



# Your Kansas Benefits Card (EBT Card)

strong families make  
a strong Kansas



The safe and easy way to use your benefits



strong families make  
a strong Kansas

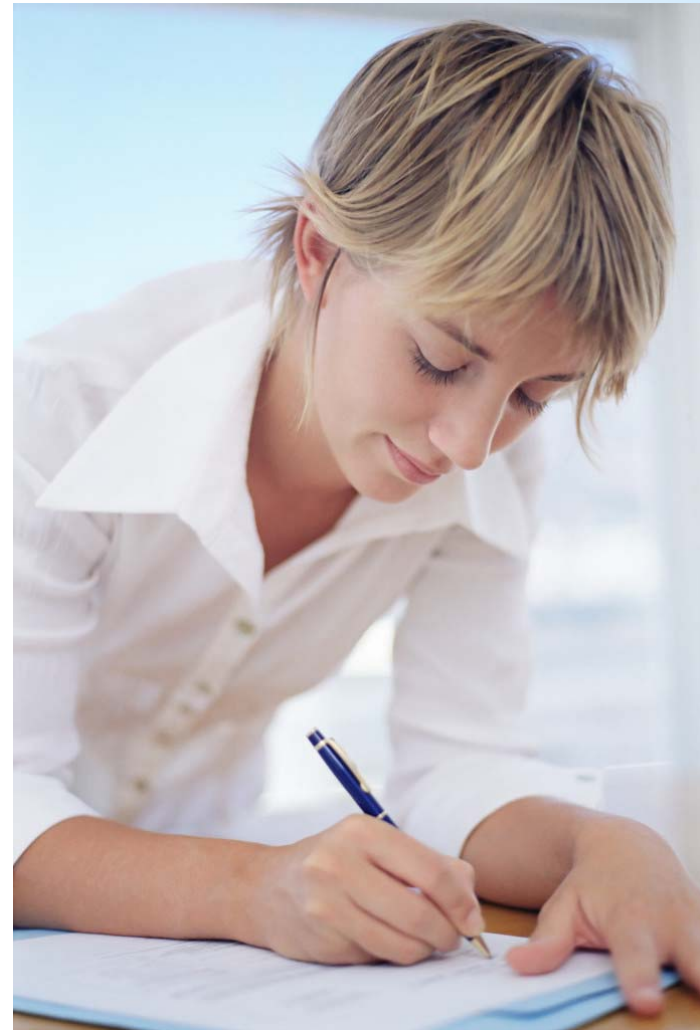
# Receiving your EBT Benefits Card



# Apply for Benefits

- Food Assistance (SNAP)
- Cash Assistance
- Childcare

If you qualify for at least one of these benefits, you will receive the Kansas Benefits card



If you are eligible for benefits, your card will be mailed to you


It can take up to 7 business days to receive your card in the mail



# As soon you receive your card, you should sign it.

- Sign your name in ink on the white stripe on the back of your card right away

Sign Here

Help for Retailers/Providers: 1.888.239.6006	27372C001
Authorized Signature Area	
	
AUTHORIZED SIGNATURE	DO NOT WRITE PIN ON CARD
<b>For account balance go to <a href="http://www.ebtEDGE.com">www.ebtEDGE.com</a> or call 1.800.997.6666</b>	
<small>Cash benefits cannot be transacted/used in any liquor store, gambling establishment or any adult oriented entertainment location. Misuse and/or selling of this card is unlawful. This card is property of the State of Kansas. If this card is lost or stolen it should be reported immediately. If this card is found or no longer in use, destroy.</small>	
<small>The USDA is an Equal Opportunity Provider and Employer</small>	

