

## How To Use Your Card at the Store



Know your balance. Check your last receipt or call the hotline.

Look for the Quest® Mark or PA EBT logo on the door or window of the store.



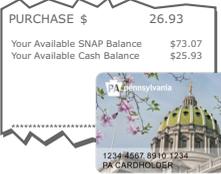
At the checkout lane, swipe your card through the opening on the machine. The cashier may do this for you.

Use the keypad to enter your secret PIN. DO NOT give the cashier your PIN.



The cashier will enter the amount of your purchase. If you are getting cash from your cash account, the cashier can add this amount to your purchase.

Check the amount on the screen and approve the amount. Remember, you cannot get cash back from all POS machines.



Check your receipt to make sure it is correct. If the receipt is wrong, tell the cashier. Make sure you have your receipt and your card before you leave.

**Your EBT account closes and the benefits move off the system if you do not use your EBT card. The cash account closes after 180 days of inactivity. The SNAP account closes after 180 days of inactivity. You must contact your CAO to reopen the account. After 365 days of inactivity, your SNAP benefits are permanently expunged.**

## How To Use Your EBT Card at a Cash Machine (ATM)

Not all ATMs say the same things, but the basic steps are the same. Always follow directions on the ATM.



Insert your card.

Enter your secret PIN.



Press Withdrawal.

Press Checking.



Enter the whole dollar amount you want. ATMs usually give you cash in amounts of \$10 and \$20.

Take your cash from the machine. Wait until you are in a safe place to count your money.



Wait for your card and receipt.

- Check the receipt to make sure it is the same as the amount you received.
- Keep the receipt so you will know how much you have left in your account.
- Take your card.

**You have four free ATM transactions every month. A transaction fee is money you will be charged after the fourth time you get cash or check your balance at an ATM in any one month.**

## When to Call the Recipient Hotline

This is a free call.

The Recipient Hotline is open 24 hours a day, seven days a week to answer any questions you may have about how to get your benefits.

Call to find out:

- ✓ Where you can use your card
- ✓ Your SNAP account balance
- ✓ Your cash account balance

Call if:

- ✓ You have questions or problems using your EBT card
- ✓ Your card is lost or stolen – you must report this immediately
- ✓ Your card does not work

**REMEMBER: Both cash and SNAP benefits are posted to EBT accounts between midnight and 6 a.m. each day. After 6 a.m. no additional benefits are added to EBT accounts. If you are expecting a benefit that is not posted to your account as of 6 a.m. call the hotline back the next day.**



Customer Service  
**1-888-328-7366**  
TTY: 711



Website  
**www.ConnectEBT.com**

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# How to use your Pennsylvania EBT Card



This guide provides information about using your Pennsylvania EBT Card.

You can use this card to access your Supplemental Nutrition Assistance Program (SNAP), cash benefits and medical assistance.

To see your balance amount, history and other information, visit:  
**www.ConnectEBT.com**

Call 1-888-328-7366 (Toll-Free)

24 hours a day / 7 days a week

TTY: 711

## Welcome to EBT!

EBT stands for Electronic Benefits Transfer. It is the way you will receive your SNAP, and/or cash assistance benefits. Your benefits will be put into a food or cash “electronic” account set up just for you. Your benefits will be deposited into your EBT account on the regular payment date. Remember, EBT will not change your benefit amount. EBT cardholders also use the EBT card for Medical Assistance benefits. Other family members will receive a Medical Assistance Access card in the mail. If they already have a medical assistance Access card they will continue to use it.

This recipient handbook tells you how to use your new EBT card.

## Words to Know:



### EBT (Electronic Benefit Transfer)

The way you will access your food, medical and/or cash benefits.



### POS Machine (Point of Sale Machine)

A machine that reads your EBT card so you can buy food with your SNAP benefits and other items with your cash benefits.



### ATM (Automated Teller Machine) or Cash Machine

A machine found at banks and stores where you can withdraw your cash benefits.



### PIN (Personal Identification Number)

A four number code that **MUST BE USED** with your EBT card. It is **very important** to keep this code a secret.

## Your PIN

PIN stands for Personal Identification Number.

- Your secret PIN is your electronic signature. It is the key that unlocks your benefit accounts.
- To use your EBT card, you must enter your four digit numeric PIN into the ATM or POS.
- When you use your Pennsylvania EBT Card you have up to three chances to enter the right PIN. After three wrong tries, you will not be able to use your card until the next day. If you forget your PIN, call your County Assistance Office (CAO) to make an appointment to choose a new PIN.

