window: 8:00 p.m. – 8:00 a.m. Eastern time

### **Semi-Monthly CASH Issuance File**

- RIW benefits are transmitted on or about the 10<sup>th</sup> of each month for availability as of the 16<sup>th</sup> of the month, and on or about the 24<sup>th</sup> of each month for availability on the 1<sup>st</sup> of the following month.

Frequency: A minimum of 10<sup>th</sup> and 24<sup>th</sup> of each calendar month

Window: 8:00 p.m. – 11:00 a.m. Eastern time

### **Monthly SNAP Issuance File**

- SNAP benefits are transmitted on or about the 24<sup>th</sup> of each month for availability as of the 1<sup>st</sup> of the following month.

Frequency: A minimum of 24<sup>th</sup> of each calendar month

Window: 8:00 p.m. – 11:00 a.m. Eastern time

### **Monthly HEAT Issuance File**

- SNAP HEAT benefits are transmitted on or about the 24<sup>th</sup> of each month.

Frequency: A minimum of 24<sup>th</sup> of each calendar month

**Window: 8:00 p.m. – 11:00 a.m. Eastern time**

### **Files Sent by the EBT System Vendor**

The EBT system vendor sends the following files to the State:

#### **Extract Daily History File**

This procedure sends the State a file of all financial activity that takes place against the benefit authorizations on the EBT system database and any new benefit authorizations the EBT system vendor receives.

Frequency: S M T W T H F S

Window: Sent to the State data center by 11:00 a.m. Eastern time.

#### **Benefit Aging File**

This procedure provides the State a file containing all of the benefits that fall into the aging periods specified by the State.

Frequency: A minimum of Monthly

Window: Sent to the State data center by 11:00 a.m. Eastern time.

#### **Case/Client Deletes File**

This procedure provides the State a file containing all of the clients/cases that have been removed from the EBT system database as a result of the monthly sweep.

Frequency: A minimum of Monthly

Window: Sent to the State data center by 11:00 a.m. Eastern time.

## Batch File Formats

This section contains the record formats of the following files:

- Benefit Maintenance File
- EBT Case Client ID (SSN) Maintenance File
- History Extract File
- Benefit Aging File
- Case/Client Deletes File

### Benefit Maintenance File

The Benefit Maintenance File is used by the State to add benefit authorizations information on the EBT system database through the Batch Maintenance process. The format includes the ability to cancel benefit authorizations and to change the status of a benefit.

The authorization number assigned to the benefit is unique. Once a benefit has been canceled, the authorization number cannot be used again. However, a benefit can be added with an initial status of Hold.

### Benefit Batch Maintenance Header Record

Field Name	Format	Comments
Record Type	X(2)	Constant = HB
Agency Unique	X(15)	Agency discretionary data. This field is edited for valid values but is not used for any processing. It may appear on reports.
Agency Code	X(6)	Constant = RIDHS
Maintenance Type	X(16)	This field is edited for valid values and identifies the maintenance type on the Batch Refresh Exception Reports and Summary Report. Valid Values: <ul style="list-style-type: none"><li>• CASH DAILY</li><li>• CASH MONTHLY</li><li>• SNAP DAILY</li><li>• SNAP MONTHLY</li></ul>
File Create Date	9(8)	Required. CCYYMMDD
File Create Time	9(4)	Required. HHMM
Filler	X(29)	Field will be set to blanks.

Record length: 80 bytes.

## Usage Notes

Benefit maintenance updates are transmitted to the vendor in batches. A single transmission may contain multiple batches. Each batch consists of a header, multiple detail records, and a trailer record. If multiple batches are created by the State on the same day and have the same create time, the time for each new batch is incremented by one minute. All alphanumeric fields are left justified and right space filled.

### **Benefit Batch Maintenance Detail Record**

<b>Field Name</b>	<b>Format</b>	<b>Comments</b>
Refresh Action	X(1)	Required. A = Add benefit C = Change (only status can be changed) D = Cancel benefit (once a benefit has been canceled, it cannot be reactivated).
Case Number	X(14)	Required.
Benefit Type	X(6)	Required. See section 2, <i>System Codes</i> for valid values.
Authorizations Number	X(10)	Required.
Authorizations Amount	s9(5)v99	Required.
Benefit Available Date	9(8)	Required. CCYYMMDD The date the benefit will be available to the client.
Benefit Available Time	9(4)	Required. HHMM The time the benefit will be available to the client.
Local Office Code	X(3)	Rhode Island local office code.
Benefit Status	X(1)	A = Active H = Hold
Filler	X(26)	Field will be set to blanks.

Record length: 80 bytes

## Usage Notes

The record format is used to add and cancel benefit authorizations. A benefit can only be canceled prior to the availability date. Once a benefit is canceled, it cannot be changed back to an *Active* status.

The Authorization Number is unique for each benefit. All alphanumeric fields are left justified and right space filled.

### Benefit Batch Maintenance Trailer Record

Field Name	Format	Comments
Record Type	X(2)	Constant = TB
Total Detail Records	9(9)	Required. Total number of detail records.
Number of Adds	9(9)	Required. Total number of add records.
Number of Deletes	9(9)	Required. Total number of benefits canceled.
Amount of Adds	9(9)v99	Value of add records in the batch.
Filler	X(40)	Field will be set to blanks.

Record length: 80 bytes.

#### Usage Notes

All alphanumeric fields are left justified and right space filled.

#### **4.3.1.1 EBT Case Client ID (SSN) Maintenance File**

This file is used to send case client ID changes only. Case IDs for new clients are added through the online interface as part of the account setup and maintenance process. The head of household's SSN is used as the case ID.

#### **4.3.1.1 EBT Case Client ID (SSN) Maintenance Header Record**

Field Name	Format	Comments
TYPE	X(2)	Constant = HC
AGENCY-U	X(15)	Constant = ' '
AGENCY-C	X(6)	Constant = RIDHS
MAINT-TYPE	X(16)	Constant = CASE/CLIENT
DATE	9(8)	Creation date
TIME	9(4)	Creation time
FILLER	X(126)	

Record length: 177 bytes.

#### Usage Notes

All alphanumeric fields are left justified and right space filled.

#### 4.3.1.1 EBT Case Client ID (SSN) Maintenance Detail Record

Field Name	Format	Comments
REFRESH	X(1)	Constant = B
NEW-SSN	X(14)	New SSN
OLD-SSN	X(14)	Old SSN
OFFICE	X(3)	Constant = 038
Filler	X(145)	

Record length: 177 bytes.

##### Usage Notes

All alphanumeric fields are left justified and right space filled.

#### 4.3.1.1 EBT Case Client ID (SSN) Maintenance Trailer Record

Field Name	Format	Comments
TYPE	X(2)	Constant = TC
TTLE-DETAIL	9(9)	Total number of SSN changes
TTLE-ADDS	9(9)	0
TTLE-CHG	9(9)	Total number of SSN changes
FILLER	X(148)	

Record length: 177 bytes.

##### Usage Notes

All alphanumeric fields are left justified and right space filled.

##### **History Extract File**

Each day the EBT vendor sends the State an extract file of all financial activity against the benefit authorizations on the EBT system database. This file consists of a header record, multiple detail records, a trailer record, and ends with a Program Summary record. Each transaction against a given benefit for the reporting category (for example, client initiated transactions) is detailed. The Program Summary records show the outstanding liability for authorizations by benefit type on the EBT system database.

EBT system or State generated transactions that affect the entire benefit are reported uniquely. An update field indicates whether the update is a debit (withdrawal) or credit (addition) to the benefit.

### Extract Daily History Header Record

Field Name	Format	Comments
Record Type	X(2)	Constant = EH
Agency Code	X(6)	Constant = RIDHS
File Type	X(16)	Constant = HISTORYEXTRACT
File Create Date	9(8)	Required. CCYYMMDD
File Create Time	9(4)	Required. HHMM
Filler	X(171)	Field will be set to blanks.

Record Length: 207 bytes

#### Usage Notes

The EBT system vendor transmits an extract file of all EBT system benefits activity to the State on a daily basis. Each transmission contains a header record, multiple detail records, and a trailer record. The last records on this file are the Program Summary records. All alphanumeric fields are left justified and right space filled.

### Extract Daily History Detail Record

Field Name	Format	Comments
Account Number	X(15)	Required.
Case Number	X(14)	Required.
Authorization Number	X(10)	Required.
Update Type	X(2)	Valid values: DR = debits to an authorization (withdrawals) CR = credits to an authorization (additions)
Benefit Type	X(6)	Required. See section 2, <i>System Codes</i> for valid values.
Report Category	X(2)	Valid values: CL = Client initiated transaction (includes reversals and returns) CN = Cancellation from Batch CT = Cancellation from Admin Terminal CO = SNAP Conversion AU = Authorization from Batch AT = Authorization from Admin Terminal AG = Aged Benefit AD = Adjustment CF = Card Fee DD = Direct Deposit (Release) RC = Repayment of Claim
Available Date	9(8)	Available date of the benefit. CCYYMMDD

Field Name	Format	Comments
Available Balance	s9(7)v99	Amount of funds available to the client after the transaction occurred.
Transaction Amount	s9(7)v99	Each transaction amount impacting the benefit.
Transaction Date	9(8)	Reporting date of the agency. CCYYMMDD
Transaction Time	9(4)	Time of the transactions. HHMM
PAN (Card Number)	X(19)	Optional.
Merchant FNS Number	9(7)	Optional. FNS Number where transaction occurred.
Card Acceptor ID	X(16)	Optional. Card Acceptor ID where transaction occurred.
Store Name	X(20)	Optional. Where transaction occurred.
Store Location	X(40)	Optional. Contains the address, city, state and country of where transaction occurred.
Terminal ID	X(15)	Optional. Terminal where transaction occurred.
Local Office Code	X(3)	Local office code of case.

Record length: 207 bytes.

#### Usage Notes

This record is used to notify the State of daily activity against outstanding authorizations. All transactions against a given benefit for the reporting category (such as client-initiated transactions) are detailed. All alphanumeric fields are left justified and right space filled.

The field identified as Optional in the file is included if the information is logged in the transaction. For example, the Merchant FNS Number is only sent in and logged on a transaction done at a merchant that has an FNS number. This field would not be filled on an ATM transaction.

#### **Extract History Trailer Record**

Field Name	Format	Comments
Record Type	X(2)	Constant = ET
Number of Detail Records	9(8)	Total number of detail records on the file.
Filler	X(197)	Field will be set to blanks.

Record length: 207 bytes

#### Usage Notes

All alphanumeric fields are left justified and right space filled.

#### **Extract Daily History Program Summary Record**

Field Name	Format	Comments
Record Type	X(2)	Constant = ES

Field Name	Format	Comments
Benefit Type	X(6)	Required. See section 2, <i>System Codes</i> for valid values.
Beginning Balance	s9(11)v99	Dollar amount for this program at the beginning of the processing cycle.
Ending Balance	s9(11)v99	Dollar amount for this program at the end of the processing cycle.
Accumulated Authorization Amount	s9(11)v99	Dollar amount of all benefit authorizations for this program for the processing cycle.
Accumulated Cancels Amount	s9(11)v99	Dollar amount of all benefit authorizations cancels for this program for the processing cycle. Includes aging, food benefit conversions, and benefit cancellations.
Accumulated Transaction Amount	s9(11)v99	Dollar amount of all client transactions performed against the benefit. This includes both credit and debit transactions.
Filler	X(134)	Field will be set to blanks.