# Take Care of your Card



# Card = Money

- Treat your EBT card like money





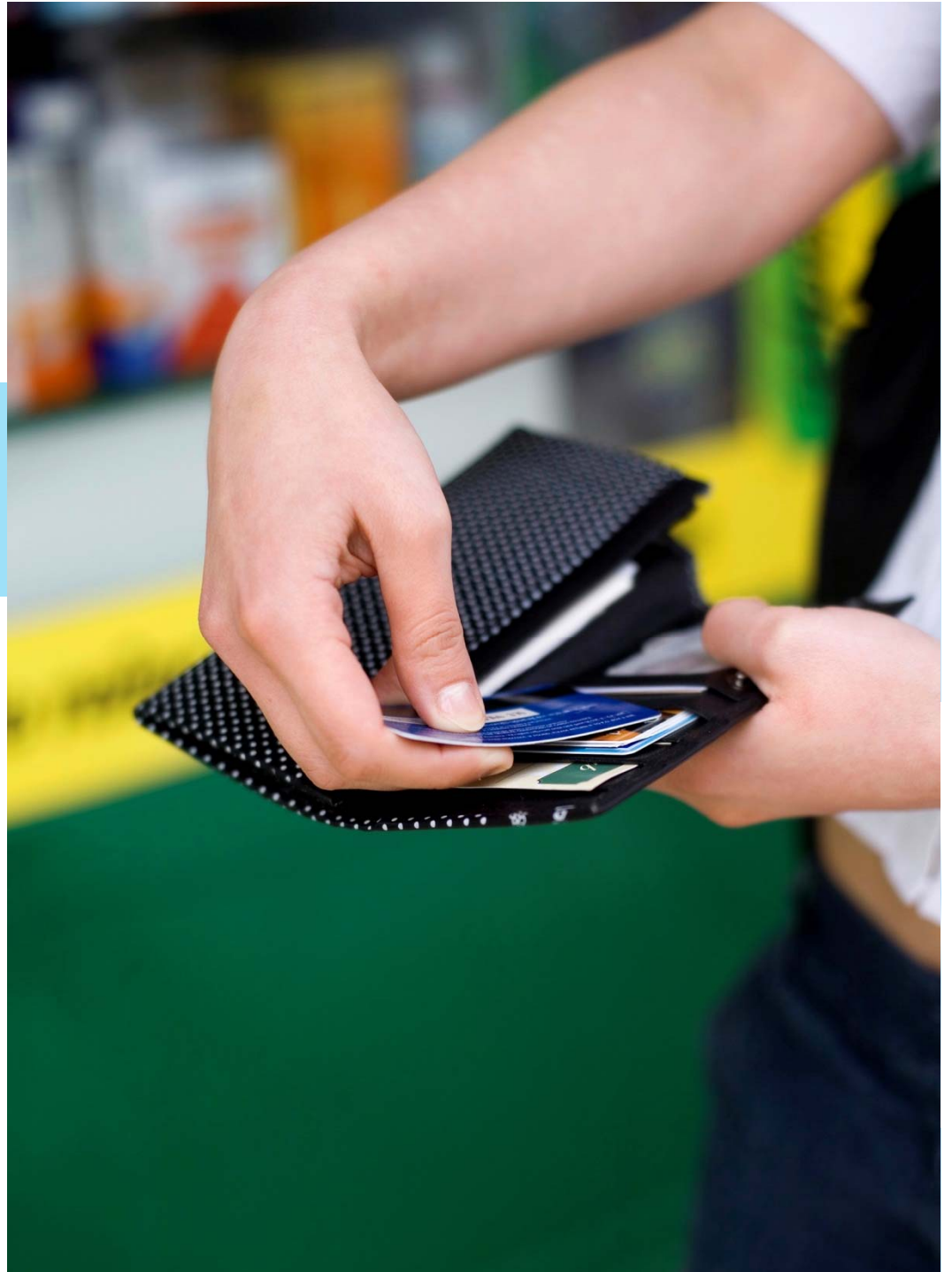
# What to do:

