

## **APPENDIX Q EBT REPORTING REQUIREMENTS**

The EBT Contractor shall accommodate the informational needs of the NCS and USDA-FNS in its reporting package. Reports must be provided electronically via Administrative Functionality, standard reports, electronic data files, and through a data warehouse based on individual needs from each NCS member. The reporting system must produce information and not limited to State, benefit program and local office, transaction detail, and county and/or geo-admin levels. The NCS is interested in a cost-effective combination of electronic data files, standard reports, data warehouse and ad hoc reporting capabilities to meet their needs.

In their response, Offerors shall indicate which of the following reports are available through data warehouse functionality and, if so, whether the report is available through a standard or custom query.

Standard queries built for any NCS member must be made available to all NCS members as a standard query. At a minimum, the reporting must consist of the details described for each report. Each NCS member will supply specific reporting requirements beyond the minimum data elements for each report during detail design discussions. At State Option Files/Reports should be made available, on-line, and downloadable in Portable Document Format (PDF) or Common Separated Values (CSV) format, and/or transmitted as a plain text data file to the State.

### **Adjustment (Claim) Reports**

#### **Report Name: Adjustment (Claim) Disposition Detail**

Frequency: Daily

File Report/Inquiry/Summary/Detail: File/report Detailed

This report lists all SNAP and Cash Settled Adjustments both debit and credit on a daily basis and all Claims closed by other means such as denials and abandoned Claims. The information required will consist of the following but not limited to:

- Claim Reference Number;
- Card number;
- Case number;
- Date Claim received by the Contractor;
- Date Claim was resolved by the Contractor;
- Transaction type (SNAP POS, SNAP Voucher, ATM, Cash POS);
- Initial transaction sequence number;
- Initial transaction date;
- Initial transaction time;
- Adjustment Transaction Type;
- Program Type (Cash or SNAP);
- Initial Dollar amount of Claim;
- Retailer/Acquirer name;
- Reason for Claim;
- Card acceptor ID;
- FNS authorization number for SNAP Claims.

#### **Report Name: Adjustment (Claim) Activity**

Frequency: Daily

## File Report/Inquiry/Summary/Detail: File/report Detailed

This daily report and file allow the CSA to manage the Adjustment process. The report and the file must contain new Claims, changes to the status of the Claim and key events that occur during the Adjustment time period. The information on both media will allow the CSA to generate letters to Cardholders informing them of the status or status change of the Adjustment.

An Adjustment Claim request for a Cash or SNAP benefit transaction may be initiated by the Cardholder/Issuer/state agency or the Retailer/Acquirer to resolve errors and out-of-balance situations that occur as a result of a system error. The Contractor must adjust Cardholder accounts to correct auditable, out-of-balance settlement conditions that result from a system error. The Adjustment transaction must reference the original transaction that is completely or partially erroneous. The Contractor must provide data regarding the Adjustment transaction as required by the CSA. The Contractor must accurately process the Adjustment transaction and reflect the results correctly in the Cardholder's account. USDA-FNS requirements for handling SNAP transaction Adjustments are found at Title 7, CFR Section 274.2(g)(2).

This file/report will contain new Adjustment Claims, changes to the status of the Claim and key events that occur during the Adjustment time period. The information on this file will allow the CSA to generate letters to Cardholders informing them of the status or status change of the Adjustment. The information required will consist of the following but not limited to:

- General description of the Adjustment as described above;
- Card number;
- State Client Identification Number/Case number;
- FNS authorization number for SNAP Claims;
- Regulation E data, including store name and location;
- Date and time of the initial transaction;
- Date of Adjustment;
- Claim reference number;
- Program type (SNAP or Cash);
- Credit or debit (to client);
- Amount of initial transaction;
- Initial dollar amount of Claim;
- Cardholder name, address, and phone number;
- Status of the Claim (open/closed);
- Adjustment transaction type;
- Initial transaction type;
- Date Claim received by Contractor;
- Date Claim resolved by Contractor;
- Initial transaction type (SNAP POS, SNAP Voucher, ATM, Cash POS);
- Initial transaction method (swipe, Key-Entered, store and forward); and
- Hearing request date

### **Report Name: State Claims Report**

Frequency: Monthly (due 7 calendar days after the end of the report month)

File Report/Inquiry/Summary/Detail: Report Detailed

This report lists all specific Claims types that were created or closed in the current month. The report must be made available within 7 calendar days after the end of the report month. The report must also be able to differentiate by Claim initiator, such as Cardholder-initiated, Retailer-

initiated, TPP-initiated, Contractor-initiated or State-initiated. Claims must be listed in ascending order by initiation date. The information required will consist of the following but not limited to;

- Claim reference number;
- Card number;
- Cardholder last name, and first name;
- Claim reason;
- Transaction type;
- Dollar amount;
- Date Claim received by Contractor; and
- Date Claim closed
- Claim duration
- Program type (Cash or SNAP).

**Report Name: Overdue Client Claims Report**

Frequency: Monthly (due 7 calendar days after the end of the report month)

File Report/Inquiry/Summary/Detail: Report Detailed

All open client-initiated Claims overdue for resolution. The Contractor must provide a monthly report within 7 calendar days after the end of the report month listing all open Cardholder-initiated Claims determined to be overdue for resolution in accordance with FNS regulations, Quest rules, and/or State guidelines. Using the date, a Claim is received by the Contractor, the report must be able to determine if a Claim is overdue at the end of the report month. The report must separate Cash from SNAP Claims and be listed in ascending order by initiation date. The information required will consist of the following but not limited to:

- Claim reference number;
- Card number;
- Cardholder last name and first name;
- Date Claim received by Contractor; and
- Initial amount of Claim.

**Benefit/Account/Transaction Reports**

**Report Name: Benefit Aging and Expungement**

Frequency: Daily

File Report/Inquiry/Summary/Detail: File/Report Detailed

Report Description: The Contractor must provide this detailed report and/or extract file to each CSA of Cardholders who have not accessed their benefits (that is, completed a successful Cardholder transaction that reduces or increases a benefit resulting from a SNAP refund/return request or places a manual voucher Hold on all or part of the benefit balance) that fall into defined aging periods and Expungement timeframes as specified by each CSA during detail design. Such timeframes must be parameter settings that can be readily modified as experience dictates. If required by the CSA, the report may require additional time periods and may be broken out by caseworker using state supplied criteria. A summary page that lists totals as defined by the states must be included with the file/report. Current benefit aging and Expungement rules are included in the State Appendices.

**Report Name: Account Activity Reports/Files**

Frequency: Daily

File Report/Inquiry/Summary/Detail: File/Report Detailed

Report Description: The Contractor must provide daily account activity reports/files reflecting all non-financial account actions received from the State via batch and/or on-line during an EBT processing day or taken on behalf of the State by the Contractor. The reports/files must provide detail on every transaction that impacts an EBT Account. The reports/files must show the type of transaction, date and time of transaction, and who originated the transaction (batch or on-line). The information required will consist of the following but not limited to the following activity:

- Account set-up activity;
- Establishment of, or changes to, account owner as identified by the State;
- Case set-up, client set-up, card set-up;
- Card change, Case change, client change;
- PIN set-up, PIN reissue, (via Mail, selection device, ARU);
- PIN freeze, PIN reset (freeze cancel);
- Card fee chargeable determination;
- Balance Inquiry (e.g., ARU, POS, ATM);
- Demographic add/change/delete;

The report data elements will include, but not be limited to, the following:

- Social Security Number;
- Case number;
- Card number;
- Cardholder name;
- Transaction type;
- Source of change (e.g., user ID, Batch, etc.); and
- Unique transaction identifier.

**Report Name: Closed Accounts Report**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: File/Report Detailed

Report Description: This report provides a listing by profile of any account that is in a closed status. Cardholders cannot withdraw benefits from the account until the account is reactivated. Deposits and Adjustments continue to post to closed accounts. The report is provided by profile for the NCS State by County.

**Report Name: Benefit Activity File**

Frequency: Daily

File Report/Inquiry/Summary/Detail: File Detailed

Report Description: The Contractor must provide a daily benefit activity file showing all transactions that will result in a change to the account balance or benefit balance, both settling and non-settling actions, including totals for each transaction type and appropriate control totals. For repayment transactions, the repayment reason and the originating county code must be included. Specific data element listings for each NCS State will be provided in detail design. The information required will consist of the following but not limited to;

- Case number, card number;
- Source of change;
- Transaction type;
- Transaction date and time;

- Transaction amount;
- Key-Entered/swiped indicator;
- Benefit Type impacted;
- Unique benefit authorization number;
- FNS number;
- Retailer name;
- Retailer and terminal identifier;
- Retailer type (e.g. traditional, non-traditional, etc.); and
- Settlement date.

The reported transactions must include, but are not limited to, the following:

- Benefit deposits (Cash and SNAP);
- Benefit cancellations (Cash and SNAP);
- Cash repayment, SNAP repayment;
- Expungements;
- Cash card fee, SNAP card fee, benefit Hold, benefit cancel;
- SNAP and Cash Adjustments (debits and credits);
- SNAP purchase debit;
- SNAP refund credit;
- SNAP purchase credit;
- SNAP refund debit (reversal);
- Cash purchase debit;
- Cash withdrawal debit (ATM);
- Cash withdrawal debit (POS);
- Cash withdrawal debit w/cash back;
- Cash purchase credit (reversal);
- ATM withdrawal partial reversal, ATM withdrawal partial dispense;
- Voucher Hold, voucher release (full or partial), voucher expire, voucher refund (these transactions may be provided in a separate file, if necessary)
  - Transaction Type Description: Describes the action performed by the transaction. The transaction type must be consistent throughout all processes including reports, online processing and activity files and must uniquely identify the transaction being performed.
  - The file must provide appropriate control totals and record counts to ensure file integrity. Current file descriptions are included in the State Appendices.