Record length: 207 bytes.

#### Usage Notes

This summary record always follows the trailer record on the History Extract File. All alphanumeric fields are left justified and right space filled.

#### **4.3.1.10 Benefit Aging File**

The Benefit Aging File lists all of the benefits falling into the aging periods specified by the State. The record formats included in this file are detailed below.

#### **Benefit Aging Header Record**

Field Name	Format	Comments
Record Type	X(2)	Constant = AH
Agency Code	X(6)	Constant = RIDHS
File Type	X(16)	Constant = AGINGEXTRACT
File Create Date	9(8)	Required. CCYYMMDD
File Create Time	9(4)	Required. HHMM
Filler	X(44)	Field will be set to blanks.

Record length: 80 bytes.

#### Usage Notes

On a monthly basis, the EBT system vendor transmits to the State an extract file of all benefits with no activity within the configured aging periods.

Each transmission contains a header record, multiple detail records, and a trailer record. All alphanumeric fields are left justified and right space filled.

**Benefit Aging Detail Record**

Field Name	Format	Comments
Case Number	X(14)	Required.
Authorization Number	X(10)	Required.
Benefit Type	X(6)	Required. See section 2, <i>System Codes</i> for valid values.
Aging Indicator	X(1)	Valid values: 1 = Aging period 1 2 = Aging period 2 3 = Aging period 3 4 = Aging period 4
Available Date	9(8)	Available date of the benefit. CCYYMMDD
Available Balance	s9(5)v99	Amount of funds remaining on the benefit.
Original Auth Amount	s9(5)v99	Original authorization amount.
Account Number	X(15)	Required
Filler	X(12)	Field will be set to blanks.

Record length: 80 bytes.

Usage Notes

All alphanumeric fields are left justified and right space filled.

**Benefit Aging Trailer Record**

Field Name	Format	Comments
Record Type	X(2)	Constant = AT
Number of Detail Records	9(8)	Total number of detail records on the file.
Filler	X(70)	Field will be set to blanks.

Record length: 80 bytes.

Usage Notes

All alphanumeric fields are left justified and right space filled.

### **Case/Client Delete File**

Each month the EBT vendor sends the State a file containing those clients/cases that have been deleted from the EBT system as a result of the monthly database sweep. The EBT vendor sweeps case/client records that have been inactive for 365 days, using the following parameters:

- Cases that have not been issued benefits in 365 days are deleted.
- Active cards with no activity in 365 days are deleted.
- Cancelled and lost/stolen cards are swept from the system after 365 days.

Once a case/client has been deleted off the EBT system, the State sends a Case/Client Maintenance Add request to reestablish the case/client on the system if the case reopens.

The record formats included in this file are detailed below.

### **Case/Client Delete Header Record**

<b>Field Name</b>	<b>Format</b>	<b>Comments</b>
Record Type	X(2)	Constant = HC
Agency Code	X(6)	Constant = RIDHS
File Description	X(16)	Constant = CASE/CLIENT DELS
File Create Date	9(8)	CCYYMMDD
File Create Time	9(4)	HHMM
Filler	X(44)	Field will be set to blanks.

Record length: 80 bytes.

### **Usage Notes**

All alphanumeric fields are left justified and right space filled.

### **Case/Client Delete Detail Record**

<b>Field Name</b>	<b>Format</b>	<b>Comments</b>
Case Number	X(14)	Required.
Client Type	X(4)	Required. Valid Values: P = Primary payee on case PC = Cash only for primary payee PF = SNAP benefits only for primary payee on case 1C = Cash only for first alternate. 1F = SNAP benefits only for first alternate. 1B = Cash and SNAP benefits for first alternate 2C = Cash only for second alternate. 2F = SNAP benefits only for second alternate. 2B = Cash and SNAP benefits for second alternate
Local Office Code	X(3)	Required.
Client First Name	X(15)	Required.

Field Name	Format	Comments
Client Middle Name	X(1)	Optional.
Client Last Name	X(20)	Required.
Client Delete Date	9(8)	Required. CCYYMMDD
Filler	X(15)	Field will be set to blanks.

Record length: 80 bytes.

Usage Notes

All alphanumeric fields are left justified and right space filled.

**Case/Client Delete Trailer Record**

Field Name	Format	Comments
Record Type	X(2)	Constant = TC
Total Detail Records	9(9)	Required. Total number of detail records.
File Create Date	9(8)	Required CCYYMMDD
File Create Time	9(4)	Required HHMM
Filler	X(57)	Fields will be set to blanks.

Record length: 80 bytes.

Usage Notes

All alphanumeric fields are left justified and right space filled.

**Online Interface Messages**

**NOTE:** The message types listed in this section are used by RIBridges. Vendors must provide the same information in the same format and use the same codes.

**Message Types**

Message types can be broken out in categories based upon transaction type.

- Inquiries
- Case/client adds/changes/deletes
- Card issuance and status change
- Benefit issuance/changes/cancellations
- Repayment/SNAP benefit cash out
- Direct deposit add/changes/deletes
- Card fee

## Inquiry Messages

### M0500-Case Inquiry

The Case Inquiry is used to get information regarding a particular case set up on the EBT system. The information returned will allow the State to determine the amount of cash and SNAP Benefit benefits on the EBT case and the cards issued to the clients.

Following is the layout of the input request from the State:

### Case Inquiry Request

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message Identifier - must be "M0500"
Transmission Date and Time	9(14)	Local Transmission date and time in the format CCYYMMDDHHMMSS.
Case Number	X(14)	Rhode Island eligibility system case number. Number is left justified, space filled.

### Case Inquiry Response - Normal

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Copied from input
USERID	X(08)	Copied from input
Agency	X(06)	Copied from input
Local Office Code	X(03)	Copied from input
Message ID	X(05)	Message Identifier - must be "M0510"
Transmission Date and Time	9(14)	Copied from input
Response Code	X(02)	Completion code for this request - "00" indicates the request was successful
Case Number	X(14)	Copied from input
Local Office Code	X(03)	Local/District Office where the case is assigned.
Cash Balance	s9(5)v99	Available cash balance on the case.
SNAP Benefit Balance	s9(5)v99	Available SNAP Benefit balance on the case.
Case Load ID	X(12)	Required Case Load ID assigned to the case.
Direct Deposit	X(1)	Indicates direct deposit of benefits:

Field Name	Format	Comments
		Y = Yes N = No
Number of Client Segments following	9(01)	Value between 1 and 3, identifies the number of client segments following.
Client Segment		Segment identifying data regarding client on the case - occurs 1 to 4 times depending on value of previous field.
Client Type	X(02)	See section 2, <i>System Codes</i> for a list of valid values.
Client last name	X(20)	Last name of client.
Client first name	X(15)	First name of client.
Client Middle Initial	X(01)	Middle initial of client.
Birthdate	X(08)	Birth date in the format of CCYYMMDD.
Street Address 1	X(30)	Address of client.
Street Address 2	X(30)	Address 2 of client.
City	X(20)	City of client.
State	X(2)	State of client.
Zip Code	X(9)	Zip code of client.
PAN (Card)	X(19)	Card number of client left justified, space filled.
PAN Status	X(02)	Current Card Status, valid values are: A <del>0</del> = Active A1 = Card Stolen A2 = Card Lost A3 = Payee Changed A5 = Card Damaged A6 = Undelivered IA = Inactive Z1 = Canceled/Deactivated
Social Security Number	X(9)	Client social security number, 9 numeric digits.
Password	X(16) Optional	Password for client identification.
Restaurant Indicator	X(1)	Indicates eligibility for restaurant meals: Y = Yes N = No

## Case Inquiry Response Error

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Copied from input.
USERID	X(08)	Copied from input.
Agency	X(06)	Copied from input.
Local Office Code	X(03)	Copied from input.
Message ID	X(05)	Message identifier, must be "M0510".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	Completion code for this request - "01" indicates that the request failed.
Reject Reason	X(06)	A six-character reason for the reject, this field is only present if the response code is not zero.
Reject Description	X(70)	A description of the reject reason; this field is present if the response code is not zero.

### ***Processing Rules:***

No data fields are returned when Response Code is non-zero. Instead, a reject reason code and a reject reason description are returned.

### M0501 - Benefit Inquiry

The Benefit Inquiry is used to obtain information regarding the benefits for an EBT account. The information returned will allow the clients who have been set up to access the benefit (both primary and alternate payees), as well as to determine when the information was received by the EBT System.

Following is the layout of the input request from the State:

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08) Unique identifier	of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0501".
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
Transmission Date and Time	9(14)	Local transmission date and time. CCYYMMDDHHMMSS
Case Number	X(14)	Rhode Island eligibility system case number. Number is left justified, space filled.

### Benefit Inquiry Response - Normal

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Copied from input.
USERID	X(08)	Copied from input.
Agency	X(06)	Copied from input.
Local Office Code	X(03)	Copied from input.
Message ID	X(05)	Message identifier, must be "M0511".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	Completion code for this request - "00" indicates the request was successful.
Case Number	X(14)	Copied from input.
Cash Balance	s9(5)v99	The available balance on the case.
SNAP Benefit Balance	s9(5)v99	The available SNAP Benefit balance on the case.
Number of Benefit Segments following	9(2)	Value between 1 and 15, identifies the number of benefit segments following.
Benefit Type	X(08)	See section 2, <i>System Codes</i> for a list of valid values.
Authorization Number	X(10)	Unique benefit identifier.
Available Balance	s9(5)v99	Balance available to the client.
Original Balance	s9(5)v99	The original amount of the benefit authorization.
Benefit Status	X(1)	Current status of the benefit. Valid values: A = Active H = Hold C = Canceled

*Processing Rules:*

Benefits with a balance of zero will not be returned.

## Benefit Inquiry

### Response - Error

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Copied from input.
USERID	X(08)	Copied from input.
Agency	X(06)	Copied from input.
Local Office Code	X(03)	Copied from input.
Message ID	X(05)	Message identifier, must be "M0511".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	Completion code for this request - "01" indicates that the request failed.
Reject Reason	X(06)	A six-character reason for the reject, this field is only present if the response code is not zero.
Reject Description	X(70)	A description of the reject reason, this field is only present if the response code is not zero.

### M0502 - Card Inquiry

The Card Inquiry is used to obtain information regarding a particular card set up on EBT. The information returned will allow the State to determine the status of the card.

Following is the layout of the input request from the State:

### Card Inquiry Request

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08) Unique identifier	of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0502".
Transmission Date and Time	9(14)	Local transmission date and time. CCYYMMDDHHMMSS
PAN (Card Number)	X(19)	The full 16 digits of card assigned to client. The PAN number is left justified, space filled.