- Sign the card in ink if you haven't already



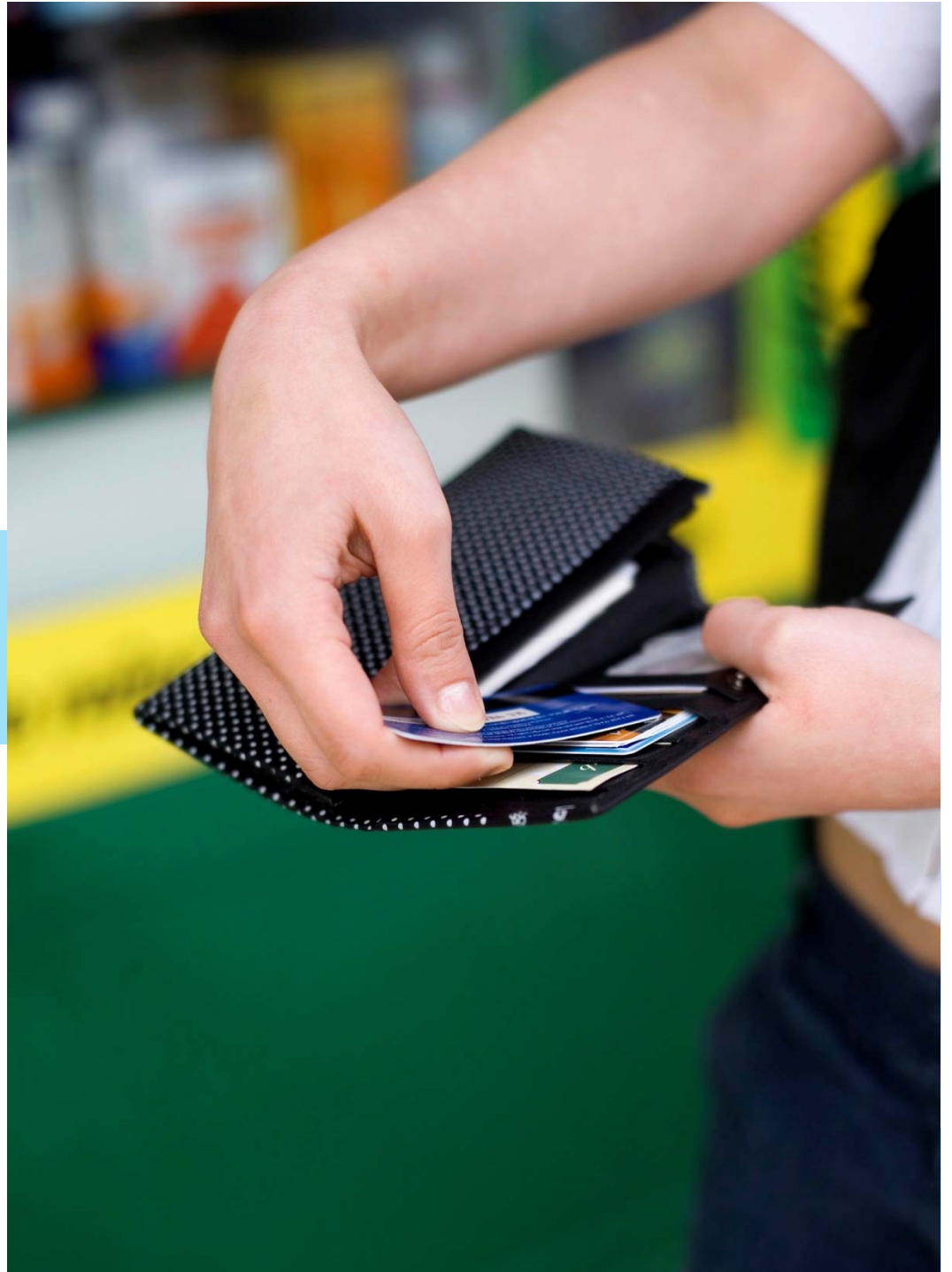
# What to do:

- Sign the card in ink if you haven't already
- Keep your card in a safe place: wallet or purse