**Report Name: Batch Processing Summary Report**

Frequency: Daily (available within 30 minutes of record/benefit posting)

File Report/Inquiry/Summary/Detail: File and/or Report Summary

Report Description: This report is generated each time a batch file is received and is sent back to the State upon completion of processing an incoming file. The report contains two sections: a Batch Error section and an Ext File Processing Summary section.

The Batch Error section includes a listing of each record which was not successfully processed. The report contains the record number that resulted in an error as well as the reason for the rejection.

The External File Processing Summary section provides confirmation for the processing of the batch file(s). It contains summary verification data, including the total number of records preprocessed and processed, number of records accepted, and number of records rejected, file

processing start time, file processing end time, file processing total time, and processing rate, records/second, total amounts rejected, and total amounts accepted. If there is an error during file preprocessing, preprocessing stops, and the entire file is rejected. In such cases, no updates are made to the database and a batch summary report is not generated

**Report Name: Network Statistics**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: File/Report Summary

Report Description: The Contractor must submit a monthly report providing a summary of transactions by time of day and day of month. It separates transaction activity by POS and ATM transactions. Report must show peak processing time for the EBT Host system. There are totals at the end of the report for each of the above counts and amounts.

**Report Name: Host Response Time**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: File/Report Summary

Report Description: The Contractor must submit a monthly report providing a summary of contractor Host response times within pre-established tiers for both Cardholder transactions (POS & ATM transactions) and for administrative terminal transactions. Report captures number of transactions within specified response times by each day of the reporting month as well as the number of transactions processed within the response times by each hour of the day for all the days in the reporting month. There are transaction totals and a percentage calculation at the end of each section of the report for each response time. The transaction totals and percentages for each response time will match for each report section. Additionally, section one contains a calculation of average response time. Leased and dial up response times are based on separate standards and must be reported and summarized separately. The report will be used to monitor the Contractor's compliance with Contractor Host response times.

**Report Name: System Availability**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: File/Report Detailed

Report Description: To ensure compliance with the system availability requirements specified in this RFP, the Contractor must provide a monthly report of the system availability of each performance component (EBT Processor, transaction Switch, and EBT-Only Acquiring Third Party Processors), including detailed documentation and explanation of both scheduled and unscheduled downtime or processing interruptions. The report includes all host availability data, including processing uptime, scheduled and unscheduled outages, percentage of uptime and outage time, date of outage, outage start and end time, length of outage, and description of outage for the reporting month. The report must include dates and times of outages and percentage of time each component was available for the month.

**Report Name: Transaction Profile Report**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: File/Report Summary

Report Description: This report lists summarized information on various transaction types, including: Adjustments, Voucher Settlement, Expungements, repayments, fees, SNAP

purchases, Cash purchases, reversals, returns, ATM withdrawals, POS withdrawals, ATM balance inquiries, POS balance inquires, voids, load authorizations, load emergency authorizations, cancel authorizations, pull or targeted recovery. There are totals: for county and statewide. The report is sorted by County and transaction type.

**Report Name: Benefit Draw Down Totals Report**

Frequency: Daily

File Report/Inquiry/Summary/Detail: File/Report

Report Description: The Benefit Draw Down Totals report details the daily settlement information by county, program, and Benefit Type. Following the daily draw down process, transactions are applied against individual benefit grants and the grants are “drawn down”. The transactions include: issuances; all POS transactions (purchases, returns, voids, reversals); ATM transactions; vouchers; Adjustments initiated by Recipient and Retailer; repayments; cancellations; fees and expungements. Sources include AT, Batch, CSRs and IVR.

**Report Name: Case Month Shares Report – Statewide Summary – Part I**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: File/Report

Description: The Case Month Shares Report provides a statewide summary of benefit deposits, by Benefit Type, detailing amounts for Federal, State, and Local shares. Part I reports the dollar amount of all deposits for the month within each Benefit Type for SNAP and Cash programs with allocated fees based on the percentage of deposits.

**Report Name: Case Month Shares Report – Statewide Summary – Part II**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: File/Report

Description: The Case Month Shares Report provides a statewide summary of benefit deposits, by Benefit Type, detailing amounts for Federal, State, and Local shares. Part II is the decimal representation of the deposit for each Benefit Type. It is based on the percentage of payments for each Benefit Type.

**Report Name: Device Type Usage Report**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: File/Report Summary

Description: This report shows a profile of transaction activity for ATM and POS (TPP or EBT-only). The report is grouped into three sections by: time of day, day of month, and day of week.

**Report Name: Key Entered Transactions**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: File/Report Detailed

Description: The Contractor must submit a two-part monthly report of Key-Entered transactions, one sorted by card number and one sorted by Retailer site. There are totals for each county and statewide. The report is sorted by County and FNS Number.

The Contractor must utilize the information to identify and correct non-functioning EBT-only POS terminals and work with the CSA to identify TPP retail locations with faulty POS terminals for servicing non-functioning terminals.

**Report Name: Monthly Transaction Fee**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: File/Report Summary

Description: The Contractor must provide a monthly summary report of withdrawal (debit) transactions and transaction fees charged against the Cardholder by the Contractor, as well as transaction Surcharges levied against the Cardholder by the ATM owner for cash withdrawals. This report lists the total count and amount of both interstate and intrastate fees charged against EBT Accounts. Monthly transaction fee counts and amount totals are calculated and displayed at the end of the report.

Data elements will be determined during detail design but at a minimum the report will consist of transaction fees by category, including ATM Cash withdrawal fees, as well as any other specific fees directly charged against the Cardholder's EBT Cash Account. The report must also include ATM Surcharges levied against the Cardholder as a separate category for any transaction where the Surcharge is separately identified.

**Report Name: Cardholder and State Fees Report**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: File/Report Summary

Description: This report lists the counts and amounts of Cash withdrawals fees that were free and billable for the Cardholder and the agency.

- If there is a Surcharge, then no Transaction Fees may be assessed/charged.
- If the transaction is Surcharge Free:
  - The first TBD amount of transactions in the month are free to the Cardholder; but charged to the State at \$TBD.
  - After TBD amount of transactions in the month, the Cardholder is charged \$TBD per transaction.

**Report Name: Transaction Denial Summary**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: File/Report Summary

Description: The Contractor must provide a monthly statistical report that provides the number and percentage of Cardholder transactions denied and the reason for the denials (e.g., non-sufficient funds, invalid PIN, etc.)

**Report Name: Reversal Rate**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: File/Report Summary

Description: The Contractor must provide a report of the percentage rate of reversals on a monthly basis, broken down by Cash and SNAP.

**Report Name: Reversals Activity Report**

Frequency: Daily, at cutoff

File Report/Inquiry/Summary/Detail: File/Report Detail

Description: This report lists POS reversal activities for the SNAP and Cash programs. The first section of the report lists SNAP and each of its subprograms. The second section lists Cash and each of its subprograms. Voids are not included.

There are totals:

- for Subprogram within Program and County
- for Subprogram within Program statewide
- for Program statewide
- for all reversals statewide

The report is sorted by Program (SNAP then Cash), County, Subprogram and the Date/Time of the Reversal. The report is sorted by County, Status, Auth Date, and FNS Number.

**Report Name: Benefit Posting Detail**

Frequency: Daily

File Report/Inquiry/Summary/Detail: File/Report Summary

Description: Report on all benefit batch files authorized via state interface and posted to Recipient accounts.

**Report Name: Repayment**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/file Detailed

Description: All repayment transactions broken out by each State's requirements. This report provides detailed information on repayment transactions against Benefit Types. There are totals: for each Benefit Type, each program category (SNAP/Cash), each county, statewide.

**Report Name: Retailer Manual Authorization**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/file Detailed

Description: All voice/manual authorizations of SNAP transactions performed by Retailers. This is a statewide daily report that lists all manual SNAP benefit vouchers by status. This report is designed specifically for the EBT Retailer group.

Status Description:

- Approved Vouchers: Manual authorization transactions (debit/credit) that are still active, not yet released, or expired. Benefits are put on Hold and deducted from the client's available balance, pending the voucher clear transaction.
- Settled Vouchers: Manual authorization transactions (debit/credit) that have been processed as voucher clear (released). Funds are settled on successful completion of the voucher clear transaction.
- Expired Vouchers: Manual authorization debit transactions that have not been processed as released transactions within 30 days and manual authorization credit transactions that have not been processed as released within 30 days. System initiates an expire transaction. For manual authorization debits only, funds are added back to the client's account. If a forced expiration is required as part of the Adjustment adjunction process, a future date is used by the system to expire the manual authorization.
- New Vouchers: Manual authorization transactions (debit/credit) processed that day.

Release timeframe is a configurable system parameter that can be changed in the event of a disaster.

There are Statewide totals. The report is sorted by County, Status, Auth Date, and FNS Number.

