

# North Dakota Electronic Benefits Transfer (EBT) Supplemental Nutrition Assistance Program



## Client Handbook



## Purpose

This handbook contains important information about North Dakota Electronic Benefits Transfer (EBT). The handbook will answer many of your questions and tell you who to contact if you need help.

Please keep this handbook in a safe place and refer to it when you have questions.



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# Getting Started with EBT

## What is EBT?

Electronic Benefits Transfer (EBT) is the way you receive and use your SNAP benefits in North Dakota. You can use your EBT card in any store that accepts SNAP benefits in North Dakota and throughout the United States.

## When do I get my card?

Your card will arrive within 7-10 business days. If your card does not arrive in this time frame, contact ebtEdge customer support.

## How do I get my SNAP benefits with EBT?

The benefits are deposited into your EBT account, much like a bank account. Your benefits are available by using your EBT card and Personal Identification Number (PIN).

## When do I get my SNAP benefits?

If you are a new client, you will receive a notice from your human service zone office telling you when the SNAP benefits will be available in your EBT account.

If you are an ongoing client, you will receive your benefits in your EBT account on the first day of the month, even if the first falls on a weekend or a holiday.

## What does my EBT card look like?

Your EBT card is a plastic card with a colored picture of the North Dakota Capitol grounds, a picture of the North Dakota Prairie Rose, and the words North Dakota. It has your card number on the front and a place for your signature on the back.



# Using Your EBT Card

## Where can I shop?

Most authorized food retailers and convenience stores accept EBT. In addition, there are farmers markets that will accept EBT. Authorized retailers display a decal on the door that looks like your card. Your card should work at any terminal that displays the Quest logo.



A full list of retailers that accept the North Dakota EBT card to purchase groceries can be found using the SNAP Retailer Locator: [hhsnd.site/retailer-locator](https://hhsnd.site/retailer-locator)

Online retailers: <https://www.fns.usda.gov/snap/online>,

North Dakota Farmers Markets: <https://ole.ndda.nd.gov/localfoods/?layers=farmers-market>

North Dakota Farmers Market using Double Up Dakota Bucks: [ndsu.edu/agriculture/extension/double-dakota-bucks](https://ndsu.edu/agriculture/extension/double-dakota-bucks)

## Is there a mobile app for EBT?

Yes, there is a mobile app called ebtEDGE.

The benefits of this app include:

- viewing your deposit history
- viewing your transaction history
- viewing your benefit schedule
- ability to locate SNAP retailers near your location
- ability to set your language preferences to English or Spanish.

To download the app, scan the QR code or search ebtEDGE in the Apple App Store or Google Play and look for the logo shown.



# Using Your EBT Card Continued

## How do I use my EBT card?

Follow these steps to use your EBT card:

- 1 Once your items are scanned by the cashier, swipe your card.
- 2 Enter your 4-digit secret PIN on the keypad. The machine will show (\*\*\*\*).
- 3 Press the Enter key.
- 4 You will receive a store receipt once the transaction is complete.

## Having card-related issues? Contact ebtEDGE.

### Mobile App



Use the ebtEDGE mobile application

### Phone



Call the ebtEDGE Customer Service Helpline at [1-800-630-4655](tel:1-800-630-4655)

### Online



Visit the cardholder portal at [ebtedge.com](http://ebtedge.com)

ebtEDGE can help with lost, stolen, or damaged cards, PIN changes, transaction inquiries and more!

## Can I check my balance with the ebtEdge app?

Yes, an account summary can be found by going to My Account List, then selecting the card from the list.

## Can someone else shop for me?

In an emergency, you may let someone else use your EBT card to buy food for you.

**Be careful: If you let someone else use your card to purchase food for you, they could use all of your benefits. These benefits cannot be replaced.**

## Will I receive an EBT receipt and what information will be on it?

You should always be provided with a printed EBT receipt. At minimum your EBT receipt will contain a date, the retailer's name, the location, transaction type, transaction amount and your remaining SNAP balance. The household's name will not appear on the receipt. A sample receipt is below for your information.