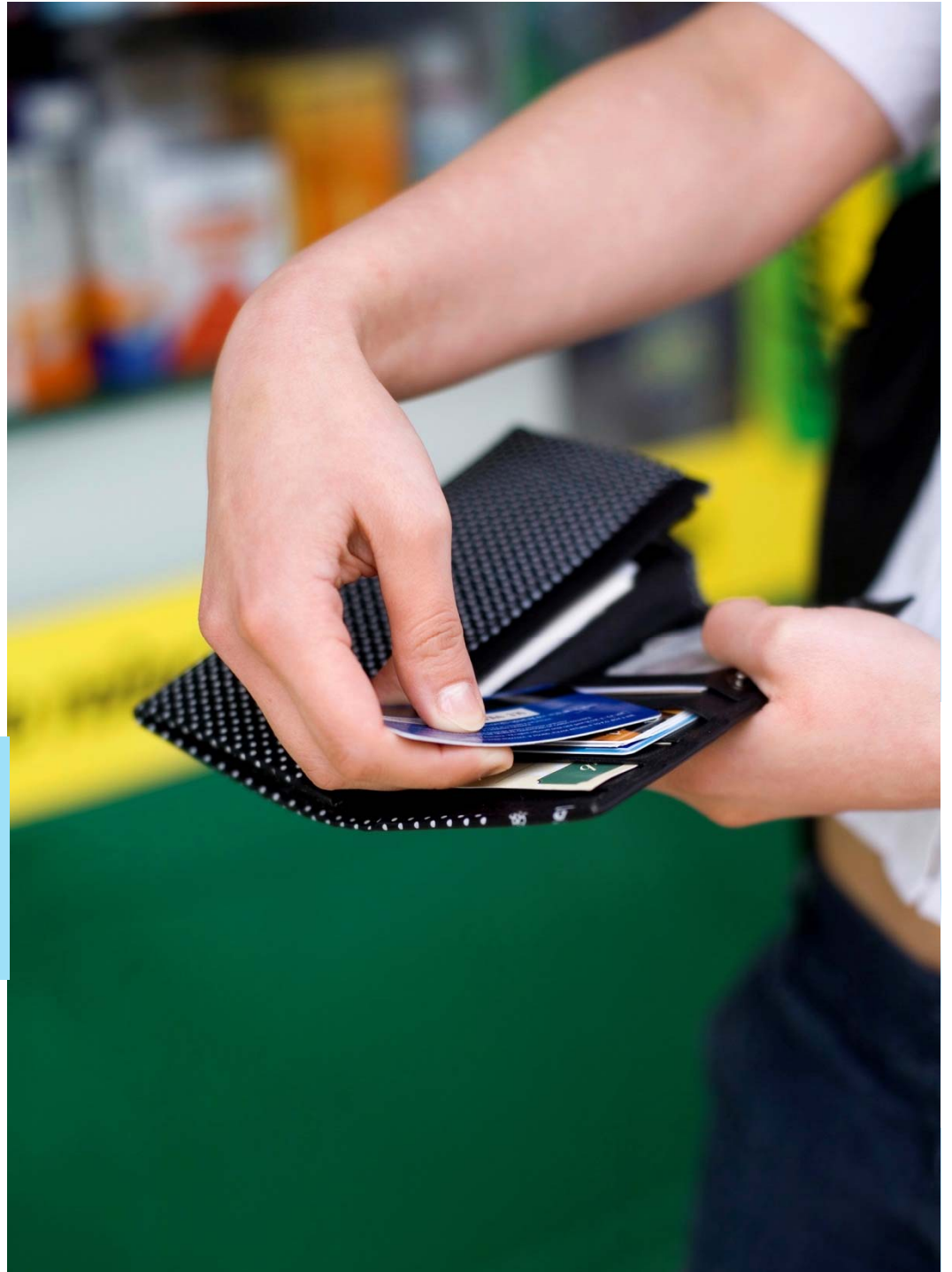
# What to do:

- Sign the card in ink if you haven't already
- Keep your card in a safe place: wallet or purse
- Put the card away immediately after using it



# What to do:

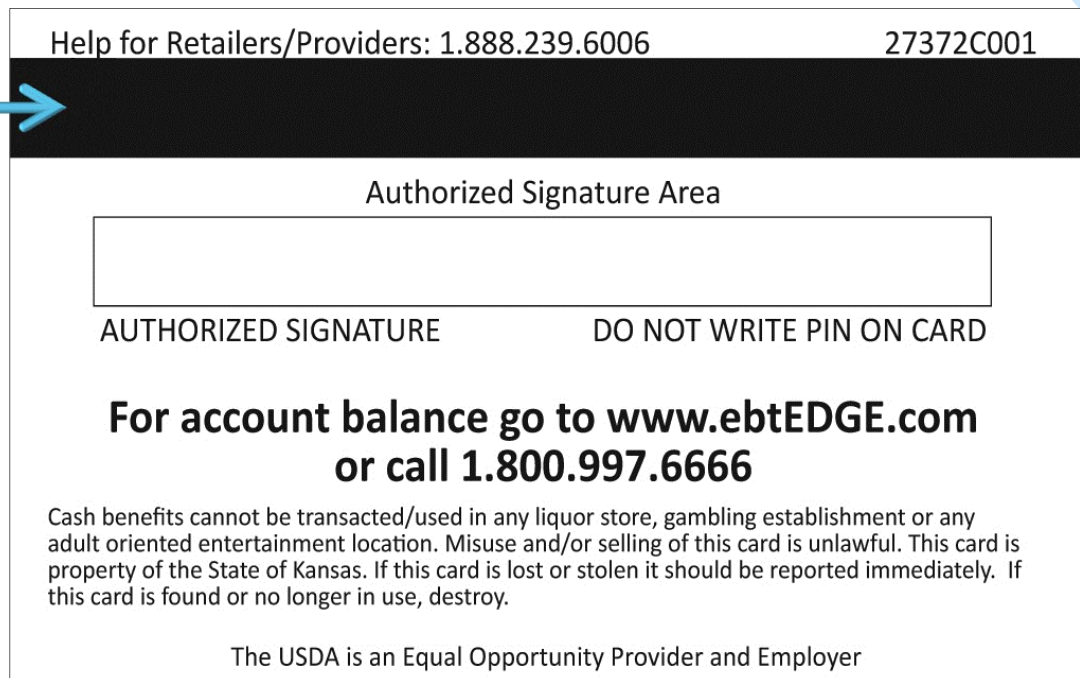
- Sign the card in ink if you haven't already
- Keep your card in a safe place: wallet or purse
- Put the card away immediately after using it
- Keep the instructions you received in the mail with your card