## Card and PIN Reports

### **Report Name: Daily Card Activation / Inactivation**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/file Detailed

Description: For all states, the daily card activation/inactivation detail reports must be made available on a daily basis. In some states the daily card activation/inactivation detail report will serve the function of driving a State card production process. In those states where cards are activated in EBT before they are physically produced, the report then informs the State of card activation. The report also provides the State with all data needed to produce the card. For that reason, report timeliness is critical and reports must be available each business day in a timeframe to be defined by each State during detail design. The daily detailed report will include, but not be limited to the following information:

- All cards activated.
- All data needed to produce a card in those states where this report is used for card production purposes.
- At a minimum, data elements must include the Cardholder name, card number and all other relevant data.
- Identify each card that is a Cardholder's first card, and each card that is a replacement.
- Listing of all cards inactivated and reason for inactivation. Reasons must include;
- State action.
- Call to Customer Service.
- Others as defined by each CSA in detail design.

Detailed data for each inactivated card including:

- Date/time of transaction
- Operator identifier (if appropriate)
- Card number – Cardholder demographics – Calling individual
- Phone number of incoming call
- Reason for disabling card
- Card's prior status

### **Report Name: Monthly Statistical Reporting**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Summary

Description: Management report that shows the number of cards activated and inactivated, card reissue rate, reasons for re-issuance, etc. For all states, the Contractor must provide summary data on a monthly basis as follows:

- Number of cards activated
- Number of cards inactivated due to state action
- Number of cards inactivated due to Customer Service activity.
- Number of cards active but not pinned over 30 calendar days.

In addition, for those states where the Contractor issues cards, the Contractor must provide data needed to manage the EBT program, such as the card reissue rate, the reasons for re-issuance, etc. The Contractor should suggest the statistical reports that will best help the State manage the card issuance process.

**Report Name: Card Issuance / Re-issuance**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: For those states where the contractor is the supplier of EBT cards, the Contractor must provide audit, statistical and billing reports of cards being issued and/or reissued to Cardholders. For those states where the Contractor is not the supplier of EBT cards, the Contractor must provide audit and statistical reports of cards activated/inactivated, as described above in the Daily Card Activation/Inactivation Report/File.

**Report Name: Daily Card Production Details**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: Production information for all cards. For those states where the EBT Contractor supplies cards the following detailed reports must be made available on a daily basis.

- Date/Time of receipt of each card requested on the calendar day.
- Date/Time of each card issued on the calendar day – also include the request date/time of each record.
- Reason for issuance (i.e., initial issuance or replacement for lost/stolen card).
- How the card was issued (i.e., over the counter, mail, bulk delivery, overnight delivery etc.).
- Address to which card was mailed.
- Card type (Recipient card, Authorized Representative card, vault card, etc.)
- Most recent card issuance date.

**Report Name: Mailed Card Return**

Frequency: Daily and Monthly Summary

File Report/Inquiry/Summary/Detail: Report/File Detailed and Summary

Description: Detailed information and running monthly summary on all cards returned. For those states that choose to have the Contractor process the returns of mailed cards the following reports will be provided:

- Daily detailed listing of returned cards including –
- All data associated with each returned card must include, but not limited to,
- Cardholder name;
- Client/case number;
- Address to which the card was mailed;
- Card number;
- Date mailed;
- Date returned and destroyed;
- Forwarding address;
- Messages provided by the USPS, for example forwarding address, or resident temporarily away;
- Monthly summary totals of returned cards reporting

This process must be linked to the Contractor's process to inactivate all cards returned undeliverable. In those States where the State maintains a parallel copy of the card database, a daily inbound file of returned/inactivated cards must be transmitted to the state for processing purposes.

**Report Name: PIN Mailing**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: Detailed information of all PIN Mailers generated and all Cardholders that received PIN Mailers. For those states that choose to support the mailing of PINs the following daily reports will be provided:

- Daily detailed listing of PIN mailers generated
- Daily listing of all individuals receiving PINs, including:
  - Card number;
  - Date;
  - Client name;
  - Care of name;
  - Authorized representative name;
  - Case number;
  - Client/Case number;
  - Address

**Report Name: PIN Mailer Returned Undeliverable**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: Listing of PIN Mailers returned undeliverable (if PIN Mailers are returned to the contractor). For those states that choose to support the mailing of PINs and choose to have the PIN mailers returned to the Contractor, the Contractor must provide a daily detailed listing of PIN mailers returned undeliverable by the post office or from any other source. The details of the contents will be agreed to during the detailed design phase of the Contract.

**Report Name: PIN Selection via PIN Selection Device**

Frequency: Daily and Monthly

File Report/Inquiry/Summary/Detail: Report/File Detailed and Summary

Description: Listing of Cardholders that selected PINs via a PIN selection device. Monthly report showing summary of PIN Selection Device statistics for those states that choose to support the selection of PINs via a PIN Selection Device. Detailed listing provided on a daily basis of Cardholders selecting PINs via PIN selection device. The information required will consist of the following but not limited to:

- Date/time of transaction,
- Machine ID,
- ID of employee logged onto machine,
- Card number used,
- Client name,
- Client/Case number.

**Report Name: PIN Issuance Detail Report**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: The PIN Issuance Detail report provides information on each PIN issued and updated. The data is provided by county. There are counts, percentages, and totals for each county and statewide counts, percentages, and totals according to PIN select method. The report will include, but not be limited to the following information:

- Client/Case number
- Cardholder name
- Card number
- Date/time issued
- PIN select method (IVR, mail, PIN select device, client portal, mobile app)
- Phone number used to make the PIN change
- User ID if applicable

**Report Name: PIN Issuance Summary Report**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Summary

Description: The PIN Issuance Summary report provides information on all PINs issued sorted by client with PIN select method totals per client and total number of PINs selected per client. The data is provided by county. The report will include, but not be limited to the following information:

- Client/Case number
- Cardholder name
- Card number
- Total number of PIN changes by PIN select method (IVR, mail, PIN select device, client portal, mobile app)
- Total number of PIN changes

**Report Name: Client Portal Statistics Report**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Detailed and Summary

Description: This report lists statewide counts of the below for a reporting month:

- Number of PIN changes made for a reporting month;
- Number of new Cardholders registered for a reporting month;
- Number of total Cardholders registered for a reporting month;
- Total number of logins to the Client Portal for the month;

There are totals at the end of the report for each of the above.

**Report Name: CAV Exception**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: Detailed listing of all transactions that occur with an invalid CAV. The Contractor is required to validate the CAV for all financial transactions. The Contractor will create a daily file and/or report listing all transactions that occur with an invalid CAV. Even if failing the CAV test, transactions that pass all other transaction edits must be approved. At a minimum the report and or file must include:

- Card number;
- Client/Case number;

- Transaction amount;
- Transaction time stamp (date and time);
- Card acceptor ID;
- FNS number;
- Transaction sequence number; and
- Transaction type (SNAP ATM Cash POS).

**Report Name: Mailed Card Issuance Performance**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Summary

Description: Performance report that shows number of mailed cards issued and number of cards issued meeting/not meeting the performance standard. Report includes:

- Total number of mailed cards issued;
- Total number of cards issued within standards;
- Total number of cards not issued within standards as well as the number of days delayed.

**Report Name: Over the Counter Issuance Performance**

Frequency: Daily and Monthly

File Report/Inquiry/Summary/Detail: Report/File Summary

Description: Performance report that shows number of Over-the-Counter (OTC) cards issued and number of OTC cards issued meeting/not meeting the performance standard. Report contains:

- Total number of OTC cards issued;
- Total number of OTC cards issued within standards;
- By day, the daily number of OTC cards issued not within standards as well as the number of cards by hours of delayed per day of card issuance.

**Report Name: PIN Mailers Performance**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Summary

Description: Performance report that shows number of mailed PINS issued meeting/not meeting the performance standard. Report contains:

- PIN Mailer file names sent to the EBT Vendor
- Date Received (the date the PIN Mailer Vendor received the file)
- Due Date (date the PIN Mailers are due to be mailed)
- Mail Date (the date the PIN Mailers were mailed)
- Number of Records (number of records in the file)
- Rejects (number of PIN Mailer records rejected/not processed)
- PINs Processed (the number of PIN Mailer records successfully processed)
- Job number
- Processed (indicates whether or not the file was processed)
- Total number of mailed PINs issued;
- Total number of PINs mailed within standards;
- By day, the daily number of PINs mailed not within standards as well as the number of PINs by days delayed per day of card issuance.

**Report Name: PIN Select Device Response Time Report**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Summary

Description: Performance report that shows the number and percent of PINs selection transactions using the PIN selection device and number of transactions using the PIN selection device meeting/not meeting the performance standard. Response time measured includes the transmission of the PIN data between the PIN Select Device and Vendor's EBT System and the Vendor's EBT System processing time for the PIN data. It does not include the transmission back to the PIN Select Device, although this time is usually one second or less. Total transaction count and Percentage of Totals can be found at the end of the report.

**Report Name: Exceeded PIN Attempts Report**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: This report lists card holders who have exceeded the allowable number of PIN attempts. The number of PIN attempts allowed is a configurable system parameter set by the NCS State. The initial parameter value for allowable PIN attempts is 4. There are totals for each county and statewide The report is sorted by County, Cardholder Name, and the NCS State's Client/Case Identification Number.