## More Words to Know

### Surcharge

A surcharge is a service fee that some stores and banks MAY charge you each time you use an ATM to withdraw cash or check your balance. **Before you use your card, look for a warning** telling you about this fee on the ATM screen. You can cancel and go to another location to withdraw your cash, then you do not have to pay this fee.

### Transaction

A transaction is:

- Getting cash at an ATM
- Getting cash at a POS machine
- Buying food with SNAP benefits
- Buying anything with cash benefits
- Checking your balance

### Transaction Fee

A transaction fee is money you will be charged after the fourth time you withdraw cash or check your balance at an ATM in any one month. This fee is not charged at POS machines.

### Balance Inquiry

Balance inquiry is finding out how much you have left to spend from your cash and/or SNAP account.

The best way to know your balance is to keep your last receipt.

If you lose your last receipt and need to know your balance, call the recipient hotline 24 hours a day/7 days a week 1-888-EBT-PENN (1-888-328-7366).

## Keep Your PIN Safe

- Keep your PIN a secret.
- Never write your secret PIN on your card.
- Never let anyone see your secret PIN —not even a store clerk! If a person has your card and knows your PIN, they can use all of your benefits.
- If someone else uses your secret PIN and card, your benefits will not be replaced.
- If someone learns your PIN without your okay, call the recipient hotline to protect your benefits.

## QUEST® Mark and PA EBT Logo

The Quest® Mark and Pennsylvania EBT logo are marks you will find on store doors, checkout lanes and POS machines that tell you your Pennsylvania EBT card can be used at that store or machine. There are special pictures on the marks that tell you what benefits you can use. Look for the Quest® Mark or Pennsylvania EBT logo before you shop.



**Remember you cannot get cash or buy non-food items with your SNAP account.**

## Where to Use Your Card

You can use your card anywhere you see the Quest® Mark or Pennsylvania EBT logo.



You can use your Pennsylvania EBT Card at:

### ATMs

- To access your cash benefits
- To obtain your cash account balance

### POS Machines to:

- Use your SNAP benefits to buy food
- Use your cash benefits to buy food
- Use your cash benefits to buy non-food items like diapers and clothing
- Pay bills
- Withdraw cash after you buy something
- Withdraw cash from your cash account without buying anything
- Check your balances

### You may find ATM and/or POS machines at:

- Banks
- Grocery stores
- Convenience stores
- Gas stations
- Department stores
- Utility companies

**Remember you will use your new Pennsylvania EBT Card for your medical benefits too.**

## Safety First

- Have your card ready.
- Choose a well lit ATM in a place where you feel safe.
- Never let anyone see you enter your secret PIN.
- Put your cash, card and receipt away quickly.
- Use your Pennsylvania EBT Card to buy products at retail stores so you do not have to carry excess cash with you.

## How to Take Care of Your Pennsylvania EBT Card

- DO NOT** damage or bend your card.
- DO NOT** write or scratch the black stripe of your card.
- DO NOT** get your card wet.
- DO NOT** put your card near magnets, TVs, stereos, VCRs, or computers.
- DO NOT** leave your card in the sun, like on the dashboard of a car.
- DO NOT** keep your card out in the open — always put your card in a safe place after using it.
- DO NOT** throw your card away. It is yours to keep as long as you receive benefits.

**If you lose your card or it is stolen, you may have to pay a fee up to \$2.50 for the card to be replaced. If this card replacement fee is assessed, it will be taken out of your cash or SNAP benefit account.**

## What to Do If:

The system is not working or the store does not have a POS machine:

**OFFLINE FOOD STAMP VOUCHER**  
Important! Vouchers must be entered or cleared on the POS device within 15 days of customer sale or funds will not be reimbursed.

1234567

DATE (MM-DD-YYYY) AUTHORIZATION AMOUNT

Store FNS Auth Number  
Store Name  
Store Address  
Store City/State/Zip Code  
Store Supervisor/Clerk Signature

CARDHOLDER SIGNATURE  
In signing this voucher, I declare that four stamp lines are available to the full amount of this transaction.

Food Stamp regulations prohibit reproduction of this voucher by making a color authorization is denied.

- The clerk will fill out a manual voucher for SNAP purchases only.
- The voucher will list:
  - Your card number; and
  - The amount of your purchase.
- The clerk will call to see if you have enough benefits to buy the food.
- Sign the voucher **ONLY** IF the amount of your purchase is correct.
- Keep your copy of the voucher. Subtract the amount from your last receipt to get your new balance.
- It may take a few days for the amount to be subtracted from your account.