### Card Inquiry Response - Normal

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Copied from input.
USERID	X(08)	Copied from input.
Agency	X(06)	Copied from input.
Local Office Code	X(03)	Copied from input.
Message ID	X(05)	Message identifier, must be "M0512".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	Completion code for this request - "00" indicates the request was successful.
PAN (Card Number)	X(19)	Copied from input.
PAN (Card) Status	X(02)	Current Card Status, valid values are: A <del>0</del> = Active A1 = Card Stolen A2 = Card Lost A3 = Payee Changed A5 = Card Damaged A6 = Undelivered IA = Inactive Z1 = Canceled/Deactivated
PIN Selected Flag	X(01)	Y = customer has selected their PIN N = customer has not selected their PIN
PIN Fail Count	9(05)	The number of consecutive PIN fail attempts the client has currently performed.
Card Issue Date	X(08)	The date the card was issued. CCYYMMDD By Mail - This is the date the card was ordered. OTC - This is the date the card was added to the EBT system.
Card Issued Count	9(03)	The number of cards issued to the client. The count includes the PAN number being inquired upon and all previous PANs issued to the client.
Cash Distribution Restriction	X(01)	A = Client is restricted to using an ATM for cash withdrawal. P = Client is restricted to using a POS device for cash withdrawal. <del>0</del> = A blank means no restriction.
Previous PAN	X(19)	The previous card number of the client; left justified, space filled. If no previous PAN has been issued to the client, the field will be spaces.

Field Name	Format	Comments
Case Number	X(14)	The Rhode Island eligibility system case number.

### Card Inquiry Response - Error

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Copied from input.
USERID	X(08)	Copied from input.
Agency	X(06)	Copied from input.
Local Office Code	X(03)	Copied from input.
Message ID	X(05)	Message identifier, should be "M0512".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	Completion code for this request - "01" indicates that the request failed.
Reject Reason	X(06)	A six-character reason for the reject, this field is only present if the response code is not zero.
Reject Description	X(70)	A description of the reject reason, this field is only present if the response code is not zero.

### H1220 - Financial History Inquiry

The Financial History Inquiry is used to obtain information on the financial transactions performed. The keys that can be used to access history data are:

CARD	Card Number
CASE	Case Number
STOR	Merchant ID
FCS	Store FCS Number

The Financial History request returns the data using date ranges (such as a start and an ending date). The request will return up to fifteen history transactions per request, with a continuation flag if more records are required for the same search.

Each history transaction contains five benefit segments:

- The 1<sup>st</sup> benefit segment, *Number of Benefit Segments field* indicates how many segments contain data.
- The 2<sup>nd</sup> - 5<sup>th</sup> benefit segments contain spaces.

The State can also request transactions in an ascending or descending date sequence. The default setting will return the transactions in descending order (the latest transactions first). The Financial History Inquiry transaction can access up to 90 days of history from the current date.

### Financial History Request

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08) Unique identifier	of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	Local office code of the user making the request.
Message ID	X(05)	Message identifier, must be "H1220".
Transmission Date and Time	9(14)	Local transmission date and time. CCYYMMDDHHMMSS.
Key Type	X(04)	Qualifies the type of search. Valid values: CARD = search by PAN CASE = search by Case STOR = search by Store ID FCS = search by store FCS number
Start Date/Time	X(14)	The starting search time. CCYYMMDDHHMMSS
End Date/Time	X(14)	The ending search time. CCYYMMDDHHMMSS
Sequence	X(01)	Search sequence: A = Ascending D = Descending
Maximum Records	9(02)	The maximum number of records to return on a search. This field should not be set to more than 15 records.
Key Data	X(31)	Identifies the key value to be used for the search. The actual format of the key data will depend upon the Key Type field. The key data will be left justified, right space filled.
Continuation Data	X(144)	Either low values or copied from previous response to continue search from last record on previous response.

### Financial History Response - Normal

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Copied from input.
USERID	X(08)	Copied from input.
Agency	X(06)	Copied from input.
Local Office Code	X(03)	Copied from input.
Message ID	X(05)	Message identifier, must be "H6120".

Field Name	Format	Comments
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	Completion code for this request - "00" indicates the request was successful.
History Record Count	9(02)	The number of history transactions contained within the record. The maximum value is the value contained in the Maximum Record field from the request.
History Segment		The segment identifying the history transactions. It occurs 1 to 15 times depending on value of previous field.
Message ID	X(05)	Identifies the transaction type being returned. Valid values: A0210 = Financial Transaction A0212 = Financial Transaction Advice A0230 = Force Post Financial Transaction A0632 = Financial Adjustment M0556 = Benefit Add M0558 = Benefit Change S1014 = Benefit Aging F3110 = Direct Deposit Release F4214 = Benefit Add through Batch F4230 = Benefit Change through Batch
Transmission Date and Time of the segment	9(14)	Date and time of the original transaction.
Transaction Type (continued)	X(03)	Identifies the financial transaction type. Valid values: ADJ = Adjustment AUT = Online Benefit Authorization BAU = Batch Benefit Authorization BCH = Benefit Change CAN = Benefit Cancellation CDD = Cash Direct Deposit CP = Cash Purchase CW = Cash Withdrawal FRV = SNAP Benefit Return Void FSP = SNAP Benefit Purchase FSR = SNAP Benefit Return NFD = Non-Clearing SNAP Benefit Adjustment (FS Repayment) NCD = Non-Clearing Cash Adjustment (CA Repayment) VAF = SNAP Voice Auth Purchase VAR = SNAP Voice Auth Return VCF = Voucher Clear Purchase

Field Name	Format	Comments
		VCR = Voucher Clear Return FVO = SNAP Benefit Purchase Void FSC = SNAP Benefit Conversion
Transaction Reject Reason	X(02)	Two-position field indicating the status of the transaction (see list below). The field is spaces unless transaction was rejected.
Reversal Reason	X(02)	Spaces unless transaction is a reversal. Valid values: Ø1 = Phone Line Malfunction Ø2 = Acquirer Terminal communication error Ø3 = System time out Ø4 = Acquirer terminal malfunction 06 = Switch terminal communication error 07 = Switch Terminal malfunction 08 = late or unsolicited reply 13 = Customer cancel (void last)
PAN (Card)	X(19)	Card number of client left justified, space filled. Spaces if no card used.
PAN Sequence Nbr	X(05)	Generation number of the card; left justified, space filled. Spaces if no card used.
Transaction Amount	s9(9)v99	
Merchant ID	X(07)	EBT-vendor-assigned merchant ID.
Terminal ID	X(15)	Terminal ID used on transaction.
Reg "E" Data	X(85)	Merchant name and location.
FNS Number	X(07)	Merchant identifier of the SNAP Benefit authorized merchants.
Terminal Sequence Nbr	X(15)	Sequential number assigned by the terminal to each transaction occurring at the terminal.
Number of Benefit Segments following	9(02)	This value identifies the number of the following benefit segments that contain data.
Benefit Segment		The segment identifying the data regarding benefits available on the case. This segment occurs 5 times (contains spaces if unused).
Benefit Type	X(08)	Valid benefit type as defined in section 2, <i>System Codes</i> .
Authorization Number	X(10)	The unique benefit identifier.
Available Balance	s9(5)v99	Balance available to the client.
Original Balance	s9(5)v99	Original amount of the benefit.
Tran Applied Amount	s9(5)v99	The amount of the benefit applied to the transaction.

Field Name	Format	Comments
Continuation Data	X(144)	Either low values if no more records, or a key on where to continue search if more records are available.

### Transaction Reject Reason Codes

The following is a complete list of valid reject reason codes within the EBT system.

The following codes are valid when replying to an ATM, POS, or voice authorization transaction (such as client transactions).

∕F	Invalid Terminal Number
∕I	Invalid PIN
∕J	Invalid transaction type
∕P	Cardholder not on file
∕S	No account on file
∕U	No/insufficient funds
CA*	Store not defined - (RK)
CB*	PIN not selected - (b/I)
CC*	Bad card status - (RK)
CD*	Return would cause benefit balance to exceed benefit authorization - (RK)
CE*	No ACH totals available to merchant - (RK)
CF*	PIN already selected - (RK)
CG*	Bad FNS status for merchant - (RK)
CH*	Bad store status - (RK)
CI*	Duplicate transaction - (RK)
ND	Lost/stolen card
NH	Expired card
NK	Benefits on hold
NR	PIN tries exceeded
QC	Invalid Service Type - Voice auth reason not valid for this merchant type
PE	Function unavailable
RK	System malfunction

\*Indicates a code that cannot be forwarded to third party interfaces. The replacement code is listed at end of the description.

### Financial History Response - Error

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Copied from input.
USERID	X(08)	Copied from input.

Field Name	Format	Comments
Agency	X(06)	Copied from input.
Local Office Code	X(03)	Copied from input.
Message ID	X(05)	Message identifier, must be "H6121".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	Completion code for this request - "01" indicates that the request failed.
Reject Reason	X(06)	A six-character reason for the reject, this field is only present if the reason code is not zero.
Reject Description	X(70)	A description of the reject reason, this field is only present if the reason code is not zero.

### Case/Client Add, Change & Delete Messages

#### M0540 - Case/Client Add

This transaction is used to add a new client to the EBT system.

#### Case/Client Add Request

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message Identifier - must be "M0540"
Transmission Date and Time	9(14)	Local transmission date and time CCYYMMDDHHMMSS
Case Number	X(14)	The Rhode Island eligibility system case number. Number is left justified, space filled.
Local Office Code	X(03)	District/Office code of the user making the request.
Case Load ID	X(12)	Required; Case Load ID assigned to the case.
Client Segment		The segment identifying the data regarding the client being added to the case.
Client Type	X(02)	See section 2, <i>System Codes</i> for a list of valid values.
Client last name	X(20)	Required; Last name of client.
Client first name	X(15)	Required; First name of client

Field Name	Format	Comments
Client Middle Initial	X(01)	Optional; Middle initial of client
Street Address 1	X(30)	Optional
Street Address 2	x(30)	Optional
City	X(20)	Optional
State	X(02)	Optional
Zip Code	X(09)	Optional
Birthdate	X(08)	Required; CCYYMMDD
Social Security Number	X(9)	Optional. The client's social security number, 9 numeric digits.
Password	X(16)	Optional. The password for client identification.
Restaurant Indicator	X(1)	Indicates eligibility for restaurant meals: Y = Yes N = No

### Case/Client Add Response

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0550".
Transmission Date and Time	9(14)	Copied from input
Response Code	X(02)	Completion code for this request - "00" indicates the request was successful; "01" indicates that the request failed.
Reject Reason	X(06)	A six-character reason for the reject. This field is only present if the Response code is not zero.
Reject Description	X(70)	A description of the reject reason. This field is only present if the Response code is not zero.

### Processing Rules:

1. Reject Reason and Reject Description will only be provided if the Response Code is non-zero.
2. The primary client on the case must be added before the alternate can be added.

### **11.9.6 M0542 - Case/Client Change**

This transaction is used to change information on an existing client on the EBT system.