**Report Name: Monthly Bulk Card Delivery**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Summary

Description: Performance report that shows the number and percent of all bulk cards delivered meeting/not meeting the Cards Requested for Bulk Shipment performance standard. The Contractor must provide a monthly report indicating when the CSA requested the bulk card delivery and if the requirements were met or not met for any of the card types described for Client Cards, Authorized Representative Cards, Alternate Payee Cards, Vault Cards, and Un-Numbered Cards. The reporting details must include statistics such as the number and percentage of cards for each stated card type.

**Report Name: Overnight Delivery of Cardholder Customized Card Stock**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/file Detailed

Description: The Contractor must provide monthly a card production detail report showing if daily card production was met, and if daily drop ship times were within CSA requirements.

**Report Name: Card Fee**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/file Detailed

Description: The Contractor must provide a daily detail report to identify all transactions to those states that assess card replacement fees to Cardholder accounts by program (Cash or SNAP) as defined in the RFP. The report/file layouts will be defined by each CSA in detail design. At a minimum and as determined by each CSA the information must include:

- Card owner (client number or Case number);
- Account number;
- Account type;

- New card number;
- Account balance prior to transaction;
- Transaction amount;
- Transaction date and time;
- Account balance following transaction, and;
- User identifier of staff performing the transaction.

Reports should be sorted by client or Case number, with dollar amount totals within profile, if applicable.

## **Administrative System Reports**

### **Report Name: Administrative System Benefit Authorization**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: This report or extract file must consist of all benefit authorizations that are added to the EBT system through the Administrative System Functionality. This report/file must include, at a minimum:

- Case/client number
- The benefit amount;
- Transaction amount;
- Transaction date and time;
- Account balance following the transaction;
- Benefit Type;
- Benefit status; and
- The User ID of the Administrative System user adding or changing the benefit status/type.

### **Report Name: Administrative Transactions Detail Report**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: This report provides detailed information on user-executed financial transactions (Adjustments, benefits issued, and repayments) made through the Administrative Terminal. There are totals for program type, for county, and statewide. The report is sorted by County, Program, Login ID, The NCS State's Client/Case Identification Number and Authorization Number.

### **Report Name: Administrative Transactions Summary Report**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: This report provides summary information on user-executed financial transactions (Adjustments, benefits issued, and repayments) made through the Administrative Terminal. There are totals for program type, for county, and statewide. The report is sorted by County, Program and Login ID.

### **Report Name: Administrative System Benefit Hold**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: The Contractor must provide a daily detailed report or extract file that includes a listing of all benefits placed on hold through Administrative Functionality. This report/file must include, at a minimum but not limited to the following related actions processed on any benefit. At a minimum, the data elements will include name, Case number, Benefit Type, benefit number, date of original benefit amount, and remaining benefit amounts.

- User ID of the Administrative System user changing the benefit/account status;
- Benefits/Accounts that have changed from active to inactive; and
- Benefits/Accounts that have changed from inactive to active.

**Note:** Benefit/Account "inactive" describes the status of a benefit/account for an individual Recipient. This status allows the benefits to remain in the Recipient's account but does not allow the Recipient access to the benefit/account. This condition is temporary and the inactive status may be removed to allow Recipient access to the benefit/account.

**Note: The definition of "inactive" in this report/file is not related to Holds as a result of a SNAP manual voucher authorization placing a benefit amount on hold.**

**Report Name: Administrative System PIN Activity**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: A daily PIN audit trail report/file via the EBT Administrative System. The reporting information must be displayed by time sequence and provide a complete trail of the date/time and mechanism of each PIN selected by or for each Cardholder for each day of the month. PIN's will NOT be displayed via this reporting; however, each assignment or selection must be continually tracked and available for fraud and abuse research purposes. This audit trail report/file must include, at a minimum but not limited to the following information tracked and displayed on the reporting;

- Date and Time of PIN assignment/selection activity;
- Mechanism used (i.e. ARU, PIN selection device, web PIN change, web PIN restriction, mailing of existing PIN, or mailing of changed PIN); user ID and device ID if PIN selected by PIN selection device;
- If PIN selected by PIN selection device, user ID, device ID and card number;
- If PIN restricted via web PIN restriction,
- If PIN mailed, indicate if re-mailing of existing PIN or new PIN assignment;
- If ARU PIN, operator ID, the phone number of source, and card number;
- If Admin system action is used to add or remove a restriction/flag to a card or account preventing access to the PIN via the ARU; and
- If PIN restricted/flagged via Admin system report, User ID, date, client account #, client state identifier, and daily count reporting aggregate weekly and monthly counts.

**Report Name: Administrative System Security**

Frequency: Frequency determined during detailed design

File Report/Inquiry/Summary/Detail: Report/File Detailed and Summary

Description: Administrative Terminal Security Reports/Files are those reports/files that identify the assigned users of the EBT Administrative System and their ability to access AT. The system must be able to report on user access to the system and maintain and protect such records from modification, unauthorized access, or destruction. The report also contains sections identifying

the groups and roles established by the State and the valid components and operations within each. Separately, the Contractor must provide Administrative System reporting to Federal agencies as designated by the CSA in cooperation with FNS and arrange for such reporting to be implemented when the State's EBT system is implemented. The system must define and control access between authorized users and system functionality. For each recorded action, the system must be able to report the date and time of the event, the user, the action performed, and the success or failure of the action. The system must provide the capability to selectively report on such actions of one or more users by individual user ID. At a minimum, the Administrative System Security reports/files must record and provide individual monthly reporting consisting on, but not limited to, the following for each user profile:

- Newly added user indicators;
- Active Users;
- Dormant Users (users who have been placed on inactive status after a predefined number of days/months)
- Users who have never logged on;
- Disabled Users;
- Purged Users;
- Log on, log off activity;
- Most recent log on date;
- Password Changes;
- Failed Log on attempts;
- User Profile Access; and
- Access Status.

**Report Name: Administrative Actions Summary Report**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/File Summary

Description: This report provides a summary of all user-executed nonfinancial actions made through the Administrative Terminal, including but not limited to Case closure, Case reopen, Vault Card issue, set PIN restriction, remove PIN restriction, unlock PIN, set additional security password, remove additional security password, and totals for each action. There are totals for county and statewide. The report is sorted by County and Login ID.

**Report Name: Administrative Actions Detail Report**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: This report provides the details of user-executed nonfinancial actions made through the Administrative Terminal for Case closure, Case reopen, Vault Card issue, set PIN restriction, remove PIN restriction, unlock PIN, set additional security password, remove additional security password, and totals for each action. There are totals for county and statewide. The report is sorted by County, Login ID, The NCS State's Client/Case Identification Number and Card Number.

**Report Name: PIN Device User Summary**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Summary

Description: This report, submitted on a monthly basis to the CSA, must include PIN Device users assigned to the system and the required data fields as defined by each State. A detail design of the report will be developed in the detail design requirements. At a minimum, the data must consist of but not limited to the following;

- User name and address (this must be location of local district);
- User ID;
- Date and time logged onto the system;
- Last transaction date;
- PIN Terminal ID; and
- The count of PIN terminal transactions for that logon.

**Report Name: PIN Device User Transactions**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: This report lists approved PIN selection transactions on all PIN selection devices.

**Report Name: Card Replacement Fee**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Detailed and Summary

Description: The Contractor must provide a series of monthly reports/files or extract files associated with the functionality and actions taken for processing card replacement fee tracking. The report/file layouts will be defined by each CSA in detail design. At a minimum and as determined by each CSA the information must include;

- Summary information on number of cards falling into the chargeable criteria;
- The number of operator override decisions not to charge for a replacement card; and
- Detail information on override cases including the administrative user ID, and applicable card and case information.

### **Direct Deposit Reports**

**Report Name: Direct Deposit Alternate Proposal Reporting**

Frequency: Varied

File Report/Inquiry/Summary/Detail: File and/or Report

Description: The Contractor must provide the State with detailed reporting to the extent permissible in accordance to Title 12, CFR Part 205 (Regulation E) and industry guidelines, and must have ability to support ad hoc requested reporting and files from CSA, if requested. For other details refer to the RFP section "Direct Deposit Alternate Proposal; Branded Debit Cards"

### **Settlement and Reconciliation Reports**

**Report Name: Settlement Processing Report or Inquiry**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Inquiry/Report/File

Description: This report or inquiry must provide Settlement totals and processing status (including but not limited to pending, successful, late and error conditions) to detail each funds transfer that affects each respective county, state, and federal funding account. This reporting

must display the most recent previously completed transfers as well as new pending transfers, broken out by Settlement Date. Settlement totals must be made available to funding parties by 7:00 a.m. Eastern Time (ET) on the Settlement Day in advance of the actual transfers to allow for replenishment of zero balance accounts. Should the electronic reports or inquiries be unavailable, the Contractor must fax the Cash Settlement totals for each funding account to the state by 7:30 a.m. ET. A history of Settlement data must be maintained for a length of time to be agreed upon with each Contracting State. Settlement totals must be made available to funding parties by 7:00 a.m. Eastern Time (ET) on the Settlement Day in advance of the actual transfers to allow for replenishment of zero balance accounts. Should the electronic reports or inquiries be unavailable, the Contractor must fax the Cash Settlement totals for each funding account to the state by 7:30 a.m. ET. A history of Settlement data must be maintained for a length of time to be agreed upon with each Contracting State. At a minimum and as determined by each CSA during detail design discussions this reporting must provide the following:

- Settlement totals and processing status (including but not limited to pending, successful, late and error conditions)
- The detail must include each funds transfer that affects each respective county, state, and federal funding account.
- Display the most recent previously completed transfers as well as new pending transfers, broken out by settlement date.