### ROSE GAS & DELI GROCERY

333 SW EVERETT MALL  
BAKERSFIELD, ND 93301

TERMINAL ID: ND0004  
MERCHANT TERM ID: ND0004001  
CLERK ID: 999  
SEQUENCE NUMBER: 040  
Date/Time: 11/19/2019 17:06

CARD # 000000000006504  
STATE: ND  
POST 11/20/19

	TRAN AMT	END BAL
CASH	\$0.00	\$0.00
FS	\$1.00	\$3.35

FS PUR \$1.00 APPROVED

APPROVAL CODE 000107

**\*\*CUSTOMER RECEIPT\*\***

**This sample EBT receipt shows the store information, transaction details and EBT transaction amount and balance.**

# Using Your EBT Card Continued

## What can I purchase with my EBT card?

### You can purchase:

- Foods for you and your household to eat, such as:
  - breads and cereals
  - fruits and vegetables
  - meat, fish and poultry
  - dairy products
- Seeds and plants which produce food for you and your household.
- Meals prepared in group homes, senior citizen meal sites, or home-delivered senior meals (Meals on Wheels).



### You cannot purchase:

- Any nonfood items:
  - pet food
  - soap, paper and household products
  - grooming and cosmetic items
- Vitamins and medicines
- Food that will be eaten in the store
- Container deposit fees



You cannot receive cash.

Contact the store manager if you have any questions on whether you can purchase an item with your EBT card.



# Personal Identification Number

## What is a Personal Identification Number (PIN)?

A PIN is the four-digit secret code you will select when you receive your EBT card. The PIN acts as your signature or authorization. You will use your card and PIN to purchase groceries.

### Choosing your pin:

- Choose four digits that are easy for you to remember but hard for someone else to guess
- Do not use your date of birth or your Social Security number as your PIN
- Use a unique PIN to avoid fraud

### Keeping your pin safe:

- Do not write your PIN on your EBT card or cardholder
- Do not keep your PIN in your wallet or purse
- Do not share your PIN with anyone else
- Do not use self-check outs

## What if I forget my PIN?

If you are in the grocery store and forget your PIN or enter the wrong PIN, you have two more chances that day to enter the correct PIN. If the correct PIN is not entered on the third try, your account will be "locked." The next day, you will have three more chances to enter the correct PIN.

If you do not remember your PIN or think someone else knows it, you can choose a new PIN one of the following ways:

- Call the ebtEdge Customer Service Helpline at [1-800-630-4655](tel:1-800-630-4655)
- Log on to [www.ebtedge.com](http://www.ebtedge.com)
- Use the mobile app

## How do I choose a new PIN by calling the helpline?

- 1 Have your EBT card in front of you.
- 2 Call the ebtEdge Customer Service Helpline at [1-800-630-4655](tel:1-800-630-4655). You will hear "Welcome to the North Dakota EBT customer service line."
- 3 Enter your 16 digit EBT card number. You can press star at any time to start over.
- 4 You will hear "The SNAP balance is xx.xx. To hear that again, press 1, to go to the main menu press 2 or if you're done you may hang up." Press 2.
- 5 When you go to the main menu, press 3 to change or set your PIN.
- 6 You will hear "Please enter your date of birth using two digits for the month and two digits for the day. For example, if your date of birth was August 21, you would enter 0821."
- 7 You will be asked to enter the last four digits of your Social Security number. Example: if your social security number is 111-11-4444, you would need to enter 4444.
- 8 You will be asked to enter a 4-digit PIN.
- 9 To confirm your PIN, please re-enter the same four digits.
- 10 Once the PIN has been changed, you will hear "Thank you. I'll go ahead and change your PIN. All set. If you are done here, just hang up. If you need further assistance, press the star (\*) key." You may use your EBT card with the new PIN immediately.

## Who may call the helpline to select a new PIN?

The primary individual or another SNAP household member who uses the EBT card may call the helpline. You are required to provide the social security number and date of birth of the primary individual in the case when selecting a new PIN.