#### **Case/Client Change Request**

<b>Field Name</b>	<b>Format</b>	<b>Comments</b>
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifies of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0542".
Transmission Date and Time	9(14)	Local transmission date and time. CCYYMMDDHHMMSS
Case Number	X(14)	Rhode Island eligibility system case number. Number is left justified, space filled.
Current Client Type	X(02)	See section 2, <i>System Codes</i> for a list of valid values.
Local Office Code	X(03)	District/Office code of the user making the request.
Case Load ID	X(12)	Required; Case Load ID assigned to the case.
Client Segment		The segment containing data for the client being updated.
New Client Type	X(02)	See section 2, <i>System Codes</i> for a list of valid values.
Client last name	X(20)	Last name of client.
Client first name	X(15)	First name of client.
Client Middle Initial	X(01)	Middle initial of client.
Street Address 1	X(30)	Street address #1 of client.
Street Address 2	X(30)	Street address #2 of client.
City	X(20)	City of client.
State	X(02)	State of client.
Zip Code	X(09)	Zip code of client.
Birthdate	X(08)	CCYYMMDD
Social Security Number	X(09)	Client social security number, 9 numeric digits.
Password	X(16)	Optional. Password for client information.
Restaurant Indicator	X(1)	Indicates eligibility for restaurant meals: Y = Yes N = No

***Processing Rules:***

1. Fields filled with all asterisks (\*) will not be changed.
2. Fields containing spaces on a change request will be spaced out. For example, if the State wishes to “erase” a client’s password, a change request would be send with the Password field set to spaces. The only fields that can be blanked out (erased) are as follows:
  - Address Information
  - Social Security Number
  - Password
3. The only fields that can be changed are as follows:
  - Client Type
  - Client Name
  - Address Information
  - Birthdates
  - Social Security Number
  - Password
  - Local Office Code
4. If the State attempts to change the client type to a type that has already been assigned to another alternate on the case, the request will be rejected. The client types are mutually exclusive within each of their respective client types. In other words, there can only be one primary on the case as well as only one first alternate.

For example, if a client with a type of PF is on the account, another client with a type code of PC cannot be added to the system. However, an alternate client with a client code of 1C, 1F, or 1B can be added to the system. The first character identifies the respective alternate and the second character identifies the benefit they have access to.

The State allows a maximum of two alternates under one case number. Therefore, there can only be one alternate labeled as 1. Second alternates on a case are identified as 2. For example, a protective payee and an authorized representative on a case would be labeled as 1C and 2F.

5. The client type links the client to all available benefits on the case that the client type is eligible for. For example, if a client is changed from a PF to a P, that client should then be linked to the cash benefits on that case. If a client is changed from a P to a PF, the client will still have access to existing cash benefits, but will not be linked to future cash benefits.

If any of the above conditions are not met, an error will be generated and the entire request will be rejected.

### Case/Client Change Response

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08) Unique identifier	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0552".
Transmission Date and Time	9(14)	Copied from input
Response Code	X(02)	Completion code for this request - "00" indicates the request was successful; "01" indicates that the request failed.
Reject Reason	X(06)	A two-character reason for the reject. This field is only present if the response code is not zero.
Reject Description	X(70)	A description of the reject reason. This field is only present if the response code is not zero.

#### ***Processing Rules:***

Reject Reason and Reject Description will only be provided if the Response Code is non-zero.

## **M0544 - Case/Client Delete**

This transaction is used to delete an existing client off of a case on the EBT system.

### **Case/Client Delete Request**

<b>Field Name</b>	<b>Format</b>	<b>Comments</b>
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0544".
Transmission Date and Time	9(14)	Local transmission date and time CCYYMMDDHHMMSS
Case Number	X(14)	The Rhode Island eligibility system case number. The number is left justified, space filled.
Client Type	X(02)	See section 2, <i>System Codes</i> for a list of valid values.

### ***Processing Rules:***

1. The primary client on the case cannot be deleted.
2. The card that belongs to the client being deleted must be statused to a status other than *Active* or *Inactive*.

If any of the above conditions are not met, an error will be generated and the entire request will be rejected.

### **Case/Client Delete Response**

<b>Field Name</b>	<b>Format</b>	<b>Comments</b>
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0554".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	The completion code for this request - "00" indicates the request was successful; "01" indicates that the request failed.

Field Name	Format	Comments
Reject Reason	X(06)	A six-character reason for the reject. This field is only present if the response code is not zero.
Reject Description	X(70)	A description of the reject reason. This field is only present if the response code is not zero.

***Processing Rules:***

Reject Reason and Reject Description will only be provided if the Response Code is non-zero.

**Card Issue, Reissue, and Status Messages**

**M0506 - Card Issue**

The Card Issue is for initiating assignment and issuance of a card that will either be issued over the counter by the State or mailed to the client by the State. This Card Issue request will only be used for a client that has never been issued a card. If any benefits are available on the case that the client should have access to, the benefits will be available to the client as soon as the PIN has been selected.

**Card Issue Request**

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0506".
Transmission Date and Time	9(14)	Local transmission date and time. CCYYMMDDHHMMSS
Case Number	X(14)	The Rhode Island eligibility system case number. The number is left justified, space filled.
Client Type	X(02)	See section 2, <i>System Codes</i> for a list of valid values.
PAN (Card)	X(19)	The card number being issued to the recipient, left justified, space filled. (Not used in Rhode Island.)
Cash Distribution Restriction	X(01)	A = Client is restricted to using an ATM for cash withdrawal. P = Client is restricted to using a POS device for cash withdrawal. / = Indicates there are no restrictions.

Field Name	Format	Comments
Issue Card	X(1)	Required Y = Yes N = No
Generate PIN	X(1)	Required Y = Yes N = No

***Processing Rules:***

1. The State will indicate if a PIN should be generated via the *Generate PIN* flag.
2. If the *Generate PIN* flag is set to N, the client will select their PIN via the POS device in the local office.
3. Expedited issuance is handled in the same manner as the normal issuance.
4. If a PAN is present in the message, the *Issue Card* flag must be set to N. (The State will use blank card stock, so therefore, the PAN field will be blank, but will remain in the message.)
5. If a PAN is not present in the message, the *Issue Card* flag must be set to Y. (The State will use blank card stock, so therefore, the PAN field will be blank, but will remain in the message.)
6. The client receiving the card must exist on the case within the EBT system.
7. The client cannot have been issued a card previously.
8. The State sends in the online *Card Issue* message with the *Issue Card Flag* set to Y. The EBT system vendor generates a card number, links it to the client and sends it back to the State in the *Card Issue Response* message. The State produces the card using the DataCard 150i. The State has created an interface to the 150i to emboss and encode the cards. The State uses blank card stock. The client is then issued the card over-the-counter, or in certain instances, the State will mail the card to the client after it is produced. The State procured Datacard equipment SD260, the State will produce the card using the DataCard SD2760 in the future. The State will create an interface to the SD260 to print and encode the cards. The State uses blank card stock. The client is then issued the card over-the-counter, or the State will mail the card to the client after it is produced. The State reserves the right to procure additional EBT equipment with new interfaces during the contract period.

If any of the above conditions are not met, an error will be generated and the entire request will be rejected.

### Card Issue Response - Normal

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0516".
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	00 = Indicates the request was successful.
PAN (Card)	X(19)	Card number being issued to the client. Left justified, space filled.

#### ***Processing Rules:***

Reject Reason and Reject Description will only be provided if the Response Code is non-zero.

### Card Issue Response - Error

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0516".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	01 = Indicates that the request failed.
Reject Reason	X(6)	A six-character reason for the reject. This field is only present if the Response Code is not zero.
Reject Description	X(70)	A description of the reject reason. This field is only present if the Response Code is not zero.

#### ***Processing Rules:***

Reject Reason and Reject Description will only be provided if the Response Code is non-zero.

## **M0520 - Card Reissue**

The Card Reissue is for initiating assignment and issuance of a replacement card that will either be issued over the counter by the State or mailed to the client by the State. The Card Reissue Request message is used for a client that has previously been issued a card. If any benefits are available on the case that the client should have access to, the benefits will be available to the client as soon as the PIN has been selected.

### **Card Reissue Request**

<b>Field Name</b>	<b>Format</b>	<b>Comments</b>
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0520".
Transmission Date and Time	9(14)	Local transmission date and time. CCYYMMDDHHMMSS
Case Number	X(14)	The Rhode Island eligibility system case number. The number is left justified, space filled.
Client Type	X(02)	See section 2, <i>System Codes</i> for a list of valid values.
New PAN (Card)	X(19)	Optional. The card number being issued to the recipient, left justified, space filled. (Not used in Rhode Island.)
Cash Distribution Restriction	X(01)	A = Client is restricted to using an ATM for cash withdrawal. P = Client is restricted to using a POS device for cash withdrawal. Ø = Indicates there are no restrictions.
Old PAN (Card)	X(19)	Required. The previous card number issued to the recipient, left justified, space filled.
Issue Card	X(1)	Required Y = Yes N = No
Generate PIN	X(1)	Required Y = Yes N = No

#### *Processing Rules:*

1. The PIN carries over to the replacement card unless the *Generate PIN* flag is set to Y.

2. If the *New Pan* field is filled, the *Issue Card* flag must be set to N. (The State will use blank card stock, so therefore, the *New PAN* field will be blank, but will remain in the message.)
3. The client receiving the card must exist on the case within the EBT system.
4. The client must have been previously issued a card.
5. The previous card must be at a status other than *Active* or *Inactive*.
6. The State will send in the online *Card Reissue* message with the *Issue Card Flag* set to Y. The EBT system vendor will generate a card number, link it to the client and send it back to the State in the *Card Reissue Response* message. The State will produce the replacement card using the SD260 The State will create an interface to the SD260 to emboss and encode the cards. The State will use blank card stock. The client will then be issued the replacement card over-the-counter or in certain instances, the State will mail the replacement card to the client after it is produced. The State procured Datacard equipment SD260, the State will produce the card using the DataCard SD260 or updated model in the future. The State will create an interface to the SD260 to print and encode the cards. The State will use blank card stock. The client is then issued the card over-the-counter, or the State will mail the card to the client after it is produced. The State reserves the right to procure additional EBT equipment with new interfaces during the contract period.
7. The State is considering the option of having the client contact the EBT provider to request a replacement card which in turn the EBT provider will forward the data to the EBT printer for mailing and distribution.

If any of the above conditions are not met, an error will be generated and the entire request will be rejected.

**Card Reissue Response - Normal**

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06) Agency code.	
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0530".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	00 = Indicates the request was successful.
PAN (Card)	X(19)	Card number being issued to the client. Left justified, space filled.

**Processing Rules:**

Reject Reason and Reject Description will only be provided if the Response Code is non-zero.

**Card Reissue Response - Error**

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0530".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	01 = Indicates that the request failed.
Reject Reason	X(06)	A six-character reason for the reject. This field is only present if the Response code is not zero.
Reject Description	X(70)	A description of the reject reason. This field is only present if the Response code is not zero.