**Report Name: Retailer Settlement Reporting**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Inquiry/Report/File

Description: This report or inquiry must provide ACH Settlement totals and processing status including but not limited to pending, successful, and error conditions to detail each funds transfer that affects each Retailer or TPP account to reimburse their EBT issuance activity. At a minimum and as determined by each CSA during detail design discussions this reporting must provide the following:

- The transfer type (debit or credit), amount, transfer date and time, Settlement Date, FNS Authorization Number or other Retailer identifier, and Acquirer/Terminal identifiers.
- Settlement totals for each entity for which funds are moved,
- Totals for any transfers that will not be settled until a future Settlement Switch Processing Day (Retailer and/or host EBT business day suspense); and,
- Broken out by Settlement Date. The reporting must include the value of funds from the previous days reporting that settle on the current Settlement Day. All Settlement of funds must be reported by date for each payment.

If the responsibility for EBT-only acquiring is subcontracted, the Subcontractor must also provide a Retailer Settlement report or inquiry that meets all of the requirements in this section, including future date Settlement due to Retailer and/or Subcontractor business day suspense. Any difference between the amount reported as transferred from the Contractor to the Subcontractor and the amount reported documented as received by the Subcontractor from the Contractor must be documented and explained.

**Report Name: Rejected/Unsettled Funds Report**

Frequency: Quarterly

## File Report/Inquiry/Summary/Detail: Inquiry/Report/File

Description: This report must provide accumulated details of unresolved settlement transactions to Retailer or TPP accounts that were rejected due to inaccurate account information or closed accounts. At a minimum and as determined by each CSA during detail design discussions this reporting must provide the following;

- The transfer type (credit or debit);
- The transfer method (ACH, wire transfer, etc.);
- STARS settlement date;
- The total amount;
- Federal SNAP amount;
- The transfer date and time;
- Additional attempted settlement date(s) and times;
- The Retailer/TPP identifier, and bank account number;
- Retailers last known address;
- FNS Retailer Number if SNAP funds are involved;
- Any additional EBT contractor/sub-contractor information; and
- Broken out by settlement date. The reporting must include the value of funds from the previous days reporting that settle on the current settlement day. All settlement of funds must be reported by date for each payment.

If the responsibility for EBT-only acquiring is subcontracted, the Subcontractor must also provide a Rejected Settlement report or inquiry that meets all of the requirements in this section.

### **Report Name: Clearing Report or Inquiry Summary**

Frequency: Daily/Monthly

File Report/Inquiry/Summary/Detail: Report and/or Inquiry

Description: The Contractor must provide a daily report or inquiry of summary information at the Benefit Type level of all settling and non-settling activity that is deposited or transacted against accounts every day. It must summarize the activity included in the daily file of transactions (Benefit Activity File/Report, according to the settlement Switch day).

End of month summary reports to total the activity from daily Clearing Reports must also be provided.

This reporting must accumulate from day to day the starting and ending balances for each Benefit Type in the daily transaction files, including transactions that do not fit into predefined Benefit Type categories. Transactions that do not fit into predefined Benefit Type categories must be documented and identified separately in this reporting. For example this would include successful transactions that are missing some data (e.g. Benefit Type), such as "unapplied transactions.

The beginning balance for each Benefit Type must equal the prior day's ending balance for that Benefit Type, unless a corresponding credit/debit is documented (for example, in a variance suspense account).

Please refer to Accounting for Reconciliation Variances Between Transaction Activity.

The Clearing Report must summarize all deposits, all debit and credit settling transactions, and all debit and credit non-settling transactions for each Benefit Type each day, including transactions that do not fit into predefined Benefit Type categories. Unorthodox transactions that do not fit into predefined Benefit Type categories must be documented and identified separately in this reporting.

The Clearing Report must provide daily total outstanding balances by program (Cash and SNAP) that are made up of the sums of beginning balances, debit settling transactions, credit settling transactions, debit non-settling transactions, and credit non-settling transactions, to arrive at the overall ending balance for each program.

**Report Name: Database Value**

Frequency: Daily/Monthly

File Report/Inquiry/Summary/Detail: Inquiry/Report Summary

Description: All settling and non-settling activity that is applied to the host database for every day, itemized by transaction type. The Contractor must provide a separate daily report and inquiry of summary information at the program and Benefit Type levels on all settling and non-settling activity that is applied to the host database for every day, itemized by transaction (activity) type. The report must itemize Group Home activity separately within program. The report must summarize every transaction that was included in the daily balancing and reconciliation process described in the Daily Reconciliation section of this RFP. For the purposes of this RFP, the sum total of this activity, regardless of the logic used to accumulate it, is referred to as the daily account activity and the time period it covers is referred to as the reporting day.

Daily and end of month summary reports to total the activity for each reporting day and each month must also be provided.

- This reporting must accumulate from day to day the starting and ending balances for the net sum of all transactions applied to accounts on the host database by Benefit Type and program.
- The ending balance for the previous day must become the beginning balance for the current processing day.
- The ending balance for the current processing day must be calculated and reconciled by taking into account the beginning balance for the reporting/processing day (which is the ending balance from the previous day) and adding or subtracting as appropriate the daily account activity as described above, or as detailed in the daily activity file, and considering suspense activity that occurs between the end of the settlement day and the end of the contractor's reporting day.
- The Database Value Report must summarize all deposits, all debit and credit settling transactions, and all debit and credit non-settling transactions for each transaction type each day by Benefit Type and program.
- The Database Value Report must provide this reporting for every transaction that is processed during the reporting day by Benefit Type and program. It must also support verification of total issuances, Expungements, and repayments reported to AMA.
- The Database Value Report must provide a daily total outstanding balance of unused benefits that is made up of the sum of balances for each account by Benefit Type and program.
- The Database Value Report must provide separate suspense subtotals for all debit and credit activity that occurs prior to the contractor's host EBT business day processing cutoff, which was not settled in that day's ACH file. Suspense may transpire because some transactions included in the daily activity for the reporting day occur after the Switch Settlement cutoff, because Retailers are allowed to choose their own business day cutoffs, or a combination of the two. All such future date settlement activity that is included in the database value report must be tallied for each transaction type, by Benefit Type and program. If this future suspense activity includes transactions that will not be settled in the

next day's ACH file, the Contractor must also break down these numbers by Settlement Date.

- The Database Value Report must provide separate totals of any benefits that are not available to Recipients if they are included in totals for outstanding liability for the reporting day.
- The Contractor must provide a daily reconciliation of the outstanding balance of transaction activity as reported on the daily Clearing Report to the outstanding balance of database account updates as reported on the daily Database Value Report. Both of these reports (Clearing and Database Value) must also reconcile to the outstanding liability reported on ASAP. These requirements are detailed in the Reconciliation section of this RFP.

**Report Name: Unavailable/unlinked and Exception Benefits**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/File

Description: The report must provide totals by program and Benefit Type. Each day, the Contractor must provide a report or file to, be defined by each CSA during detail design, to identify the status, outstanding number, and value of benefit authorizations that were accepted by the processor from the state, but have not yet been made available to the Cardholder. The report/file must also identify benefits that were accepted by the processor, and subsequently targeted for cancellation actions that were not processed. The report must provide totals by program (SNAP and Cash), and Benefit Type. At a minimum and as determined by each CSA during detail design discussions this reporting must provide the following;

- Beginning balance of benefits that were unavailable for the processing day,
- New benefits received during the day but not made available to the Recipient,
  - because the availability date is in the future
  - because the account has not been set up
- Benefits that were unavailable on prior processing days but now disposed of as
  - deposited to Cardholder accounts during this processing day
  - deleted according to state specific stale dating procedures/timeframes
  - returned to the state by void or cancellation authorizations
- Ending balance of benefits that were unavailable for the processing day, which becomes tomorrow's beginning balance.
- Individual detail listings of all benefits that:
  - reached their availability date but were not deposited and remain unlinked (e.g. no account set up)
  - were reported as unlinked (no account set up) on a previous day, but were deposited to Cardholder accounts for this processing day. Include original availability date.
  - were deposited to Recipient accounts but have not reached their availability dates. Include availability date.
  - were targeted for void or cancellation actions that were not taken

**Report Name: Pending Benefits Report**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/File

Description: The Pending Benefits report provides a daily report of all pending benefits. These are benefits that have not yet reached their availability date, as well as pending benefits for which no demographic data exists (uncashables/shell account benefits).

**Report Name: AMA Entry Report/Inquiry**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Report/Inquiry

Description: The Contractor must provide AMA entries to the FRB of Richmond through the AMA batch process. The Contractor must provide a daily report or inquiry that provides the details of all updates to the AMA file to facilitate FNS46 reporting.

- Separate entries must be created for regular SNAP benefit activity and fraud investigative SNAP benefit activity.
- The AMA Entry Report or Inquiry must be made available to FNS.

