

**GENERAL INFORMATION SYSTEM**  
**Center for Employment & Economic Supports**

**September 3, 2014**

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**TO:** Subscribers

**SUGGESTED DISTRIBUTION:** Commissioners, TA and SNAP Directors, EBT Coordinators, HEAP Coordinators, WMS Coordinators, Staff Development Coordinators

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

**SUBJECT:** Update on Client Electronic Benefits Transfer (EBT) System Conversion Activities

**EFFECTIVE DATE:** Immediately

**CONTACT:** EBT Bureau at 518-473-9696

This message is an update to the planned client activities described in GIS 14 TA/DC006, *Electronic Benefit Transfer System Conversion* and in GIS 14 TA/WMS031, *Update on Client Electronic Benefit (EBT) Transfer System Conversion Activities*.

The expiration of OTDA's current contract with JPMorgan Electronic Financial Services to operate New York State's EBT system, through which Supplemental Nutrition Assistance Program (SNAP) and cash benefits are issued, necessitated the issuance of a Request for Proposals which resulted in the selection of a new EBT vendor, Xerox State & Local Solutions, Inc. (Xerox). OTDA has been working with both vendors to prepare for the conversion from the current JPMorgan EFS EBT processing system to the Xerox EBT processing system.

**The conversion from OTDA's current EBT vendor, JPMorgan, to the new vendor, Xerox, will occur on Sunday, September 21, 2014.** During the conversion process, TA and SNAP recipient EBT access for food and cash purchases, or for cash withdrawals, will not be available for a period of time. This EBT downtime is expected to begin around 12 am on Sunday, September 21, 2014, and could last until 5:00 pm that day. After the conversion, current EBT cards will continue to work, and there is no need for clients to replace their card. There will be no impact on cardholders' ability to access medical benefits.

During the period of downtime, the EBT helpline (1-888-328-6399) and the retailer helpline will not be available, and retailers will not be able to process manual vouchers. Retailers have been provided with information on the conversion and its impact on EBT processing.

OTDA has sent letters to all EBT cardholders to advise clients to plan ahead for their cash and food purchases, and cash withdrawals, in anticipation of the period of downtime. OTDA has also added a banner to all Client Notice System (CNS) notices with this information. Local districts are asked to communicate this information to clients, and to post the attached notice in public areas of your local social services district offices.

This information has been posted to the OTDA hotline and to the OTDA and *myBenefits* websites, and will also be posted to the EBT helpline.

Attachment

# Important EBT Downtime Notice

There will be a period of time on Sunday, September 21, 2014, when your Electronic Benefits Transaction (EBT) card will not work for cash or food purchases, or to withdraw cash. This EBT downtime will begin around 12am on Sunday, September 21, 2014, and could last until 5pm that day. You will need to plan your cash and food purchases, and cash withdrawals accordingly. The downtime is necessary while New York State changes EBT vendors. After the conversion, your current EBT card will continue to work, and there is no need to replace your card. There will be no impact on your ability to access your medical benefits.

**IMPORTANTE!** Por la presente le comunicamos que habrá un periodo de tiempo el domingo 21 de septiembre de 2014 cuando las transacciones de dinero en efectivo, compra de alimentos o retiro de dinero en efectivo con la tarjeta de EBT no se podrán llevar a cabo. La interrupción de los servicios de la tarjeta EBT empieza alrededor de las 12am el domingo 21 de septiembre de 2014 y podría durar hasta las 5pm del mismo día. Le sugerimos planificar sus compras y retiro de dinero en efectivo de acuerdo a dicho periodo. Esta interrupción es necesaria, dado que ese día, el Estado de Nueva York estará en proceso de cambiar los contratistas de tarjetas EBT. Después de la conversión, su tarjeta actual de EBT continuará funcionando y no tendrá que reemplazarla. Ello no afectará de ninguna manera su habilitación para recibir sus subsidios médicos.