# Card Security

## What should I do if I lose my EBT card?

Call the ebtEdge Customer Service line immediately at [1-800-630-4655](tel:1-800-630-4655) to report your EBT card as lost, stolen, damaged, or to request a new EBT card. These actions may also be completed in the ebtEdge app or cardholder portal. No one else may use your EBT card once you report it missing.

## What if I think I've lost my card, or I think it was stolen?

You have the ability to freeze your card if you think it is lost or stolen. Call customer service or use the ebtEdge app or card holder portal at [www.ebtedge.com](http://www.ebtedge.com). If you find your card, you can unfreeze your card and continue to use it.

## Can I block certain types of activity on my card?

You can block certain activities using the ebtEDGE mobile app. The image below shows how you can block out of state and internet transactions.

The screenshot shows the 'Protect My Account' screen in the ebtEDGE app. It features two toggle switches: 'Block Out of State Transactions' which is turned ON, and 'Block Internet Transactions' which is turned OFF. Each toggle has a 'SAVE' button to its right. The text for the 'Block Out of State Transactions' section reads: 'Protect your account by blocking transactions that occur outside of ST. Transactions will be rejected if the store is physically located outside of ST or the delivery address/pickup address of an internet transaction is outside of ST. Click the ON/OFF switch to update your settings and click 'Save' when you're done.' The text for the 'Block Internet Transactions' section reads: 'Protect your account by blocking transactions that occur on the web. Click the ON/OFF switch to update your settings and click 'Save' when you're done.'

## How do I cancel my card by calling the Helpline?

- 1 Call the ebtEdge Customer Service Helpline at [1-800-630-4655](tel:1-800-630-4655). You will hear "Welcome to the North Dakota EBT customer service line."
- 2 Enter your 16-digit card number. You can press star at any time to start over.
- 3 If you do know your 16-digit card number you will hear, "If your card is missing, lost, stolen or damaged, press 2."
- 4 You will then hear "If you know your card number entered it now, otherwise press 1."
- 5 From here you will need to enter your date of birth and last four of your SSN to cancel your card.
- 6 From here you will hear "To have your EBT card canceled now, press 1. If you do not want to cancel your EBT card, press 2."
- 7 If you need additional help, you will hear, "You are being transferred to a representative who can help you. Please hold. From this point on, your call may be monitored or recorded."

This can also be done online or in the app.

## Can I get additional security on my EBT account in addition to the PIN number?

Yes, you can have a Security Code added to your EBT account. Adding a Security Code will provide an additional password that would be needed to change your PIN and/or cancel your card. To add a Security Code to your EBT account, please call the ebtEdge Customer Service Helpline at [1-800-630-4655](tel:1-800-630-4655), use the app or log on to [www.ebtedge.com](http://www.ebtedge.com) for assistance.

## If your card is stolen:

- Cancel your card and request a replacement card via ebtEdge.
- Contact your local police department to report your card as stolen.



# Card Security Continued

## How can I protect my EBT card?

If you have misplaced your card or are concerned about fraud you can cancel or freeze your card by:

- logging into the cardholder portal
- using the mobile application
- calling the ebtEDGE Helpline at [1.800.630.4655](tel:1.800.630.4655)

Block out of state transactions by:

- logging into the cardholder portal
- using the mobile application
- calling the ebtEDGE Helpline at [1.800.630.4655](tel:1.800.630.4655)

Keep your PIN safe:

- Change your PIN when requesting new card
- Use a PIN that cannot be guessed easily
- Check your balance regularly.



**Protect your card as you would any other credit card. Never lend your card to anyone. If you do and your benefits are misspent, they will not be replaced.**

# Support

## What if my card doesn't work?

If your card does not work or you get an error message, call the ebtEdge Customer Service Helpline at [1-800-630-4655](tel:1-800-630-4655) or log on to [www.ebtedge.com](http://www.ebtedge.com) for assistance.

