



General Information System (GIS) Message

Section 1

Transmittal:	24DC015 Upstate and New York City
Date:	April 5, 2024
To:	Subscribers
Suggested Distribution:	Commissioners, TA and SNAP Directors, EBT Coordinators, WMS Coordinators
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Supports Program
Subject:	Electronic Benefit Transfer System Conversion
Effective Date:	Immediately
Contact Information:	EBT Bureau at otda.sm.cees.ebt@otda.ny.gov

Section 2

New York will be converting the Electronic Benefit Transfer (EBT) system through which Supplemental Nutrition Assistance Program (SNAP) and cash benefits are issued. As a result of a competitive procurement, Fidelity Informational Services, LLC (FIS) has won the right to provide New York recipients with EBT services. As a result, our current vendor Conduent and the EPPIC Administrative Terminal (AT) will be decommissioned. OTDA has been working with both vendors to prepare for the conversion.

The conversion is scheduled to occur on Sunday, May 19, 2024. 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 12:01 a.m. on Sunday, May 19, 2024, and end at 11:00 a.m. However, the time frame for the system to be down, could be shorter or extend longer than 11:00 a.m. 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.

An alternate conversion date of Sunday, June 16, 2024, has also been scheduled. This date will be used if it is determined that additional time is needed. If OTDA opts to use the second conversion date, a GIS will be immediately issued to inform districts.

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.

Conduent's AT system, EPPIC, will be inoperable once the conversion is completed. OTDA and FIS will be providing the information needed for all districts and users to access the new AT system, ebtEDGE. All current users of EPPIC will receive an email from FIS or OTDA regarding new User IDs and

passwords for their system. The EBT PIN equipment you are currently using will be replaced prior to the scheduled conversion period. OTDA will continue working with district staff to determine equipment needs and FIS will mail new equipment to your designated EBT coordinator with the installation and user instructions. The equipment you are currently using will continue to function until the conversion process is completed. Once the completed conversion is announced by OTDA, you may begin using the new FIS equipment immediately. We will provide additional information in a follow-up GIS regarding the new user ID's and passwords, as well as information on train the trainer sessions FIS and OTDA will facilitate on the use of the new system. These ebtEDGE trainings will be schedule for the week of April 29th and more information will be provided. These trainings will also be recorded to share with districts.

Once the May 19 conversion date is firmly established, OTDA will be using various methods of communication advising clients to plan ahead for their cash and food purchases, and cash withdrawals, in anticipation of the period of downtime. Information will be posted on the OTDA website and on the EBT and OTDA hotlines with details about the conversion weekend. OTDA will also utilize text blasting to current card holders, send emails to current users of Access HRA and users of the Conduent client portal, connectebt.com. OTDA will also have an alert on the myBenefits page.

Please note, the EBT Helpline number printed on the back of all CBIC cards will not change due to this transition to FIS.

Once OTDA notifies districts that the May 19 conversion date is set, districts are asked to communicate this information to clients. In addition, any district websites, or forms that you have that reference the Conduent Administration Terminal (AT), EPPIC, or the client portal ConnectEBT and the ConnectEBT mobile app will need to be updated once the conversion is complete.

Districts will receive another notification from OTDA on or about April 19, 2024 to confirm the May 19 EBT conversion date.