هام!! ستكون هناك فترة من الوقت يوم الأحد الموافق 21 سبتمبر 2014، لن تعمل بطاقة EBT الخاصة بك لشراء الطعام أو سحب النقود، وستبدأ فترة التعطيل هذه من حوالي الساعة 12 منتصف الليل يوم الأحد الموافق 21 سبتمبر 2014 وحتى الساعة 5 مساءً من نفس اليوم. عليك التخطيط لمشترياتك من الطعام أو سحب النقود وفقاً لذلك. وقت التعطيل هذا ضروري بينما تقوم ولاية نيويورك بتغيير مزودي خدمة EBT. بعد إتمام التغيير ستعود بطاقة EBT الحالية الخاصة بك للعمل. لا حاجة لاستبدال بطاقتك. لن يكون هناك أي تأثير على قدرتك على الوصول إلى مخصصاتك الطبية.

**重要資訊!** 2014年9月21日，星期日的一段時間內，您的電子轉帳福利卡(EBT)不能用來購買食品或提取現金。EBT停用將始於2014年9月21日，星期日，大約凌晨12點，可能一直延續至下午5時止。您需為食品購買或現金提取做好相應準備計畫。暫停使用的原因是紐約州換用EBT供應商。供應商置換完成後，您現在的EBT卡照常使用，不用換新卡。醫療福利的使用不受置換影響。

**ВАЖНАЯ ИНФОРМАЦИЯ!!** В воскресенье, 21 сентября, в течение некоторого времени Ваша карточка EBT не будет работать при покупке наличными или покупке продовольственных товаров, а также при снятии наличных средств. Карточка будет недоступна начиная приблизительно с 00:00 в ночь с субботы на воскресенье, 21 сентября 2014 г. Этот период может продлиться до 17:00 воскресенья. Просьба планировать закупку продуктов и снятие наличных средств соответствующим образом. Это вынужденная необходимость в связи с заменой штатом Нью-Йорк подрядчиков, предоставляющих услуги EBT. После замены Ваша карточка будет действительна, и ее не придется менять. Возможность доступа к медицинским льготам останется прежней.

**ENPÒTAN!!** Pandan plizyè èdtan dimanch 21 septanm 2014 kat Electronic Benefits Transactions (EBT) ou pa pral mache pou achte ak lajan kach oswa pou achte manje, oswa ankò pou retire lajan kach. EBT a ap tonbe bò 12 am dimanch 21 septanm 2014 epi sa ka dire jiska 5 pm menm jou an. Ou pral bezwen planifye pou achte ak lajan kach oswa pou achte manje w, ak pou retire lajan kach, si nesesè. Li nesesè pou EBT a tonbe pandan Eta New York ap chanje vandè EBT. Apre konvèsyon an, kat EBT ou genyen an pral kontinye fonksyone, epi pa gen ankenn nesesite pou ranplase li. Pap genyen ankenn konsekans sou kapasite w pou jwenn avantaj medikal.

**중요!!** 2014년 9월 21일 일요일 여러분의 EBT(Electronic Benefits Transaction) 카드로 현금 거래를 하거나 또는 식품 구입을 할 수 없고 또는 현금을 인출할 수 없는 시간대가 발생할 것입니다. 이 EBT 사용 불가 시간은 2014년 9월 21일 일요일 새벽 12시 경에 시작하여 이날 오후 5시까지 계속될 수 있습니다. 따라서 현금과 식료품 구입 계획을 짜고 현금 인출을 해둘 필요가 있습니다. 뉴욕주가 EBT 판매업자들을 변경함에 따라 이 사용 불가 시간은 불가피합니다. 전환 작업이 완료되면, 여러분의 EBT 카드는 계속 사용할 수 있으므로 카드를 교체할 필요가 없습니다. 의료 혜택을 받는 데에도 아무런 영향이 없습니다. [ian](#)

**IMPORTANTE!!** Il 21 settembre 2014, per un certo periodo, la carta EBT (Electronic Benefits Transaction) non funzionerà per acquistare in contanti o comprare generi alimentari, né per prelevare contanti. Questo periodo di inattività di EBT inizierà circa alle 00:00 di domenica 21 settembre 2014 e potrebbe continuare fino alle 17:00 della stessa giornata. Gli utenti dovranno pianificare di conseguenza gli acquisti in contanti e di generi alimentari e i prelievi di contanti. È indispensabile interrompere il funzionamento mentre lo Stato di New York cambia i fornitori EBT. Dopo la conversione, l'attuale carta EBT continuerà a funzionare e non è assolutamente necessario sostituirla. Non vi sarà alcun effetto sulla capacità di accedere alle prestazioni mediche.