ACTIVATE YOUR NEW CARD IMMEDIATELY

Before using your new Ohio Direction Card, you must call Customer Service at 1-866-386-3071 to select your new Personal Identification Number (PIN) and activate your card.

What you will need:
✓ 16-digit number from the front of your card
✓ Your Social Security number
✓ Date of birth

YOU MUST SELECT A 4-DIGIT PIN TO USE YOUR CARD.

Do Not Throw This Card Away!

Your benefits will be added to your card account for each month you are eligible to receive SNAP benefits.

Buying, selling, or otherwise misusing SNAP benefits is a federal crime. To report suspected abuse, visit www.usda.gov/oig/hotline.htm or call 1-800-424-9121.

HOW TO USE YOUR CARD
✓ Sign the back of your card
✓ Call 1-866-386-3071 to activate and select your 4-digit PIN
✓ Select a PIN that is easy to remember
✓ Memorize your PIN
✓ DO NOT write your PIN on the card or anything you carry with you
✓ If you forget your PIN, call 1-866-386-3071 and select a new PIN
Ohio Electronic Benefit Transfer (EBT)

A safe and easy way to use your SNAP benefits, also known as food assistance.

CUSTOMER SERVICE: 1-866-386-3071
Call 24 Hours a Day / 7 Days a Week
www.ebt.acs-inc.com
How will you receive your SNAP benefits?
Your SNAP benefits will be made available to you on the Ohio Direction Card. Your Ohio Direction Card is a debit card. This means you cannot use more benefits than you are eligible to receive. Your SNAP benefits are deposited into your Electronic Benefit Transfer (EBT) account for each month that you are eligible. You can access your benefits at almost all grocery stores by using your Ohio Direction Card and your secret 4-digit PIN.

Before using your new Ohio Direction Card, please read this booklet closely. The information is designed to help answer any questions you have about your new Ohio Direction Card.

OBTAINING BENEFITS

How do I obtain my benefits?
Your SNAP benefits are automatically deposited in your Ohio Direction Card account on the same day each month. You will need to check with your county department of job and family services to find out which day you receive your benefits.

If the day you receive your benefits happens to fall on a weekend or holiday, your benefits are still available on that day.

There is no minimum dollar amount per SNAP transaction and no limit on the number of SNAP transactions that you can make, as long as you have funds in your account.

Use the same card every month. **DO NOT throw your card away.** You can use only the amount of benefits you are eligible to receive. If you try to spend more than you have available in your account, the transaction will be denied. If this happens, you can put some items back or pay the difference with another form of payment. If you do not use all of your SNAP benefits during the month, they stay in your account and can be used during the next month. Benefits not used within 365 days will be removed from your account and cannot be replaced.
How can I use my Ohio Direction Card to shop?
You can use your Ohio Direction Card at all grocery stores that display the Ohio Direction Card sign, shown below.

If you make a purchase in a different state, look for the Quest® logo.

Most grocery stores in Ohio accept the Ohio Direction Card. If you are not sure, check with the store clerk or the customer service desk.

**NOTE:** Not all stores use the same type of EBT equipment. Follow the cashier’s directions on the screen.

- You or the cashier swipes your Ohio Direction Card through the Point-of-Sale (POS) machine. Once your card has been swiped through the POS machine, select EBT from the POS screen to continue.
- Then you must enter your secret 4-digit Personal Identification Number (PIN) on the machine’s PIN pad. Never tell the cashier or anyone else your secret PIN. Never ask the cashier to enter your PIN for you. If you forgot your PIN, call 1-866-386-3071 to select a new PIN.
- The machine prints a receipt stating the date, merchant’s name and location, transaction type, transaction amount, and remaining account balance.

- Remember to take your card and your receipt with you when you leave.
- Save your receipt so you’ll know your balance the next time you go shopping.
What is a PIN?

- PIN stands for Personal Identification Number.
- You must have a 4-digit PIN to use your Ohio Direction Card.
- To select a PIN, call Customer Service at 1-866-386-3071 or visit www.ebt.acs-inc.com. You will need your:
  - Card Number
  - Social Security Number
  - Birth Date
- Always choose a PIN that is easy for you to remember but hard for someone else to figure out if they find your card.
- Do not use numbers from your address or phone number. If your card is lost or stolen, these numbers would be easy for someone to guess.
- Memorize your PIN. Do not write your PIN on anything you carry with you.
- If you forget your PIN, call Customer Service at 1-866-386-3071 or visit www.ebt.acs-inc.com to select a new PIN before you go to the store.
- If you enter the wrong PIN at the store, the machine will deny your transaction. After four wrong PIN attempts, your card will not work until the next day. Note: The PIN will automatically reset at midnight after a transaction denial. Call Customer Service or go to www.ebt.acs-inc.com to select a new PIN.