Examples of error messages on a store's EBT machines are:

- Not Sufficient Funds (NSF)
- Invalid PIN
- Invalid Card

## How can I get a replacement card?

Contact the ebtEdge Customer Service Helpline at [1-800-630-4655](tel:1-800-630-4655), log on to [www.ebtedge.com](http://www.ebtedge.com), or use the mobile app for assistance.

You are allowed up to four EBT cards within a 12-month period of time. Once you hit 4 cards within a 12-month period your account will be monitored for potential fraud.

If your card is visibly damaged or you have continuous problems using it, contact the customer service line, online, mobile app.

When you activate your new EBT card, the old card will be deactivated and will not be able to be used.

# Support Continued

## How do I obtain my balance when calling the Helpline?

- 1 Have your EBT card in front of you.
- 2 Call the ebtEdge Customer Service Helpline at [1-800-630-4655](tel:1-800-630-4655). You will hear... "Welcome to the North Dakota EBT customer service line."
- 3 Enter your 16-digit EBT card number. You can press star at any time to start over.
- 4 You will hear "The SNAP balance is \$xx.xx."

## What if I think my balance is wrong?

- 1 Have your EBT card in front of you.
- 2 Call the ebtEdge Customer Service Helpline at [1-800-630-4655](tel:1-800-630-4655). You will hear... "Welcome to the North Dakota EBT customer service line."
- 3 Enter your 16-digit EBT card number. You can press star at any time to start over.
- 4 You will hear "The SNAP balance is \$xx.xx, To hear that again, press 1, to go to the main menu press 2, if you are done you may hang up."
- 5 Press 2. Once you are on the main menu you will hear, "For Transaction History, press 1."
- 6 You will be given your transaction history and provided with the following options:
  - To hear that again, press 1.
  - To get a statement, press 2.
  - For disputes, press 3.
  - To hear other options, press 4.

You can also view your balance online or the mobile app.

# Using Your EBT Benefits

## Will my benefits carry over from month to month?

SNAP benefits carry over from month to month and may be used even when your SNAP case closes. Benefits in an account that have not been used for 274 days will be removed and you will not be able to use them.

## Is there a minimum dollar amount per transaction and is there a maximum number of transactions per month?

No, there is not a minimum dollar amount per transaction, nor is there a maximum number of transactions per month. You will need to be sure you have the funds in your account to cover your transactions. In addition, no transactions fees shall be imposed.

## How do I take something back to the store? Can I get cash back for the returned item?

Take the item and the receipt back to the store. The store will put the amount back into your EBT account or you may select a new item from the store. You will not receive cash.

## Can I charge a grocery purchase for payment with EBT benefits when they are deposited at a later date?

No, you cannot charge grocery purchases to be paid with EBT benefits at a later date.

# Using Your EBT Benefits Continued

## What if I move or travel out of North Dakota?

If you move keep your EBT card to use any remaining food assistance benefits in another state. If you wish to receive SNAP benefits in the state you have moved to, you need to apply for benefits in that state.

You may use your EBT card in any state you travel to.

If you are not sure if you can use your card, try a balance inquiry before using it for a purchase. If you are able to get a balance, you will be able to use your card at that store.

## Should I destroy my EBT card if my SNAP case closes?

Do not throw your EBT card away. You should use any remaining benefits in your EBT account and keep your EBT card. It may be possible to use the same EBT card if you reapply for SNAP benefits in North Dakota at a later date.

# Penalties for Misuse

## What happens if I misuse my EBT card:

It is a crime to defraud the system or to sell your card and PIN to others. Repeated loss and replacement of your card may result in a special investigation of your case.

Misuse or abuse of your card will result in investigations by State and/or Federal authorities. Documented violations will result in negative actions including:

- Removal from the program
- Taking back money you owe by reducing your monthly SNAP money or you paying us back
- And/or referral for criminal action

# Errors on Your EBT Account

Errors on your EBT account do not happen often but may occur. If you notice an error, call the ebtEdge Customer Service Helpline at [1-800-630-4655](tel:1-800-630-4655) to report the problem. You have 90 days from the date of the error to request an adjustment of your EBT account.