**Processing Rules:**

Reject Reason and Reject Description will only be provided if the Response Code is non-zero.

**M0508 - Card Change Transaction**

The Card Change transaction will allow certain fields to be modified for the Card Record on the EBT system database. These fields are:

- Card Status
- PIN Selected
- Cash Distribution

**Card Change Request**

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0508".

Field Name	Format	Comments
Transmission Date and Time	9(14)	Local transmission date and time. CCYYMMDDHHMMSS
Case Number	X(14)	The Rhode Island eligibility system case number. The number is left justified, space filled.
PAN (Card)	X(19)	The card number being updated, left justified, space filled.
PAN (Card) Status	X(02)	The current card status. Valid values: <del>A</del> = Active A1 = Card Stolen A2 = Card Lost A3 = Payee Changed A5 = Card Damaged A6 = Undelivered IA = Inactive Z1 = Canceled/Deactivated
PIN Selected Flag	X(01)	Y = customer has selected their PIN N = customer has not selected their PIN
Cash Distribution Restriction	X(01)	A = Client is restricted to using an ATM for cash withdrawal. P = Client is restricted to using a POS device for cash withdrawal. <del>A</del> = Indicates there are no restrictions.

**Processing Rules:**

Fields that should not be modified will contain all asterisks (\*).

**Card Change Response**

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0518".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	00 - Indicates the request was successful.
Reject Description	X(70)	A description of the reject reason. This field is only present if the Response code is not zero.

**Processing Rules:**

Reject Reason and Reject Description will only be provided if the Response Code is non-zero.

### Card Change Response - Error

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0518".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	01 - Indicates that the request failed.
Reject Reason	X(06)	A six-character reason for the reject reason. This field is only present if the Response code is not zero.
Reject Description	X(70)	A description of the reject reason. This field is only present if the Response code is not zero.

#### ***Processing Rules:***

Reject Reason and Reject Description will only be provided if the Response Code is non-zero.

### Benefit Issuance, Change Messages

#### **M0546 - Benefit Issuance**

This transaction will add a benefit to a case on the EBT system and link it to the clients on the case based upon their client type. The benefit will become available immediately to the recipients on the case (assuming the client has a valid card) on the availability date specified.

This online message is used as needed.

#### **Benefit Issuance Request**

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0546".
Transmission Date and Time	9(14)	Local transmission date and time. CCYYMMDDHHMMSS

Field Name	Format	Comments
Case Number	X(14)	The Rhode Island eligibility system case number. The case number is left justified and space filled.
Benefit Type	X(08)	Valid benefit type as defined in section 2, <i>System Codes</i> .
Authorization Number	X(10)	Unique benefit identifier.
Benefit Status	X(01)	Current Status of the benefit. Valid value: A = Active H = Hold
Benefit Amount	s9(5)v99	Amount of the benefit.
Availability Date	9(08)	The date the benefit is available to the client. CCYYMMDD

***Processing Rules:***

Benefit amount must be greater than zero, and cannot exceed the maximum online benefit amount agency parameter of \$1600.00.

**Benefit Issuance Response**

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0556".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	00 = Indicates the request was successful. 01 = Indicates that the request failed.
Reject Reason	X(06)	A six-character reason for the reject. This field is only present if the response code is not zero.
Reject Description	X(70)	A description of the reject reason. This field is only present if the response code is not zero.

***Processing Rules:***

Reject Reason and Reject Description will only be provided if the Response Code is non-zero.

**M0548 - Benefit Change**

This message is used to change the status of a benefit before its availability date. The Benefit Status is the only field that can be changed on the benefit record.

### Benefit Change Request

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0548".
Transmission Date and Time	9(14)	Local transmission date and time. CCYYMMDDHHMMSS
Case Number	X(14)	The Rhode Island eligibility case number, left justified, space filled.
Benefit Type	X(08)	The valid benefit type as defined in section 2, <i>System Codes</i> .
Authorization Number	X(10)	Unique benefit identifier.
Benefit Status	X(01)	Current status of the benefit. Valid values: A = Active H = Hold C = Canceled

### Benefit Change Response

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0558".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	00 = Indicates the request was successful. 01 = Indicates that the request failed.
Reject Reason	X(06)	A six-character reason for the reject. This field is only present if the response code is not zero.
Reject Description	X(70)	A description of the reject reason. This field is only present if the response code is not zero.

#### **Processing Rules:**

1. Reject Reason and Reject Description will only be provided if the Response Code is non-zero.

2. Benefit status cannot be changed after the availability date has been reached . For example, the current date must be less than the availability date.

## Repayment and SNAP Benefit Cash Out

### M0422 - Repayment

This transaction is used to adjust the available balance amount of a benefit when a client voluntarily requests the claim repayment.

#### Repayment Request

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.
Message ID	X(05)	Message identifier, must be "M0422".
Transmission Date and Time	9(14)	Local transmission date and time. CCYYMMDDHHMMSS
Case Number	X(14)	The Rhode Island eligibility system case number, left justified, space filled.
PAN (Card Number)	X(19)	Card number of the recipient, left justified, space filled
Transaction Amount	s9(5)v99	Enter actual amount for adjustment request (to reduce benefit).
Message ID	X(05)	Message identifier, must be "M0422".
Benefit Class	X(2)	Class of benefit being adjusted. FS = SNAP Benefit CA = Cash

#### *Processing Rules:*

1. Repayment crossing multiple benefits will be adjusted by dispense priority.
2. Repayments will be non-settling transactions. The transaction will decrease the value of the database.

#### Repayment Response - Normal

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Copied from input.
USERID	X(08)	Copied from input.
Agency	X(06)	Copied from input.
Local Office Code	X(03)	Copied from input.
Message ID	X(05)	Message identifier, must be "M0432".

Field Name	Format	Comments
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	00 = Indicates the request was successful.
PAN (Card Number)	X(19)	Copied from input.
Benefit Class	X(2)	Class of benefit being adjusted. FS = SNAP Benefit CA = Cash
Adjusted Amount	s9(5)v99	Actual amount of adjustment (benefit reduction).
Available Balance	s9(5)v99	The remaining benefit amount following the subtraction of the adjustment.

### Repayment Response - Error

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Copied from input.
USERID	X(08)	Copied from input.
Agency	X(06)	Copied from input.
Local Office Code	X(03)	Copied from input.
Message ID	X(05)	Message identifier, must be "M0432".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	01 = Indicates that the request failed.
Reject Reason	X(06)	A six-character reason for the reject. This field is only present if the response code is not zero.
Reject Description	X(70)	A description of the reject reason. This field is only present if the response code is not zero.

### M0660 - SNAP Benefit Cash Out

The SNAP benefit Cash Out transaction converts SNAP benefit authorizations to cash benefit authorizations. This function is currently handled through the EBT system via the transaction sent to it from RIBridges.

### SNAP Benefit Cash Out Request

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Unique identifier of the terminal from where the user is making the request.
USERID	X(08)	Unique identifier of the user making the inquiry request.
Agency	X(06)	Agency code.
Local Office Code	X(03)	District/Office code of the user making the request.

Field Name	Format	Comments
Message ID	X(05)	Message identifier, must be "M0660".
Transmission Date and Time	9(14)	Local transmission date and time CCYYMMDDHHMMSS
PAN (Card Number)	X(19)	The card number of the recipient, left justified and space filled.
Method	X(8)	Constant = CASHMAP

**Processing Rules:**

1. The benefit authorization number will remain the same from the SNAP benefit authorization to the new cash authorization.
2. The SNAP benefit Cash Out process (converting SNAP benefits to cash) will be reported back to the State as 2 transactions.
  - 1<sup>st</sup>- As a CO – SNAP benefit Conversion.
  - 2<sup>nd</sup>- As an AT - Authorization Added from an Administrative Terminal.

The benefit type will convert from a SNAP benefit type to a cash benefit type.

3. The SNAP benefit Cash Out transactions are non-settling.
  - a) A SNAP benefit conversion transaction will decrease the client’s SNAP benefits by the total amount in their account. This transaction will be reported on the *Daily Activity - Authorization Report* with a transaction type of SNAPC (SNAP benefit Conversion). The transaction will also be returned to the State in the *Daily History Extract File* with a reporting category of CO (SNAP benefit Conversion).
  - b) The SNAP benefits are drawn down to zero. The liability on the EBT system database is reduced.
  - c) The EBT system vendor will report this to FNS via AMA. This reduces the letter of credit.
  - d) A corresponding cash benefit is created with the same authorization number as the original SNAP benefit authorization. This transaction will be reported on the *Daily Activity - Authorization Report* with a transaction type of AU (Authorization Added from a Batch Maintenance File) . The transaction will also be returned to the State in the *Daily History Extract File* with a reporting category of AT (Authorization Added from an Administrative Terminal).
  - e) The client’s cash benefit, as well as the liability on the EBT system database, is increased by the amount of the converted cash benefit.
  - f) The State will fund the converted cash benefit as any other cash program.

g) The converted cash benefit will be settled as any other cash benefit. When the client accesses the cash benefit, it will be reported on the *Daily Activity - Terminal Report* with a transaction type of CW (Cash Withdrawal). The transaction will also be returned to the State on the *Daily History Extract File* with a reporting category of CL (Client-Initiated Transaction). At this time, the transaction will settle as any other cash transaction where the acquirer is credited and the State is debited.

4. Card and benefit links:

a) Once the SNAP benefit is converted to cash benefits, only those clients with cash access will be able to access the benefits.

b) All SNAP benefits on a case will be converted to the appropriate cash benefit that the State will define. For example, if a case contains the following:

FSNPA (SNAP non-public assistance) = \$100.00

FSPA (SNAPs regular) = \$100.00

The SNAP (SNAP benefit) balance on a card with SNAP access would be \$200.00. The State will Cash Out all the SNAP benefits, the SNAP NPA benefit will be converted to a cash benefit type and the SNAP PA benefit will be converted to another cash benefit type. These would then show up as two cash authorizations.

**SNAP Benefit Cash Out Response - Normal**

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Copied from input.
USERID	X(08)	Copied from input.
Agency	X(06)	Copied from input .
Local Office Code	X(03)	Copied from input.
Message ID	X(05)	Message identifier, must be "M0670".
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	00 = Indicates the request was successful.
PAN (Card Number)	X(19)	Copied from input.
Converted Amount	s9(5)v99	Amount of SNAP Benefits that were converted to cash.
SNAP benefit Balance	s9(5)v99	Remaining SNAP benefit balance following the Cash Out.
Cash Balance	s9(5)v99	Remaining cash balance following the Cash Out.

**SNAP Benefit Cash Out Response - Error**

Field Name	Format	Comments
Admin. Terminal Term ID	X(08)	Copied from input.
USERID	X(08)	Copied from input.
Agency	X(06)	Copied from input.
Local Office Code	X(03)	Copied from input.
Message ID	X(05)	Message identifier, must be "M0670".