What happens if the store’s EBT machine is not working?

If the store’s EBT machine is not working, you still may be able to use your card.

![OFFLINE FOOD BENEFIT VOUCHER]

The cashier can use a paper voucher and call the Retailer Customer Service number to get a telephone approval for your purchase. Next:

- The cashier fills out the voucher. The cashier will need some information from you, such as your name and your card number.
- Once the cashier has completed the voucher and obtained an approval, you must sign the voucher form.
- Make sure the amount charged to your account is correct and that the voucher contains the authorization number for approval.
- The cashier gives you a copy of the voucher.
- Keep the voucher copy for your records.

**NOTE:** Some stores that don’t have EBT machines, such as farmer’s markets, may use paper vouchers.
What if my Ohio Direction Card won’t work?
There are a few reasons your card might not work:

- The magnetic stripe on the back of the card may be damaged.
- You have entered your PIN incorrectly four times, and your card is “locked.”
- You have tried to spend more than you have available on your Ohio Direction Card.
- If your card does not work, call Customer Service at 1-866-386-3071.

Customer Service

When should I use Customer Service?

- Call Customer Service immediately if your Ohio Direction Card is lost, stolen or damaged. Customer Service will deactivate your current card and a new replacement card will be received within 7 days.
- You can determine your account balance by checking your last receipt, calling Customer Service at 1-866-386-3071 or visiting www.ebt.acs-inc.com.
- Customer Service also can give you a list of your last 10 transactions.
- If you forget or want to change your PIN, call Customer Service at 1-866-386-3071 or visit www.ebt.acs-inc.com and follow the PIN selection instructions.
- Call Customer Service to request an adjustment to your account to correct any errors that may occur.
- Anytime you have questions or need help with your card, call Customer Service.

Customer Service is available 24 hours a day, seven days a week.
Security

How do I protect my Ohio Direction Card?

• DO NOT expose your card to heat or anything magnetic, such as TVs, microwaves or other electronics.
• DO NOT bend your card.
• DO NOT let the magnetic stripe on the back of the card get scratched or damaged. Your card will not work if this happens.

How do I protect my PIN?

• NEVER tell anyone your secret PIN.
• DO NOT write your PIN on your card.
• DO NOT write your PIN on anything you carry with you because if your purse/wallet is lost or stolen, they will have access to your account.

How do I protect my SNAP benefits?

• If your card is lost or stolen, call Customer Service immediately. When entering your secret PIN on the PIN pad, be sure no one else can see what number you enter. If someone else knows your PIN and uses your benefits, your benefits will not be replaced.
• If you think someone else knows your secret PIN, call Customer Service to choose a new PIN.

YOUR RIGHT TO EQUAL TREATMENT
USDA is an equal opportunity provider and employer.

Buying, selling, or otherwise misusing SNAP benefits is a federal crime. To report suspected abuse, visit www.usda.gov/oig/hotline.htm or call 1-800-424-9121.
   - There is no minimum dollar amount per SNAP transaction and no limit on the number of SNAP transactions that you can make, as long as you have funds in your account.

2. Most grocery stores in Ohio accept the Ohio Direction Card.
   - Look for the Ohio Direction Card logo where you shop.
   - If shopping outside Ohio, look for the Quest logo.
   - If you are not sure if a store accepts the Ohio Direction Card, ask the clerk before you begin shopping.

3. Shop for your groceries and take them to the check-out lane.

4. Hand your Ohio Direction Card to the clerk or swipe your card through the machine.

5. Check to make sure the total amount entered is correct.

6. Enter your secret 4-digit PIN on the PIN pad.

7. The machine prints a receipt stating the date, merchant’s name and location, transaction type, transaction amount, and remaining account balance. Take the receipt with you.

8. Always keep your receipt. The next time you go shopping, you can check your receipt for your available balance.

9. Adjustments may be made to your account to correct any errors that may occur. Call Customer Service at 1-866-386-3071 to report an error or if you have a question about a transaction.

   Ask: If you choose to dispute a transaction, you will be notified, in writing, of the action taken on your account. If you disagree, then you must call 1-866-386-3071 to request a fair hearing. You may be entitled to a provisional credit to your account while waiting for your fair hearing.

10. You can view all transactions made on your account over the last two months at www.ebt.acs-inc.com.