If the error results in you receiving more funds than you should have, an adjustment may be completed to reclaim those funds. The State will send you a notice explaining the problem and the amount removed from your EBT account. If your current EBT balance does not have enough funds to cover the full adjustment, it will be removed from next month's benefits. The cardholder has a right to notice when an adjustment is made, to request a fair hearing regarding the adjustment and to receive provisional credit until the hearing decision is rendered. To dispute an adjustment and request a fair hearing, call [1-800-630-4655](tel:1-800-630-4655).

If you disagree with the action taken on your account, you may request a hearing within 90 days from the date of the notice. If you contact the State within 15 days of the notice, no funds will be removed from your account, pending the outcome of the hearing.

If the action taken to adjust your account is upheld by the hearing decision, it will be deducted from your next month's benefits.

# Important Notices and Your Rights

## Fair Hearings

If you disagree with a decision, we have made about your EBT account, you have the right to request a fair hearing. You must request the fair hearing within 90 days of date of the action taken.

To request a fair hearing, contact the Supplemental Nutrition Assistance Program Office at [\(701\) 328-2328](tel:7013282328). You may also write the office at:

600 East Boulevard Avenue Bismarck, ND 58505-0250.

As a SNAP recipient, you must:

- Use your benefits to buy eligible food items only.
- Not use another person's EBT card for your own use.
- Not sell, trade, or give away your EBT card.

People who break SNAP rules may be disqualified from the program, fined, imprisoned, or all three.

## Recipient Rights and Responsibilities

As a SNAP applicant or participant, you have the right to:

- Receive an application and have your application accepted on the same day that you go to the SNAP office. It must include your name, address and signature or your authorized representative's signature.
- Have an adult who knows your situation apply for you if you cannot get to your local human service zone office.
- Receive benefits within 30 days if you qualify or within 7 days if you qualify for immediate help.
- Not be discriminated against because you are elderly or because of sex, race, color, disability, religious creed, national origin, or political beliefs.
- Be notified before your benefits are reduced or end due to a change.
- Review your file and the SNAP rules.
- Have a fair hearing if you disagree with the action taken on your case.

As a SNAP applicant or recipient, you must:

- Answer all questions completely and honestly.
- Sign your name to verify, under penalty of perjury, that all your answers are true.
- Provide proof of your household's information.
- Promptly report changes in your household's circumstances.
- Not sell, trade, or give away your EBT card.
- Not buy, sell, steal or exchange SNAP benefits for cash.
- Not exchange SNAP benefits for firearms, ammunition, explosives or controlled substances.
- Not buy a product with SNAP benefits with the intent of obtaining cash or reselling the product in exchange for cash.
- Not intentionally buy products purchased with SNAP benefits in exchange for cash.

People who break SNAP rules may be disqualified from the program, fined, imprisoned, or all three.

## Non-Discrimination Statement

In accordance with federal civil rights law and USDA civil rights regulations and policies, the USDA, its agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the state or local agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

# Important Notices and Your Rights Continued

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:



**Email:**  
fnscivilrightcomplaints@usda.gov



**Mail:**  
USDA Food and Nutrition Service,  
1320 Braddock Place, Room 334  
Alexandria, VA 22314



USDA is an equal opportunity provider, employer, and lender.

# Contact Information

## For questions related to SNAP:

If you have a question regarding program services, please contact the Customer Support Center.



### Online:

[applyforhelp.nd.gov](http://applyforhelp.nd.gov)



### Email:

[applyforhelp@nd.gov](mailto:applyforhelp@nd.gov)



### Online:

[www.ebtedge.com](http://www.ebtedge.com)



### Phone:

[1.800.630.4655](tel:1.800.630.4655)



### Mail:

Customer Support Center  
P.O. Box 5562  
Bismarck, ND 58506



### Phone:

[1.866.614.6005](tel:1.866.614.6005);  
711 (TTY)



### Mobile app:

Download the ebtEDGE mobile app on the Apple App Store or Google Play Store



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