KATHY HOCHUL
Governor

BARBARA C. GUINN
Acting Commissioner

General Information System (GIS) Message

Section 1

Transmittal:	24DC025 Upstate and New York City
Date:	May 6, 2024
To:	Subscribers
Suggested Distribution:	Commissioners, TA and SNAP Directors, EBT Coordinators, WMS Coordinators
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Supports Programs
Subject:	Update on Electronic Benefit Transfer (EBT) System Conversion Activities
Effective Date:	Immediately
Contact Information:	EBT Bureau at otda.sm.cees.ebt@otda.ny.gov
Attachments:	Important Information on EBT System Downtime

Section 2

This message is an update to the planned Electronic Benefit Transfer (EBT) system conversion from its current vendor to the new vendor, Fidelity Informational Services, LLC (FIS) as described in GIS 24DC015, *Electronic Benefit Transfer System Conversion.*

New York conversion of the EBT system through which Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance (TA) cash benefits are issued will occur on Sunday, May 19, 2024. During the conversion process, EBT access for food and cash purchases or cash withdrawals will not be available to TA and SNAP cardholders 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 (Medicaid) benefits.

During the period of downtime, the EBT helpline printed on the back of the card (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.

The EBT Helpline number will not change due to this conversion and will be operational following the completion of the vendor switch.

Districts will also need to shut down all business transactions as of 7:00pm on Friday, May 17, 2024 through Sunday, May 19, 2024. No files should be sent that will create any updates in the WMS system during the entire conversion weekend.

When the conversion has completed and the EBT system is once again operational on Sunday, May 19, 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 the information to the EBT helpline (1-888-328-6399).

As was stated in the prior GIS, Conduent's Administration Terminal (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. FIS will begin mailing the new equipment next week to designated EBT coordinators, along with the installation and user instructions. The equipment currently being used will continue to function until the conversion process is complete. Once the completed conversion is announced by OTDA, districts **must** begin using the new FIS equipment immediately.

OTDA is asking that Districts communicate this information to clients using the attached insert, as well as other communication channels such as district websites and social media channels. The attached flyer provides easy to use paragraphs, in 12 languages, so that clients can access this information more easily in their primary language.

In addition, any district websites or forms that you have that reference any Conduent products such as the Conduent AT, EPPIC, or the client portal "ConnectEBT.com" and the ConnectEBT mobile app will need to be updated to the new vendor information once the conversion is complete.

Please visit www.otda.ny.gov/ebt-conversion for the most current information on the EBT conversion and for the links to the new ebtEDGE platforms clients will need to access their EBT card information once conversion is complete.