

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

September 18, 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 Benefit 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*, in GIS 14 TA/WMS031, *Update on Client Electronic Benefit (EBT) Transfer System Conversion Activities* and in GIS 14 TA/DC035, *Update on Client Electronic Benefit (EBT) Transfer System Conversion Activities*.

This is a reminder that the conversion from OTDA's current EBT vendor, JP Morgan, 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 a.m. on Sunday, September 21, 2014, and is now expected to end by noon that day. Please note that this is a change from the original projected end time of 5:00 p.m. A revised notice is attached, which local districts are asked to post in public areas of your local social services district offices.**

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.

When the conversion has completed and the EBT system is once again operational on Sunday, September 21, OTDA will inform local district EBT coordinators via e-mail. OTDA will also post this information to the OTDA hotline, to the OTDA and *myBenefits* websites, and to social media. The new EBT vendor will also post this information to the EBT helpline (1-888-328-6399).

Attachment

# Important EBT Downtime Notice

There will be a period of time on Sunday, September 21, 2014 when your Electronic Benefits Transfer (EBT) card will not work for cash or food purchases, or to withdraw cash. This EBT downtime is expected to last from 12:01 a.m. to noon on Sunday, September 21, 2014. 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.

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 se espera que dure desde las 12:01am hasta el mediodía del domingo 21 de septiembre de 2014. Le sugerimos planificar sus compras y retiro de dinero en efectivo de acuerdo a dicho periodo. Esta interrupción es necesaria, dado que ese es el periodo durante el cual 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.

هـام سبتكون والفنترة من الـوقت يوم الأحد الـمؤفق 12 سبتمبر 1122، لن نت عمل بـطقة EBT الـخص نك لشراء للطعام أو سحب النقود، ومن الـمبتق ع أنب دنترة الـتعطيل هـذه من حوالـي الـساعة 12 ودتوق بقـعد نـصـف الـليل وحتـى الـساعة 21 ظهـريـوم الـأحد الـمؤفق 12 سبتمبر 1122. لـعـيـك لـنـحـطـيـل مـتـروـيـك من الـطعام أو سحب النقود فوق الـلـك. قـت الـتعطيل هـذا ضروري يبين مـلـقـوم ولـنـقـيـويـورك سبتـفـيـر مزودي خـدـمـة EBT بـحـدات مـم الـتـفـيـر سبتـعـا و بـطـقـة EBT الـحـالـيـة الـخص نك الـعمل. لا حاجة لـتـبـدال بـطقتك. لن يـكـون من اك أي تـفـيـر عـلـى قـدتك عـلـى الـوصـول الـى مـخـصـصـاتك الـطـبـيـة.

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 12:01 點。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。

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 приблизительно с 00:01 в ночь с субботы на воскресенье, 21 сентября 2014 г., и до 12 дня в воскресенье. 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.

Pandan yon tan dimanch 21 septanm 2014 kat Electronic Benefits Transfer (EBT) ou pa pral mache pou achte ak lajan kach oswa pou achte manje, oswa ankò pou retire lajan kach. Yo prevwa EBT a pap mache ant 12:01 a.m. ak midi dimanch 21 septanm 2014. 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.

2014 年 9 月 21 日 일요일 여러분의 EBT(Electronic Benefits Transfer) 카드로 현금 거래를 하거나 또는 식품 구입을 할 수 없고 또는 현금을 인출할 수 없는 시간대가 발생할 것입니다. 이 EBT 사용 불가 시간은 2014 年 9 月 21 日 일요일 새벽 12 시 경에 시작하여 이날정오까지 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.

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. Si prevede che questo periodo di inattività di EBT inizierà circa alle 00:00 fino a mezzogiorno di domenica 21 settembre 2014. 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.