Field Name	Format	Comments
Transmission Date and Time	9(14)	Copied from input.
Response Code	X(02)	01 = Indicates that the request failed.
Reject Reason	X(06)	A six-character reason for the reject. This field is only present if the response code is not zero.
Reject Description	X(70)	A description of the reject reason. This field is only present if the response code is not zero.

#### 4.3.1.6 Authorized Representatives and Alternate Payees

RIBridges allows a maximum of one alternate payee (additional client with an EBT card and access to benefits) for cash benefits and one alternate payee for SNAP benefits for each case. One alternate payee may be allowed access to only SNAP benefit benefits, only cash benefits, or both benefit types, depending on the needs of the case. However, a case may not have two alternate payees who *both* have access to SNAP benefit or who *both* have access to cash benefits.

#### 4.3.1.7 Benefit Authorization and Cancellation

RIBridges transmits benefit authorizations via the Benefit Maintenance File as described in the *Batch File Formats* section. Upon receipt of the Benefit Maintenance File, the EBT vendor returns a confirmation of such receipt and a file of any edits that occurred when processing the received batch file. Edits are sufficiently informative to allow the State to correct the deficiency and retransmit the transactions correctly. Confirmation is sent the day following receipt of the Benefit Maintenance File from the State.

#### 4.3.1.8 Benefit Availability

Cash benefits are available the 1st and 16th of the month. Benefits must be available to the clients by 5:00 a.m. Eastern time.

SNAP benefit benefits are available on the 1st of the month. Benefits must be available to the clients by 5:00 a.m. Eastern time.

Online benefits are available immediately.

#### 4.3.1.7 Benefit Cancellations

The EBT vendor has the capability to receive and process a batch cancellation of a benefits file previously sent by the State. Cancellation is allowed up to the date for benefit availability stated in *Benefit Availability* section.

#### 4.3.1.10 Benefit Aging

The EBT system must support benefit aging at the *benefit* level.

Each month the EBT vendor sends the State a Benefit Aging File, which is an extract file of all benefits falling into the aging periods specified by the State. The vendor must support four aging periods for reporting on benefits not utilized by a client. The system contains a Date Last Used

field which indicates the last time there was activity against a particular benefit. The file includes a header record, a detail record for each benefit being reported on, and a trailer record. The detail record includes an aging indicator that identifies the aging period for the benefit (1, 2, 3, or 4) as well as the remaining balance on the benefit.

The periods used in the State’s aging process include the aging period start date to the next aging period start date minus one. The State’s calendar month, for the aging purposes, is set to start on the 25<sup>th</sup> of the month. The inclusive period for the aging run will be the 25<sup>th</sup> of the previous month and the 30 days before that date. The following table illustrates the inclusive dates for each period for aging runs occurring for three subsequent months when the monthly cutoff date is set to the 25<sup>th</sup>:

Aging Run Date	Period 1 Inclusive Dates	Period 2 Inclusive Dates	Period 3 Inclusive Dates	Period 4 Inclusive Dates
July 25, 2012	05/26/12 - 06/25/12	04/26/12 - 05/25/12	07/26/11 - 04/25/12	Older than 07/25/11
August 25, 2012	06/26/12 - 07/25/12	05/26/12 - 06/25/12	08/26/11 - 05/25/12	Older than 08/25/11
September 25, 2012	07/26/12 - 08/25/12	06/26/12 - 07/25/12	09/26/11 - 06/25/12	Older than 09/25/11

**4.3.1.10.2 TANF cash** benefit authorizations are purged after three months with no activity. However, the purge process removes only the benefit authorization that is three months old or older. Benefit authorizations that are less than three months old remain in the account.

**SNAP benefit authorizations are purged after 365 days with no activity. The purge process removes only benefit authorizations that are 365 days old or older. Benefit authorizations that are less than 365 days old remain in the account.**

## 4.4 Cards and PINs

### 4.4.1.3 Multiple Cards Per Individual Account

Rhode Island allows additional EBT cards for a maximum of one alternate payee for cash benefits and one alternate payee for SNAP benefit for each case. One alternate payee may be allowed access to only SNAP benefit, only cash benefits, or both benefit types, depending on the needs of the case. However, a case may not have two alternate payees who *both* have access to SNAP benefit or who *both* have access to cash benefits.

Rhode Island does not issue temporary EBT cards.

### 4.4.1.6 Card Number/BIN Number

Rhode Island’s BIN number is 507682.

#### 4.5.1 Card Issuance Services

The EBT vendor supplies blank card stock to the Rhode Island DHS. Authorized DHS staff produce and issue the individual EBT cards.

Existing EBT cards will remain in use without replacement. The EBT vendor will ensure that no disruption of service or benefits to existing clients occurs during the conversion to the new system.

#### 4.5.2 EBT Card Stock Production

The EBT vendor will provide EBT card stock that complies with the State’s required design.

#### Retention of Current Card Production Process

Rhode Island will continue its current card production and issuance process.

#### 4.5.11 Card Design

Rhode Island is currently using a “Flat” card design and bulk production process. On the back of the card is:

- Magnetic stripe with standard Track II encoding. See the Track II Encoding section (below) for a detailed description of the magnetic stripe Track II encoding.
- Cardholder signature line
- Instructional information (for example, the return address for lost or stolen cards).
- Quest® logo.
- ARU phone number for clients' and retailer customer service.

No PIN information is included on the card.

Cardholders receive a card carrier along with their EBT card to protect its magnetic stripe. The outside of the card carrier contains non-discrimination language approved by the FNS.

#### Track II Encoding

Information Format	Number of Characters	Notes
Start Sentinel	1	;
Primary Account Number	16 digits	507682 NNNNNNNNNN C where: 507682 Rhode Island’s ISO N a 9-digit number that uniquely identifies the card C a check digit
Field Separator	1	=
Expiration Date	4	4912
Service Code	3	120
Card Authentication Value (CAV)	3	NNN

Information Format	Number of Characters	Notes
Generation Number	2	00-99
Longitudinal Redundancy Check	1	[space]

#### 4.3.1.6 Authorized Representative and Alternate Payee Cards

Rhode Island allows a maximum of one alternate payee for cash benefits and one alternate payee for SNAP benefit for each case. One alternate payee may be allowed access to only SNAP benefit only cash benefits, or both benefit types, depending on the needs of the case. However, a case may not have two alternate payees who *both* have access to SNAP benefit or who *both* have access to cash benefits. For details of the alternate payee types, refer to the Client Type Codes in section 2, *System Codes*.

Alternate payees are maintained through the online interface with RIBridges. No batch client maintenance for alternate payees is ever performed. Alternate payees are automatically maintained on the EBT system through the integrated online system whenever payee information is changed in the RIBridges database. The Client Add, Client Change, and Client Delete functions are all used for this processing.

The same graphic design and numbering system is used for all EBT cards. Each individual is issued only one EBT card which provides all of the authorized access for that individual.

#### 4.4.1.8 ARU PIN Selection

Rhode Island does not allow ARU PIN selection functionality at this time.

#### 4.5.14 PIN Selection Via Hardware Device

Rhode Island uses this functionality and will continue to do so.

#### 4.5.15 PIN Selection

Currently a small number of cardholders require the EBT vendor to assign a unique PIN. In these cases, the EBT vendor sends a PIN mailer to the cardholder informing them of their PIN. Requests for mailed PIN selection are sent to the EBT vendor via the online interface.

The State anticipates all cards (new and replacements) will be pinned through the EBT contractor via Interactive Voice Response (IVR) or through the internet. The EBT contractor must provide capability for cardholders to pin through **both** the IVR and the internet. In the event the IVR is unavailable the contractor must provide an alternate method to pin.

## **5.1 Administrative Functionality**

### **5.1.5 Update Functionality**

Administrative functionality is provided via a host-to-host configuration with the vendor's EBT system. For detailed information, refer to the *Online Interface Messages* section of 3.2.

#### **5.1.10 Administrative System Manual**

The EBT vendor must provide one copy of the Administrative System manual in Word 2016 format.

#### **5.1.11 Fraud Investigator Accounts**

The Rhode Island DHS establishes accounts and issues EBT cards for fraud investigators through RIBridges using the standard account setup and card issuance processes. System codes have been defined within RIBridges to specifically identify fraud investigator accounts (refer to section 2, *System Codes*).

Reports provided by the EBT vendor break by benefit prefix to summarize all cash benefits, SNAP benefits, and benefits issued to fraud investigators.

#### **5.1.6 Transaction History Conversion**

Rhode Island maintains a 90-day online history.

To support the conversion process, the State will send the EBT vendor a batch Case/Client Maintenance File. This file will be used to add case and client information to the new EBT system database. The record formats included in the Case/Client Maintenance File are detailed below.

## **5.2 Direct Deposit**

Rhode Island does not currently use direct deposit for EBT benefits. The State reserves the right to obtain direct deposit services from this contract as stated in the RFP, section 5.2.1.

## **6 Settlement and Reconciliation**

### **Fraud Reports**

Rhode Island currently uses the daily account history provided through the Extract Daily History File sent by the EBT vendor for fraud detection and reporting. This file is described in the *Batch File Transmissions* section. Alternative methods for fraud reporting will be considered during the detailed design.

## Customer Service

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

Specifications on the methods to be used for verification of the caller's identity will be determined during the detailed design.

## 10 Cash Access

Below is a recent summary of cash withdrawals by Zip code.

Zip code	County	Cash/Month	Cash/Day
02801	NEWPORT	\$0.00	\$0.00
02802	PROVIDENCE	\$0.00	\$0.00
02804	WASHINGTON	\$1,679.00	\$83.95
02806	BRISTOL	\$1,679.00	\$83.95
02807	WASHINGTON	\$0.00	\$0.00
02808	WASHINGTON	\$6,031.00	\$301.55
02809	BRISTOL	\$10,232.00	\$511.60
02812	WASHINGTON	\$1,208.00	\$60.40
02813	WASHINGTON	\$2,032.00	\$101.60
02814	PROVIDENCE	\$1668.00	\$83.40
02815	PROVIDENCE	\$0.00	\$0.00
02816	KENT	\$27,792.00	\$1,389.60
02817	KENT	\$2,450.00	\$122.50
02818	KENT	\$6,553.00	\$327.65
02822	WASHINGTON	\$2539.00	\$126.95
02823	PROVIDENCE	\$0.00	\$0.00
02825	PROVIDENCE	\$3,873.00	\$193.65
02826	PROVIDENCE	\$0.00	\$0.00
02827	KENT	\$449.00	\$22.45
02828	PROVIDENCE	\$3090.00	\$154.50