**Report Name: Automated Reconciliation**

Frequency: Daily

File Report/Inquiry/Summary/Detail: File/Report Summary

Description: Daily summary of automated reconciliations. The EBT Contractor must provide daily summary documentation of the results of the following automated reconciliations as required in the Daily Reconciliation section of this RFP.

- Each day's Settlement draws from each Government treasury Cash account and from the USDA Letter of Credit (LOC) via ASAP reconciled to Settlement deposits made to Retailer/Provider accounts at the program (SNAP and Cash) level.
- The sum of the day's transaction activity (including deposits and non-settling actions such as Expungements and repayments) reconciled to the net change to Cardholder Accounts on the EBT host database, as reported on the Database Value Report. The Contractor must accumulate and maintain an accounting of all outstanding variances that may be identified by this reconciliation, and any resulting corrections that are made on a daily basis, as required in the Reconciliation of Transaction Activity Against Cardholder Accounts on the EBT Host Database section of this RFP.
- The sum of end of reporting day balances for Cardholder SNAP Accounts on the EBT host, and/or the accumulated daily transaction activity, reconciled to the outstanding balance for the FS Line of Credit in the US Treasury's ASAP system, operated by the Federal Reserve Bank (FRB) of Richmond.
- The sum of end of reporting day balances for Cardholder Accounts on the EBT host, reconciled to the accumulated daily transaction activity outstanding liability for the total of all governmental Cash funding accounts in each state.
- Each day's benefit activity reconciled to entries posted to and accounted for by the AMA system.

**Report Name: Automated Reconciliation Reporting**

Frequency: Daily

File Report/Inquiry/Summary/Detail: Detailed File/Report

Description: The EBT Contractor is required to perform a daily automated reconciliation of Cash and SNAP funds entering, leaving, and remaining in the system for each 24 hour processing cycle. The Contractor must provide daily reporting of the results following automated reconciliations as required in this RFP.

**Report Name: AMA File**

Frequency: Daily (business day basis)

File Report/Inquiry/Summary/Detail: File Summary

Description: Summary by availability/effective date to support increases/decreases to the project's ASAP account balance to the Federal Reserve Bank of Richmond. On a business day basis, the EBT Contractor must provide summary data, by availability (effective) date, necessary to support increases/decreases to the projects ASAP account balance to the Federal Reserve Bank of Richmond. Totals must be provided for increases in benefit authorizations, Expungements, and benefit repayments, reported to AMA as other returns. The transmission of issuance and returned benefit data elements must be accomplished through automated batch processing in a file format specified by the Federal Reserve Bank. This method must allow for the automated flow of the State's issuance data, through the contractor's EBT system, to AMA. The Contractor must be able to employ the manual on-line AMA Issuance feature as a back-up to the Batch Issuance process. The data format and the requirements for this file are specified by FNS and are included in Appendix H 3 of this RFP – AMA File Formats. The EBT Contractor is required to support the data requirements of the federal government, and specifically FNS, for the SNAP EBT program. The data files described must be provided to the federal government on a periodic basis as defined by FNS.

## **FNS Reports**

### **Report Name: SNAP Redemption**

Frequency: Daily or Weekly

File Report/Inquiry/Summary/Detail: File Detailed

Description: Detailed daily SNAP redemption data by Retailer ID to STARS, through the Benefit Redemption Systems Branch. The EBT contractor must provide daily SNAP redemption/merchant reimbursement data detailed by Retailer identification number to STARS, the FNS SNAP redemption database, through the Benefit Redemption Systems Branch in Minneapolis. These files may be submitted daily or weekly. The data format and the requirements for this file are specified by FNS and are included in Appendix H 2 of this RFP - STARS File Record Layout Specifications.

### **Report Name: ALERT**

Frequency: Daily

File Report/Inquiry/Summary/Detail: File Detailed

Description: Transaction data of store transaction history to FNS. The EBT Contractor must provide transaction data, starting at implementation, of store transaction history on a daily basis to FNS through the ALERT file. The data element requirements and file layout for the ALERT file can be found in Appendix H 1 of this RFP - ALERT Submission File Specification. The contractor must provide support for accurate reporting of State funded SNAP benefit activity, as determined by the CSA. The EBT Contractor is required to support the data requirements of the federal government, and specifically FNS, for the SNAP EBT program. The data files described must be provided to the federal government on a periodic basis as defined by FNS.

### **Report Name: REDE**

Frequency: Daily

File Report/Inquiry/Summary/Detail: File Detailed

Description: The EBT Contractor must accommodate REDE processing to exchange Retailer data with FNS, as described and outlined in Appendix H of the RFP – REDE Information and File Formats. The Contractor will be required to support a batch validation process to ensure that all records in the national file are posted accurately and timely. This should result in an exception report so that action can be taken by FNS to manually add the rejected Retailer. The

Contractor may be held liable for any transactions that occur at deleted Retailers after 2 Business Days.

During detail design discussions, the Contractor may be required to provide the CSA with separate reporting providing the time required for the contractor to obtain access to EBT for newly authorized FNS merchants. This includes the timing of newly Authorized Retailers being sent a contract by the vendor, and for EBT-only Retailers: dates for the POS device being mailed out and a Retailer being fully equipped to accept EBT within two weeks of signing the contract and within 30 days for TPP-equipped Retailers. The EBT Contractor is required to support the data requirements of the federal government, and specifically FNS, for the SNAP EBT program. The data files described must be provided to the federal government on a periodic basis as defined by FNS.

**Report Name: STARS**

Frequency: Daily

File Report/Inquiry/Summary/Detail: File/Report

Description: This daily report lists the total count and amount of SNAP transactions (withdrawals, refunds, reversals, void lasts, Adjustments) conducted in the state. The report is sorted by county. The EBT Contractor is required to support the data requirements of the federal government, and specifically FNS, for the SNAP EBT program. The data files described must be provided to the federal government on a periodic basis as defined by FNS.

### Fraud Reports

The EBT Contractor must support the data requirements of both Federal and State agencies responsible for ensuring the integrity and proper use of benefits to be distributed by the EBT system. During each State's detail design the State may choose one or several methods for providing fraud-reporting data.

Methods may consist of a daily extract data file, a standard reports package and/or an electronic file, such as the ISO8583 message file, that includes activity of all approved and denied EBT transactions. In addition to the detail within the file, it must also include header and trailer records with control totals to ensure the data is not corrupt.

The Contractor must recommend a set of fraud reports that will help the NCS States manage and detect fraud within the SNAP and public assistance programs or other fraud reports that states may request.

At a minimum and as determined by each CSA during detail design discussions this reporting must provide the following package;

- **Out of State Transactions:** This report lists all client transactions occurring in states other than the NCS State. There are totals for each county and statewide. The report is sorted by County and the NCS State's Client/Case Identification Number.
- **Excessive Large Dollar Transactions:** This report lists all approved SNAP purchases within the reporting date range for each Retailer with at least a specified number of purchases greater than or equal to a dollar amount classified as excessive. The date range, number of purchases, and excessive dollar amount are configurable system parameters set by the NCS State. There are totals for each county and statewide. There are totals for each county and statewide. The report is provide monthly or on demand.
- **Excessive Return Transaction Report:** This report lists all approved SNAP return transactions within the reporting date range with an amount greater than or equal to a

specified limit. The date range and return amount limit are configurable system parameters set by the NCS State. There are totals for each county and statewide. The report is sorted by County and the NCS State's Client/Case Identification Number. The report is provided monthly or on demand.

- **Multiple Withdrawals on Same Day**
- **Multiple Transactions Same Day Retailer Report:** This report lists details on multiple SNAP benefit transactions processed by a Retailer on the same day, for the same the NCS State's Client/Case Identification Number. The number of transactions and a minimum transaction amount are configurable system parameters set by the NCS State. There are totals for each FNS Number; for each city; for each county; and statewide. The report is sorted by County, City, FNS Number and CIN.
- **Manually Keyed POS Card Entry**
- **SNAP Credit Transactions**
- **Yearly Multiple Card Replacements**
- **Full SNAP Balance Withdrawal Report:** This report lists all SNAP withdrawals of the full card balance in one transaction within the reporting month where the withdrawal amount exceeds a minimum amount. The minimum amount is a configurable system parameter set by the NCS State. Report includes statewide totals. The report is sorted by the NCS State's Client/Case Identification Number.
- **Balance Inquiry Followed By Withdrawal of Entire Balance.**
- **Transactions Attempted on Invalid Card Report:** This report lists transactions performed using cards with a status other than active. This report shall be used by fraud investigators to detect potential fraud at a Retailer location. There are totals for each county and statewide. The report is sorted by County and the NCS State's Client/Case Identification Number

The Contractor should recommend other fraud reports that they anticipate states would find valuable. The report package must allow State flexibility to determine report frequency, set different parameters for minimum/maximum dollar thresholds, card replacement frequency (yearly vs. monthly) and sort reports by geographic or other operational codes.

The contractor must provide a transmitted daily extract file, as described in each state's Appendix, for the investigation of Recipient/retail fraud commencing with the implementation of the EBT system. The Contractor must ensure the daily extract file is reconciled and agrees with the Database Value reporting described in this RFP. New York State currently receives this file from the EBT Contractor. Refer to each State Appendix for the need from each NCS member and the daily extract file requirements.

