

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

October 21, 2014

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TO: Subscribers

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

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

SUBJECT: Release of Two New LDSS E-Forms for Electronic Benefits Transfer (EBT)

EFFECTIVE DATE: Immediately

CONTACT PERSON: BMS Document Services @ 1-800-343-8859, ext. 4-9522

The purpose of this GIS message is to inform Social Services Districts (SSDs) of two new OTDA EBT administrative forms:

- (1) LDSS-5046: "EPPIC EBT Administration System User ID Request Form"
- (2) LDSS-5047: "Xerox EBT PIN User Registration Form"

On September 21, 2014, the OTDA successfully completed transitioning the Electronic Benefit System (EBT) System from JPMorgan EFS to Xerox State and Local Solutions, Inc. As a result of this change, a new EBT Administration Terminal System (EPPIC) has replaced the previous JPMorgan Web Admin system. The EPPIC system can be accessed on the OTDA intranet at <https://ebtwebadmin.otda.state.nyenet:50532/nyebtmanage/main.eppic>).

Similar to the previous system, the new EPPIC system is now the interface used by all SSD users for accessing EBT SNAP and Cash account information. Prior to the transition, JPMorgan and Xerox completed the transfer of all existing User IDs from the previous JPMorgan Web Admin system to EPPIC. Users who have not logged into this system are encouraged to begin using their IDs and log into the new system by using the temporary password (eppic123) assigned to their previous user ID.

The EBT Administration Terminal User Guide (EPPIC) was mailed to all the EBT Coordinators. A copy of the guide is also available on CentraPort under "Resources."

EPPIC EBT Administration System - LDSS-5046: "EPPIC EBT Administration System User ID Request Form"

A new user id access request form, LDSS E-Form, "**LDSS-5046.**" "EPPIC EBT Administration System User ID Request Form", has been issued and posted to the LDSS E-Forms site. This form must be completed by the SSD EBT Coordinator for every new EBT Admin User ID access

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requested and sent to the EBT Inbox at otda.sm.cees.ebt@otda.ny.gov. Questions concerning this form, and/or access to EPPIC, should also be sent to the EBT e-mailbox.

As a result of the change in EBT vendors, Xerox has completed deploying new PIN select devices to all SSDs. Authorized users of the new Verifone PIN select device are now managed at the local district level and administrative rights have been provided to SSD Supervisors to create user ids/passwords. All previous user IDs and passwords have been purged by JPMorgan.

A PIN Select Terminal Device User Guide has been sent via email to all SSD Supervisors that describes the procedure to set up PIN Select Device user IDs and passwords. A copy of the guide, EBT PIN Select User Manual (Verifone), is also available on CentraPort under "Resources."

Verifone EBT PIN Select Devices - LDSS-5047: "EPPIC EBT Administration System User ID Request Form"

A new EBT form, **LDSS-5047: "Xerox EBT PIN User Registration Form"**, has also been designed and posted to the LDSS E-Forms site. This form must be completed by the SSD Supervisors for all users assigned to the new PIN select devices since September 21, 2014, and sent to the EBT e-mailbox at otda.sm.cees.ebt@otda.ny.gov. Questions concerning this form, and/or the new PIN devices, should also be sent to the EBT e-mailbox.

Forms Ordering Information

- The above referenced documents have been posted on the OTDA Intranet website at http://otda.state.ny.net/ldss_eforms/default.htm and are available for downloading by local districts for printing locally.
- This document is a Web posted only form, therefore, it is only available online and is not available in hard copy from the New York State Office of Temporary and Disability Assistance.
- Questions concerning Web posted only forms should be directed to BMS Document Services at 1 (800) 343-8859, ext. 4-9522.