02829	PROVIDENCE	\$0.00	\$0.00
02830	PROVIDENCE	\$4,096.00	\$204.80
02831	PROVIDENCE	\$1,161.00	\$78.45
02832	WASHINGTON	\$1,569.00	\$78.45
02833	WASHINGTON	\$0.00	\$0.00
02835	NEWPORT	\$327.00	\$16.35
02836	WASHINGTON	\$0.00	\$0.00
02837	NEWPORT	\$449.00	\$22.45
02838	PROVIDENCE	\$2,718.00	\$371.90
02839	PROVIDENCE	\$2,718.00	\$135.90
02840	NEWPORT	\$49,607.00	\$2,480.25
02842	NEWPORT	\$11,863.00	\$593.15
02852	WASHINGTON	\$16,627.00	\$831.35
02857	PROVIDENCE	\$2,055.00	\$102.75
02858	PROVIDENCE	\$1,009.00	\$50.45
02859	PROVIDENCE	\$7,683.00	\$384.15
02860	PROVIDENCE	\$201,670.00	\$10,083.50
02861	PROVIDENCE	\$49,133.00	\$2,456.65
02862	PROVIDENCE	\$0.00	\$0.00
02863	PROVIDENCE	\$110,406.00	\$5,520.30
02864	PROVIDENCE	\$24,728.00	\$1,236.40
02865	PROVIDENCE	\$24,728.00	\$1,236.40
02871	NEWPORT	\$10,248.00	\$512.40
02872	BRISTOL	\$726.00	\$36.30
02874	WASHINGTON	\$670.00	\$33.50
02875	WASHINGTON	\$939.00	\$31.30
02876	PROVIDENCE	\$0.00	\$0.00
02878	NEWPORT	\$13,073.00	653.65
02879	WASHINGTON	\$11,894.00	\$594.70

02880	WASHINGTON	\$0.00	\$0.00
02881	WASHINGTON	\$0.00	\$0.00
02882	WASHINGTON	\$4,519.00	\$225.95
02883	WASHINGTON	\$0.00	\$0.00
02885	BRISTOL	\$11,790.00	\$589.50
02886	KENT	\$27,942.00	\$1,397.10
02887	KENT	\$0.00	\$0.00
02888	KENT	\$17,601.00	\$880.05
02889	KENT	\$32,473.00	\$1,623.65
02891	WASHINGTON	\$18,275.00	\$913.75
02892	WASHINGTON	\$2,081.00	\$104.05
02893	KENT	\$58,721.00	\$2,936.05
02894	WASHINGTON	\$1,917.00	\$63.90
02895	PROVIDENCE	\$282,870.00	\$14,143.50
02896	PROVIDENCE	\$6,591.00	\$329.55
02898	WASHINGTON	\$449.00	\$22.45
02902	PROVIDENCE	\$0.00	\$0.00
02903	PROVIDENCE	\$17,439.00	\$871.95
02904	PROVIDENCE	\$95,971.00	\$4,798.55
02905	PROVIDENCE	\$15,832.00	\$5,491.65
02906	PROVIDENCE	\$15,832.00	\$5,491.65
02907	PROVIDENCE	\$245,540.00	\$12,277.00
02908	PROVIDENCE	\$227,326.00	\$11,336.30
02909	PROVIDENCE	\$293,913.00	\$14,695.65
02910	PROVIDENCE	\$23,582.00	\$1,361.40
02911	PROVIDENCE	\$23,582.00	\$1,179.10
02914	PROVIDENCE	\$40,944.00	\$498.45
02915	PROVIDENCE	\$9,969.00	\$498.45
02916	PROVIDENCE	\$2,570.00	\$128.50
02917	PROVIDENCE	\$5,640.00	\$282.00

02918	PROVIDENCE	\$0.00	\$0.00
02919	PROVIDENCE	\$29,000.00	\$1,450.00
02920	PROVIDENCE	\$53,545.00	\$2,677.25
02921	PROVIDENCE	\$2,555.00	\$127.75
<b>Total</b>		<b>\$2,189,841.00</b>	<b>\$117,704.40</b>

The following groups of codes are used throughout the EBT system and have been configured for the Rhode Island Department of Human Services.

### 1.3.1 Account Setup, Account Maintenance and Benefit Authorization

#### Benefit Group and Types

**NOTE:** The codes in the following table are used in RIBridges; therefore, the EBT vendor must use the same codes.

- **Class** - A two-character code for the type of benefit. Codes are:  
CA Cash  
FS SNAP benefit
- **Group** - Must allow up to six characters, with the first 1 to 3 characters indicating the program type (e.g., FIP, State Only)
- **Benefit Type** - First character is C (Cash) or F (SNAP benefit), followed by a state-unique code that discretely identifies the type of benefit.

Class	Group	Benefit Type	Description	Dispense Priority
CA	FIP-W	CFW1	Semi-monthly, single parent	1
	FIP-W	CFW2	Semi-monthly, two parent	1
	FIP-W	CFW3	Daily, single parent	1
	FIP-W	CFW4	Daily, two parent	1
	FIP-W	CFW5	Replacements, single parent	1
	FIP-W	CFW6	Replacements, two parent	1
	FIP-NW	CFN1	Semi-monthly, single parent	1
	FIP-NW	CFN2	Semi-monthly, two parent	1
	FIP-NW	CFN3	Daily, single parent	1
	FIP-NW	CFN4	Daily, two parent	1
	FIP-NW	CFN5	Replacements, single parent	1
	FIP-NW	CFN6	Replacements, two parent	1

<b>Class</b>	<b>Group</b>	<b>Benefit Type</b>	<b>Description</b>	<b>Dispense Priority</b>
	SO-W	CSW1	Semi-monthly, single parent	2
	SO-W	CSW2	Semi-monthly, two parent	2
	SO-W	CSW3	Daily, single parent	2
	SO-W	CSW4	Daily, two parent	2
	SO-W	CSW5	Replacements, single parent	2
	SO-W	CSW6	Replacements, two parent	2
	SO-NW	CSN1	Semi-monthly, single parent	2
	SO-NW	CSN2	Semi-monthly, two parent	2
	SO-NW	CSN3	Daily, single parent	2
	SO-NW	CSN4	Daily, two parent	2
	SO-NW	CSN5	Replacements, single parent	2
	SO-NW	CSN6	Replacements, two parent	2
	CFSPA	CCA1	Cash out SNAP benefits - regular	1
	CFSNPA	CCN1	Cash out SNAP benefits - non-public assistance	1
	CFSSO	CCS1	Cash out SNAP benefits - State only	2
	CLOTH	CSC1	Clothing allowance	2
FS	RPA	FPA1	Monthly	1
	RPA	FPA2	Expedited	1
	RPA	FPA3	Replacement	1
	RPA	FPA4	Supplement	1
	RPA	FPA5	Restoration	1
	NPA	FNP1	Monthly	1
	NPA	FNP2	Expedited	1
	NPA	FNP3	Replacement	1
	NPA	FNP4	Supplement	1
	NPA	FNP5	Restoration	1
	SFSO	FSO1	Monthly	2
	SFSO	FSO1	Expedited	2
	SFSO	FSO1	Replacement	2
	SFSO	FSO1	Supplement	2
	SFSO	FSO1	Restoration	2

## **WIC EBT Requirements**

### **How it Works**

WIC benefits provide women and children with one-on-one nutrition counseling, referrals with services they may need, and food prescriptions to meet the needs of women and children. As long as they are in the WIC program, we will meet with them to celebrate the steps in their child's growth and learning. Women who apply early in their pregnancy are more likely to have a healthy baby. Children who stay on WIC until the age of five, are better prepared and more likely to succeed in school.

### **Who we help**

Eligible women who are pregnant, breastfeeding a child under one year old and postpartum women who delivered a baby within six months, children birth to five years old and their caregivers (moms, dads, grandparents, foster parents, or guardians) whose household meets [income guidelines](#).

### **RI WIC Current Status.**

RI WIC has recently initiated a new eWIC-capable MIS, the State Agency Model system Crossroads, and is working towards statewide implementation, currently estimated to be completed by August, 2020. It has an average monthly caseload of approximately 18,000 participants, served from 12 Local Agencies which operate 24 clinic locations. There are 137 authorized WIC vendors in the state, 60 of them using integrated POS systems and 77 using stand-beside devices. As RI WIC has recently begun use of an eWIC system, redemption quantities and related figures are not yet available. The RI WIC instance of Crossroads is hosted via Amazon Web Services (AWS), unlike other Crossroads states which host their own systems. RI is using the original Crossroads version of the Universal Interface to exchange data between the RI Crossroads and the eWIC processor.

### **WIC Card and PIN Issuance**

All cards will be issued over-the-counter at WIC Clinics only, the Contractor will not have any responsibility to mail cards to WIC participants. Card stock will be provided by the Contractor, but the card inventory process will be managed by the Rhode Island WIC State Agency. The Contractor shall ship cards to the State Agency within 14 days of request.

### **Cardholder Customer Service**

Help Desk and IVR support must be provided to WIC Participants in the following languages at no additional cost:

- English

- Spanish

**WIC Retailer (WIC Vendor) Management**

Help Desk and IVR support must be provided to WIC Vendors in the following languages at no additional cost:

- English
- Spanish

**WIC Participant Training Materials**

Written participant materials (client brochures) will be provided in the following languages via electronic file to the State Agency:

- English
- Spanish

**State and Clinic Training Materials**

The Contractor shall conduct one (1) in-person training session for WIC State Staff on the eWIC solution; including administrative functionality, navigation, financials, redemption reporting, stand beside devices and problem resolution.

**Security Guidelines**

The Contractor shall abide by all State of Rhode Island IT security guidelines and requirements.

**Client Type Codes**

This table lists the code and description of client type used to define the client to the EBT vendor’s system.

**NOTE:** These codes are used in RIBridges. The EBT vendor must use the same codes.

<b>Client Type Code</b>	<b>Description</b>
P	Primary payee on case.
PC	Cash only for primary payee on case.
PF	SNAP benefits only for primary payee on case.
1C	Cash only for first alternate.
1F	SNAP benefits only for first alternate.
1B	Cash and SNAP benefits for first alternate.
2C	Cash only for second alternate.
2F	SNAP benefits only for second alternate.
2B	Cash and SNAP benefit for second alternate.

## Card Status Codes

**NOTE:** These codes are used in RIBridges. The EBT vendor must use the same codes.

Card Status Code	Description	Meaning
A	Active	Card can be used by the client.
A1	Card Stolen	Card has been reported stolen and can never be used again.
A2	Card Lost	Card has been reported lost and can never be used again.
A3	Payee Changed	Card has been reissued because the payee on the case has changed. The original card can never be used again.
A4	Name Changed	Card has been reissued because the client name has changed. The original card can never be used again.
A5	Damaged	Card has been reported damaged and can never be used again.
A6	Undelivered	Card could not be delivered to client due to address change. The card cannot be used again. After receiving the client's new address, a new card will be mailed.
IA	Inactive	Card cannot be used by client now, but can be activated at a later date.
ZI	Canceled/Deactivated	Card cannot be used by the client because the State has chosen to deactivate it. It cannot be reactivated.

## Report Codes

The reports use the following codes in addition to the HAS and system-wide codes listed on the previous pages.

### Reporting Categories

**NOTE:** These codes are used in RIBridges. The EBT vendor must use the same codes.

Reporting Category	Description
CL	Client initiated transaction
CN	Benefit Cancellation from a Batch Maintenance File
CT	Benefit Cancellation from an Administrative Terminal
CO	SNAP Benefit Conversion
AD	Adjustment
AU	Authorization added from a Batch Maintenance File
AT	Authorization Added from an Administrative Terminal
AG	Aged Benefit
DD	Direct Deposit (when a direct deposit is released)
CF	Card Fee
RC	Repayment

### Batch Maintenance Error Messages

These messages describe the maintenance exceptions found during the processing of batch files.