At a minimum and as determined by each CSA during detail design discussions the daily extract file data requirements for investigation of Recipient/Retailer fraud and compliance must include, but are not limited to the following:

- EBT Account and demographic information as specified by the State;
- Case number (as defined by each State);
- Card number used for transaction;
- Transaction date and time;
- Transaction amount (credits and debits);
- Transaction type data (manual transactions, reversals, Adjustments, etc.);
- Transaction method (card swipe, key entry);
- Benefit posting/update data; and
- All merchant information (Cash and FS locations)

## **Disaster Preparation and Contingency Planning Reports**

### **Report Name: Continuation of Business Test**

Frequency: Yearly

File Report/Inquiry/Summary/Detail: Report

Description: The Contractor is required to report on the results of the Continuation of Business test within 30 calendar days of completion after the test is conducted. At a minimum and as determined by each CSA during detail design discussions the reporting must consist of all the details describing the system areas fully tested and any results from other testing processes that required changes to complete any failed test results.

### **Report Name: Retailer Surveys**

Frequency: As needed and required by CSA

File Report/Inquiry/Summary/Detail: Report Detailed

Description: The Contractor must provide reports, as needed and required by the CSA, on the results of surveys of Retailers for operability during and immediately following a disaster.

### **Report Name: FNS Disaster SNAP Program Reports**

Frequency: Daily during disaster

File Report/Inquiry/Summary/Detail: Report/File Detailed and Summary

Description: The Contractor must provide data according to FNS disaster reporting and reconciliation requirements. In the event the CSA invokes a declared Disaster Services Plan, the Contractor must implement a disaster EBT reporting system that supports the CSA in complying with Federal disaster reporting and reconciliation. Please reference the NCS state appendices to request a copy of individual states D-SNAP Disaster Plan. At a minimum and as determined by each CSA during detail design discussions the reporting must include the following;

- Card production and issuance reconciliation.
- Benefit authorization and posting reconciliation
- Benefit Expungement

### **Report Name: Activity Reporting During a Disaster**

Frequency: Daily and Monthly during disaster

File Report/Inquiry/Summary/Detail: Report/File Detailed and Summary

Description: Issuance, Expungement, drawdown and other information for disaster benefits separate from regular benefits. Reporting must be available upon request by the CSA. The NCS States require the ability to view issuance, Expungement, drawdown, and other information for disaster benefits separately. The States require disaster reports to be available upon request to satisfy the FNS disaster requirements for reporting. At a minimum and as determined by each CSA during detail design discussions the reporting must include the following;

- Accounts set up/activated,
- Reconciliation of benefits issued and posted (including reporting to FNS to insure adjustments to funding ceilings),

- Separate tracking of regular ongoing and disaster benefits,
- Benefits replaced during the disaster,
- Benefits transacted,
- Manual vouchers processed, and,
- Disaster benefits Expungements.

**Report Name: Disaster Card Issuance Report**

Frequency: Daily and Monthly

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: The Disaster Card Issuance report is a daily and monthly statewide financial report that identifies disaster cards issued by Disaster Event and County. Report contains: Case number, Cardholder name, Cardholder DOB, card number, worker ID, issue date/time, card void date, reconciliation of card deliveries, reconciliation of inventory of cards to cards issued, reconciliation of cards issued to on-line set up of cards.

**WIC Reports**

As described in the RFP WIC Requirements section, the EBT Contractor shall be required to work with each State to define and implement comprehensive reporting capability for the WIC EBT Program. To support the WIC reporting requirements, the Contractor shall be required to meet, as a minimum, the reporting requirements outlined in the WIC Functional Requirements Document for a Model WIC Information System with EBT (FRED-E), Version 2008 2.0, September 2008, or the most recent version of this document, as well as the WIC Regulations as published by the Federal Register in the Code of Federal Regulations, Title 7, CFR Part 246. Reports should be made available, at State option, on-line, and downloadable in PDF and CSV formats, and/or transmitted as a data file to the State.

**Retailer Management Reports**

**Report Name: Retailer Contract Status**

Frequency: Quarterly

File Report/Inquiry/Summary/Detail: Report/File Detailed

Description: Quarterly reports on Retailers, new agreements of sufficient detail to allow the CSA to determine the level of compliance with Title 7, CFR Section 274.3(a)(1). The Contractor must provide quarterly reports on new Retailers, new signed agreements, including active agreements and agreements expired or closed. This report must be of sufficient detail that describes a period in which newly authorized Retailers obtain access to the EBT System. The reporting must also contain sufficient details describing the timing newly Authorized Retailer an agreement is provided including EBT-Only Retailers receiving POS equipment between mailing and delivery within the two weeks permitted to sign the agreement. This will permit the CSA to determine the level of compliance with Title 7, CFR Section 274.3(a)(1), which requires installation within 14 days. Reporting details will be further identified by each CSA during detail design discussions.

**Report Name: Funds Transfer Support for Certain Facilities**

Frequency: Daily

File Report/Inquiry/Summary/Detail: File

Description: Reporting of facility funds transfer activity for Group Home, Congregate Care Facilities, Drug and Alcohol Treatment Centers, Domestic Violence Shelters, and NYS Residential Treatment Centers. Reporting of facility funds transfer activity must be included in CSA's daily benefit activity files and other files, as defined by the CSA during detailed design, and in all appropriate contractor-produced reports of transaction activity and fiscal reconciliation. Facility totals will be included in all appropriate program totals, both in formatted reports and on Administrative screens. There will be no need to separately break out facility totals, unless requested by the state in the State Appendices. All normal Administrative System inquiries (account, card, Case number and/or facility "client" number, name, and FNS number) will be supported for these accounts.

## **Cardholder and Retailer Customer Care Reports**

### **Report Name: Monthly Cardholder and Retailer Customer Service and ARU Call Reporting**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Summary

Description: This monthly report/file must provide a summary of all received calls by the *Cardholder* Customer Service ARU and Customer Service Representatives. At a minimum and as determined by each CSA during detail design discussions the reporting must include the following;

- Top 50 callers to the EBT helpline with the highest monthly call volumes;
- Number of ARU reported cards as, lost, stolen, damaged, non-receipt, non-functioning card, or unauthorized use;
- Balance and transaction history inquiry calls;
- Number of calls;
- Number of rings before answered by the ARU and a Customer Service Representative;
- Number of abandoned calls by the ARU;
- Number of abandoned calls by Customer Service Representatives once the caller has been transferred for assistance;
- Number of busy signals received; and
- Number of calls blocked, and percentage reporting categories for measuring performance standards must be collected and reported to each NCS state.

### **Report Name: Monthly EBT Web Site Reports/Files**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File Summary

Description: This report must provide a monthly report/file summarizing the number of inquiries by Cardholders, and other EBT providers granted access to the site.

### **Report Name: Retailer Customer Service and ARU Call Report/File**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: Report/File

This monthly report/file must provide a summary of all calls received by the *Retailer* Customer Service ARU and Customer Service Representatives. At a minimum and as determined by each CSA during detail design discussions the reporting must include the following;

- SNAP Voice Authorization;
- Terminal problems;
- Settlement questions, etc.
- Statistics regarding Retailer Customer Service help desk tickets, including number of tickets opened, tickets closed, and reason for ticket, must be provided.
- Daily statistics regarding ARU and Customer Service performance;
- Number of calls;
- Number of rings before answered;
- Number of abandoned calls by Customer Service Representatives once the caller has been transferred for assistance;
- Number of busy signals received;
- Language selected for ARU and CSR calls;
- Number of calls blocked; and
- Percentage reporting categories for measuring performance standards must be collected and reported to each NCS state.
- Monthly EBT Web Site Report/File

The Contractor must provide a monthly report/file summarizing the number of inquiries by Cardholders, and other EBT providers granted access to the site. At a minimum and as determined by each CSA during detail design discussions the reporting must include the following;

- Access statistics/web site hits/counts from personal home computers or smartphones.
- Access statistics for Cardholder PIN changes.
- Access statistics for new Cardholders registering to the site.
- Access statistics of total Cardholders registered.
- Access statistics from of total Cardholders registered.

## **Cash Access Services Reports**

### **Report Name: Cash Access Location Report**

Frequency: Quarterly

File Report/Inquiry/Summary/Detail: File/Report Detailed and Summary

Description: The Contractor must produce quarterly electronic detailed Cash access location reports/files for each NCS member, identifying all EBT participating Cash access locations. The Contractor must maintain an up-to-date database on Cash access points that provides Cash access services to NCS EBT Cardholders, including border states. It should be noted that the CSA is entitled to the full reports/files as described herein regardless if the Contractor enters into an agreement with some other State agency or organization to produce a report in some other format.

The contractor must produce *quarterly* electronic Cash access location reports/files for each NCS member, identifying all EBT participating Cash access locations. At a minimum and as determined by each CSA during detail design discussions the reporting must include the following;

- Propose a method for reporting the POS Terminal, and ATM identification number and location associated with any EBT Cash transaction.
- Identify and report separately on ATM, POS, and POB locations;
- Distinguish between and report separately by zip code on surcharging and non-surcharging locations for each category; and

- At a minimum or as prescribed by each CSA during design discussions, all Cash access locations reporting must contain the following information:
  - Name and address of the Retailer/ATM location;
  - Zip code of the Retailer/ATM location;
  - Cross street reference;
  - Location type (bank ATM, non-bank ATM, POB or POS,);
  - Available cash back per customer per day (POS, and POB); and
  - Whether or not a purchase is required (POS) for cash back.
  - For POS Locations the report must contain the name of the Retailer as posted on the actual Retailer Business Sign.

### **Transition/Conversion Reports**

Reports/files that support and track the complete conversion of Cardholder accounts maintained by the State's existing contractor. Report must include all elements necessary for an audit of the records that would provide adequate assurance to the State(s) that a successful, accurate and complete conversion of Cardholder accounts was achieved. At a minimum and as determined by each CSA during detail design discussions the reporting must include the details included.

**Report Name: Cardholder Account Report**

Frequency: Daily and before the last month prior to the database conversion, and until the entire Cardholder database resides with the new EBT Contractor System.

File Report/Inquiry/Summary/Detail: File/Report Detailed

Description: The CSA's and the Contractor (incumbent and new) must have completed the majority of transition activities before the last month prior to the database conversion (refer to RFP Section 11.5). The Contractor must provide all necessary reports/file to support and track the complete Conversion of Cardholder accounts maintained by the State's existing contractor. Reports/files must be provided daily, starting with the two (2) simulated Conversions of the production database through the initial Conversion, until the entire Cardholder database has been converted to the new EBT Contractor. These reports must include all elements necessary for an audit of the records that would provide adequate assurance to the State that a successful, accurate and complete Conversion of Cardholder accounts was achieved. In addition, the new EBT Contractor must provide a reconciliation of the final database value of the current contractor prior to Conversion and an opening database value from the new EBT Contractor after Conversion of the Cardholder accounts.

The Contractor will be liable for any errors or omissions resulting from a delayed, incomplete or inaccurate Conversion of files. The Contractor must assure the State that all data elements in each Cardholder file have been properly converted, including availability dates of future dated benefits. The Contractor will be liable for any benefits, which are made available before their scheduled availability dates.

**Report Name: Database Conversion Reconciliation Reports**

Frequency: Daily and before the last month prior to the database Conversion, and until the entire Cardholder database resides with the new EBT Contractor System.

File Report/Inquiry/Summary/Detail: File/Report Detailed

Description: The CSA's and the Contractor (incumbent and new) must have completed the majority of transition activities before the last month prior to the database conversion (refer to

RFP section 11.5). In addition, once the new Contractor begins EBT operations, the new EBT Contractor must continue to coordinate the Daily Settlement and clearing activities and reports with the former EBT contractor to assure the State(s) that all daily EBT transactions and activity are properly accounted for with the State, Federal Reserve and FNS. This coordination with the former EBT contractor must continue until all suspense, Hold, Adjustment and any other EBT transactions by the former EBT contractor have been processed, reported, accounted for and transferred to the new Contractor.

**Report Name: Database Conversion Report/File**

Frequency: Daily and before the last month prior to the database Conversion, and until the entire Cardholder database resides with the new EBT Contractor System.

File Report/Inquiry/Summary/Detail: File/Report Detailed

Description: The CSA's and the Contractor (incumbent and new) must have completed the majority of transition activities before the last month prior to the database Conversion (refer to RFP section 11.5). Utilizing the required checkpoints and reconciliation procedures the Contractor must provide a summary report/file listing each individual data element that compares the data sent by the old contractor to the information posted to the new database. At a detail level the new Contractor must describe and list all discrepancies with the converted data.

**Report Name: Database Value/Benefit Conversion Report/File**

Frequency: Daily and before the last month prior to the database Conversion, and until the entire Cardholder database resides with the new EBT Contractor System.

File Report/Inquiry/Summary/Detail: File/Report Detailed

Description: The CSA's and the Contractor (incumbent and new) must have completed the majority of transition activities before the last month prior to the database conversion (refer to RFP section 11.5). The Contractor must provide a summary report/file for comparing the three hierarchies of benefit detail that make up the database value before and after Conversion. These include the program level (Cash and SNAP), the account level, and the Benefit Type level. At a detail level the new Contractor must provide information on all records that did not successfully convert or that contained discrepancies within the three hierarchies of the benefit Conversion.

**Report Name: EBT Only Terminal Conversion Report/File**

Frequency: Daily and before the last month prior to the database Conversion, and until the entire Cardholder database resides with the new EBT Contractor System.

File Report/Inquiry/Summary/Detail: File/Report Detailed

Description: The Contractor must provide this report/file weekly up to 45 days prior to the scheduled go-live date. Beginning 45 days prior to the go-live date the Contractor must update the report daily until 100% Conversion has been completed.

**Report Name: Retailer Agreement Status Report/File**

Frequency: Daily and before the last month prior to the database Conversion, and until the entire Cardholder database resides with the new EBT Contractor System.

File Report/Inquiry/Summary/Detail: File/Report Detailed

Description: The Contractor must provide this report/file weekly up to 45 days prior prior to the scheduled go live date. Beginning 45 days prior to the go live date the Contractor must update the report daily until 100% Conversion has been completed.

**Report Name: TPP Certification Report/File**

Frequency: Daily and before the last month prior to the database Conversion, and until the entire Cardholder database resides with the new EBT Contractor System.

File Report/Inquiry/Summary/Detail: File/Report Detailed

Description: The Contractor must provide this report/file monthly up to 45 days prior prior to the scheduled go live date. Beginning 45 days prior to the go live date the Contractor must update the report until 100% Conversion has been completed.

### **Performance Standard Reporting**

The Contractor must provide monthly report(s) that shows Contractor's performance under each Performance Standard. The Contractor must accommodate the reporting informational needs of each CSA and FNS in its reporting package. With the submission of each monthly invoice, the Contractor must include a consolidated report identifying each Performance Standard set forth in the RFP and associated service level achieved, for each calendar month during the Agreement (the "Compliance Report"). Every Compliance Report must provide in detail the actual measures of performance for each specific Performance Standard in the RFP. For example, if the standard requires daily or weekly conformity, then the report will detail actual daily or weekly performance measures.

The report must compute the amount of the liquidated damages for each State in which the contractor failed to meet a Performance Standard in the RFP, which the CSA may, in its sole discretion, deduct from the Contractor's monthly invoice.

After electronic transmission from the Contractor to the CSA, the CSA will be responsible for report storage, but the EBT Contractor must maintain (or be able to easily recreate) a copy of any report or file for rapid retransmission to the CSA, as outlined below. The Contractor must provide the capability for reports to be available on-line. The Contractor may also recommend alternative methods for access to conserve CSA resources. The CSA will work with the Contractor during system design/development discussions to establish the details for the following reporting requirements.

### **Other Reports**

**Report Name: SSAE No. 18 Examination Report**

Frequency: Yearly

File Report/Inquiry/Summary/Detail: Report

Description: An annual Statement on -Standards for Attestation Engagements, No. 18, Service Organizations on the issuance, redemption, and settlement of SNAP benefits.

**Report Name: Billing**

Frequency: Monthly

File Report/Inquiry/Summary/Detail: File/Report Summary and Detailed

Description: Detailed information that will allow the CSA to validate charges for EBT Services and pass-through expenses. Data must be provided on unduplicated Case counts of Cases in

which benefits are made available during the billing month. NCS States are only billed for active Cases that have benefit authorizations made available during the billing month. Monthly benefits transmitted prior to the availability date do not constitute an active Case until the benefit has been made available to the Cardholder (e.g., availability date of the benefit has been reached). Benefits that are not tied to a Case or Cardholder are not included.

For invoicing purposes, an active Case is defined as a Case for which one or more benefit(s) has been authorized and transmitted to EBT Vendor to be made available during the billing month.

A single Cardholder who has benefits authorized for both a Cash program and SNAP is billable at the applicable Cash cost per case-month and the applicable SNAP cost per case-month.

### **Report/File Manual**

A report/file manual must be provided describing all reports and files that will be generated by the Contractor. The report/file manual will also provide a brief description of the periodic data files to be provided to the CSAs for internal report generation. The manual must include a table of contents, a glossary of terms and acronyms, and an index. The Contractor shall submit the first draft of the reports manual no later than 210 calendar days after the CSA's Contract start date and the final reports manual no later than 60 calendar days after each state's successful Conversion. Any enhancements or additions to CSA reports or files must be integrated to the report/file manual over the term of the Contract and provided to the CSA for approval.

### **Report/File Frequency**

The Contractor is responsible for distributing appropriate daily, weekly and monthly reports to the FNS and the CSA. At a minimum the Contractor must provide delivery of daily report transmissions for the previous calendar day activity to the CSA's by 8 AM the following calendar day. Monthly reporting transmissions must be delivered to the CSA's no later than 5 calendar days after the end of the reporting month. FNS staff must have access to their own set of security reports. CSAs must also have access to the entire set of administrative security reports including the segregated FNS reports. The distribution of reports must be in an electronic format, but the method for distribution of reports will be finalized during system design/development activities. In its response to this RFP the Contractor must state their preferred method for distributing reports. The Contractor must also be able to support the retransmission of previously produced reports or files to the CSA as requested. The Contractor must support requests for two previous generations for monthly reports or files (e.g., last two months), and last 30 business days for daily reports or files.

### **Reporting and File Transmission Detail Requirements**

The NCS has provided general requirements in the RFP for each report; however additional details will be determined during system design/development. Note that any CSA may prefer during system design/development, to eliminate some data elements described within this RFP. The CSA is entitled to the full reports/files as described herein regardless if the Contractor enters into an agreement with some other State agency or organization to produce a report in some other format.