**NOTE:** The EBT vendor must use these same codes or their equivalent.

Message	Abort	Error	Card Refresh	Benefit Refresh
Amount exceeds maximum		X		X
Trailer amt does not match total	X	X		X
Auth amount is zeros		X		X
Auth amount not numeric		X		X
Auth number is zeros		X		X
Auth number not numeric		X		X
Benefit (auth number) already canceled		X		X
Benefit (auth number) already exists		X		X
Benefit type invalid		X		X
Benefit is canceled		X		X
Benefit is not found		X		X
Benefit status not valid		X		X
Card number not found		X		X
Card/benefit already exists		X		X
Case not found on case/client		X		X

<b>Message</b>	<b>Abort</b>	<b>Error</b>	<b>Card Refresh</b>	<b>Benefit Refresh</b>
Case number not found		X	X	X
Case number not numeric		X	X	X
Case/client already exists		X	X	
Client already exists		X	X	
Client not found		X	X	
Client not found on case/client		X	X	
Client type is invalid		X	X	
Client type is spaces		X	X	
Count does not match total	X	X	X	X
Data value not numeric		X	X	X
Date is not numeric		X	X	X
Date is spaces		X	X	X
Day is invalid		X	X	X
Duplicate batch	X	X	X	X
Field contains no value		X	X	X
First name is numeric		X	X	
First name is spaces		X	X	
Hour is invalid		X		X
Invalid field value		X	X	X
Issue flag not Y/N		X	X	
Last name is numeric		X	X	
Last name is spaces		X	X	
Middle name is numeric		X	X	
Trailer and header differ	X	X	X	X
Worker ID is spaces		X		X

### **Report Transaction Group Codes**

These codes are used to identify the type of transactions displayed on the reports.

**NOTE:** The EBT vendor must use these same codes and descriptions.

<b>Report Transaction Code</b>	<b>Description</b>
ADJ	Adjustment
AUT	Online Benefit Authorization
BAU	Batch Benefit Authorization
BCH	Benefit Change
BI	Food and Cash Benefit Balance Inquiry
CAN	Benefit Cancellation
CDD	Cash Direct Deposit
CP	Cash Purchase
CW	Cash Withdrawal
FRV	SNAP benefit Return Void
FSP	SNAP Benefit Purchase
FSR	SNAP Benefit Return
NFD	Non-Clearing SNAP Benefit Adjustment (SNAP Repayment)
NCD	Non-Clearing Cash Adjustment (CA Repayment)
VAF	SNAP Benefit Voice Authorization Purchase
VAR	SNAP Benefit Voice Authorization Return
VCF	Voucher Clear Purchase
VCR	Voucher Clear Return
FVO	SNAP Benefit Purchase
FSC	SNAP Benefit Conversion
(***)	Reversals

\*\*\*Reversals are a special category that apply to any transaction type.

## **Reversal Reasons**

The following table lists the reasons why a transaction reply is reversed.

<b>Reversal Code</b>	<b>Description</b>
Ø1	Could not send request to switch----phone line malfunction
Ø2	Acquirer terminal communications error
Ø3	System time out
Ø4	Acquirer terminal malfunction
06	Switch terminal communications error
07	Switch terminal malfunction
08	Late or unsolicited response
13	Void last----customer cancel
N	Acquiring Network down
M	Not signed in
X	System-generated

## **Security Resources and Functions**

This table lists the security resources or functions that are reported for security access definitions and profiles.

**NOTE:** These codes are used in transactions sent to the EBT vendor's system via the online interface.

<b>Security Resource</b>	<b>Description</b>
T0220	Extract download
T0240	Software download
T0400	Security permission
T0500	Case Inquiry
T0502	Card inquiry
T0504	Client inquiry
T0506	Card issue
T0508	Card change
T0520	Card re-issue
T0522	Benefit inquiry
T0524	Case add
T0526	Case change
T0528	Client search
T0540	Client add
T0542	Client change
T0546	Benefit issue
T0548	Benefit change
T0560	Account inquiry
T0562	History summary

<b>Security Resource</b>	<b>Description</b>
T0564	History
T0566	Account add
T0568	Account change
T0580	Find store's vouchers
T0582	Find voucher numbers
T0584	Find approved vouchers
T0586	Find vouchers by PAN
T0588	Accept voucher
T0606	Voice authorization
T0608	Void voice authorization
T0612	Accept voucher - expire
T0614	Accept voucher - status change
T0640	PIN Reset
T0642	Citibank voucher clear
T0646	Void last card fee/repayment
T0660	Cash out process (FS -> Cash)
T0662	Card fees
T0664	Repayments
T0666	Void last cash out
T0668	Case enrollment inquiry
T0680	Case enrollment add
T0682	Case enrollment update
T0684	Survivor information inquiry
T0686	Survivor information add
T0688	Survivor information
T1706	SNAP Benefit inquiry conversion
T1708	SNAP Benefit update conversion
T1720	Agencies by account

## POS Terminal Response Codes

The messages that can occur when transactions are denied are defined in the following table.

**NOTE:** These codes are used in RIBridges. The EBT vendor must use the same codes, descriptions, and messages.

Code	Description	Receipt Printout
A	Invalid time	INVALID TIME CALL CUSTOMER SERVICE
B	Invalid date	INVALID DATE CALL CUSTOMER SERVICE
D	Invalid security code	
F	Invalid terminal number	TERMINAL NOT DEFINED CALL CUSTOMER SERVICE
G	Cardholder not known to processor	INVALID CARDHOLDER NUMBER CALL CUSTOMER SERVICE
H	Invalid expiration date	
I	PIN invalid	WRONG PIN ENTERED RE-ENTER
J	Invalid transaction type	TRANSACTION NOT DEFINED CALL CUSTOMER SERVICE
K	Invalid amount field	RE-ENTER
M	Processor not logged on	CANNOT PROCESS REQUEST CALL CUSTOMER SERVICE
N	Authorizer not available	CANNOT PROCESS REQUEST CALL CUSTOMER SERVICE
P	Card number not found	CLIENT NOT ON FILE CALL CUSTOMER SERVICE
S	Client does not get benefit type	NO FUNDS AVAILABLE CALL CUSTOMER SERVICE
X	Clerk forced off	CLERK FORCED OFF BY SIGNON TO ANOTHER TERMINAL, YOU MUST RE-SIGNON
A1	Unmatched voucher information	UNMATCHED VOUCHER INFORMATION CALL CUSTOMER SERVICE
AA	Transaction not valid for card	TRANSACTION NOT ALLOWED TO CARDHOLDER CALL CUSTOMER SERVICE
AF	Card has invalid ISO prefix	CARDHOLDER NUMBER INVALID CALL CUSTOMER SERVICE
AG	Institution invalid	CARDHOLDER NUMBER INVALID CALL CUSTOMER SERVICE
AR	File error	

<b>Code</b>	<b>Description</b>	<b>Receipt Printout</b>
AS	PIN cannot be validated - hardware	CANNOT PROCESS CALL CUSTOMER SERVICE
CA	Store not defined	ACCEPTOR ID/STORE ID NOT DEFINED CALL CUSTOMER SERVICE
CB	PIN not selected	PIN NOT SELECTED CALL CUSTOMER SERVICE
CC	Bad card status	CANNOT PROCESS CALL CUSTOMER SERVICE
CD	Return exceeds benefit authorization	RETURN EXCEEDS PRIOR AUTHORIZATION
CF	PIN already selected	PIN ALREADY SELECTED
CG	Bad Food & Nutrition Services (FNS) status for merchant	CANNOT PROCESS CALL CUSTOMER SERVICE
CH	Bad store status	CANNOT PROCESS CALL CUSTOMER SERVICE
CI	Duplicate transaction	DUPLICATE TRANSACTION
ND	Lost/stolen card	LOST/STOLEN CARD CALL CUSTOMER SERVICE
NH	Expired card	EXPIRED CARD CALL CUSTOMER SERVICE
NK	Benefits are on hold	
NR	PIN tries exceeded	PIN TRIES EXCEEDED CALL CUSTOMER SERVICE
PE	Function unavailable	FUNCTION UNAVAILABLE CALL CUSTOMER SERVICE
PF	Card not on file	CARD NOT ON FILE CALL CUSTOMER SERVICE
PU	Successful sign-on/password change	SUCCESSFUL OPERATION CLERK FUNCTION
PV	Clerk currently logged on this device	ACTIVE LOGON CLERK FUNCTION
PW	Clerk password invalid	INVALID PASSWORD CLERK FUNCTION
PX	Clerk ID not active	INVALID ID CLERK FUNCTION
PY	Supervisor override required	INVALID FUNCTION CLERK FUNCTION
PZ	Store/user system problems	SYSTEM PROBLEMS CALL CUSTOMER SERVICE
Q1	General denial	CANNOT PROCESS CALL CUSTOMER SERVICE
RK	System malfunction	SYSTEM DYSFUNCTION CALL CUSTOMER SERVICE
UI	Invalid supervisor ID	INVALID SUPERVISOR ID

Code	Description	Receipt Printout
		MAINTENANCE FUNCTION NOT PERFORMED FOR EMPLOYEE #
UW	Invalid supervisor password	INVALID SUPERVISOR PASSWORD MAINTENANCE FUNCTION NOT PERFORMED FOR EMPLOYEE #
44	Host received same transaction twice	DUPLICATE TRANSMISSION ERROR
55	Bad PIN pad key	WRONG PIN ENTERED; RE-ENTER PIN
nn*	System error	SYSTEM MALFUNCTION CALL CUSTOMER SERVICE

\*Where nn is a two-digit error code used by the EBT system vendor's internal staff in determining the problem.

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## Appendix Q - STANDARD REPORTS

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**Standard Reports - In addition to the reports detailed in Appendix Q – NCS EBT Reports the reports below are required. All standard reports are required to be downloadable to workable Excel documents.**

### Support Reports Description/Frequency

#### *Denial Code Breakdown Summary*

State summary of denied transactions and their denial codes used to reject the client transaction. Frequency is monthly.

### Statistical Reports Description/Frequency

#### *Monthly Utilization—Location*

Provides a transaction summary, by benefit type, for each EBT-only retailer and the EBT Gateway. Frequency is monthly.

#### *Monthly Utilization Summary*

Provides a transaction summary for the State. Frequency is monthly.

## **Statistical Reports Description/Frequency**

### ***Client Address report***

Report to list the addresses of all DHS clients.  
Frequency is monthly.

### ***ACH Reject Report***

On a semi-annual basis, the contractor will provide the State with a listing of open instances where we were ultimately unable to locate and settle funds to the acquirer. This report includes details of the acquirer, account information, amounts, and reasons for returns.

## **Additional Reports**

The State of Rhode Island requests ALL reports available in the Report Manual as part of the base contract.