# What not to do:

- Make sure you don't scratch the black stripe called the magnetic stripe. This stripe contains information that makes the card work

Don't scratch



Help for Retailers/Providers: 1.888.239.6006 27372C001

Authorized Signature Area

AUTHORIZED SIGNATURE DO NOT WRITE PIN ON CARD

**For account balance go to [www.ebtEDGE.com](http://www.ebtEDGE.com)  
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# What not to do:

- Do NOT throw away the card



# What not to do:

- Do not throw away the card
- Do NOT leave the card lying anywhere



# What not to do:

- Do not throw away the card
- Do not leave the card lying anywhere
- Do NOT bend or fold the card





# What not to do:

- Do not throw away the card
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- Do not bend or fold the card
- Do NOT put the card by magnets



# What not to do:

- Do not throw away the card
- Do not leave the card lying anywhere
- Do not bend or fold the card
- Do not put the card by magnets
- Do NOT leave the card in the sun



# A damaged card will *NOT* work

- Bent
- Scratched



# How does it work?

- Each month that you are eligible for benefits, your benefits will be added to your Kansas EBT account automatically



# Making Food Purchases

- Food benefits are available on your Kansas EBT card according to your last name

If your last name starts with:	You will get your benefits after 6:00am on the:
A or B	1st day of the month
C or D	2nd day of the month
E, F, or G	3rd day of the month
H, I or J	4th day of the month
K or L	5th day of the month
M	6th day of the month
N, O, P, Q or R	7th day of the month
S	8th day of the month
T, U or V	9th day of the month
W, X, Y or Z	10th day of the month

# How does it work?

- When benefits are added to your Kansas EBT account, the balance on your card will go up



# How does it work?

- When you use your benefits, the balance goes down



# Using your EBT card: Your PIN

- After signing your card, select your PIN





# Using your EBT card: What is Your PIN

- PIN = Personal Identification Number



# Using your EBT card: Your PIN

- Your PIN is four numbers



# Using your EBT card: Your PIN

- Your PIN is four numbers
- Your PIN must be used with your EBT card



# Using your EBT card: Your PIN

- Your PIN must be used with your EBT card
- Your PIN gives you access to your account
- Your PIN gives you access to your account



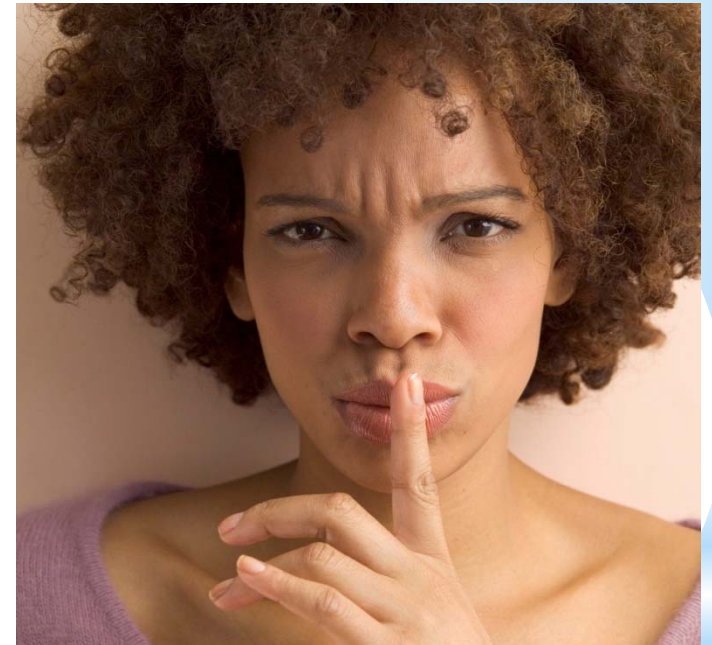
# Using your EBT card: Your PIN

- Your PIN must be used with your EBT card
  - Your PIN gives you access to your account
- To select or change your PIN
  - Call Customer Service  
1-800-997-6666
  - Or visit the website  
[www.ebtEDGE.com](http://www.ebtEDGE.com)



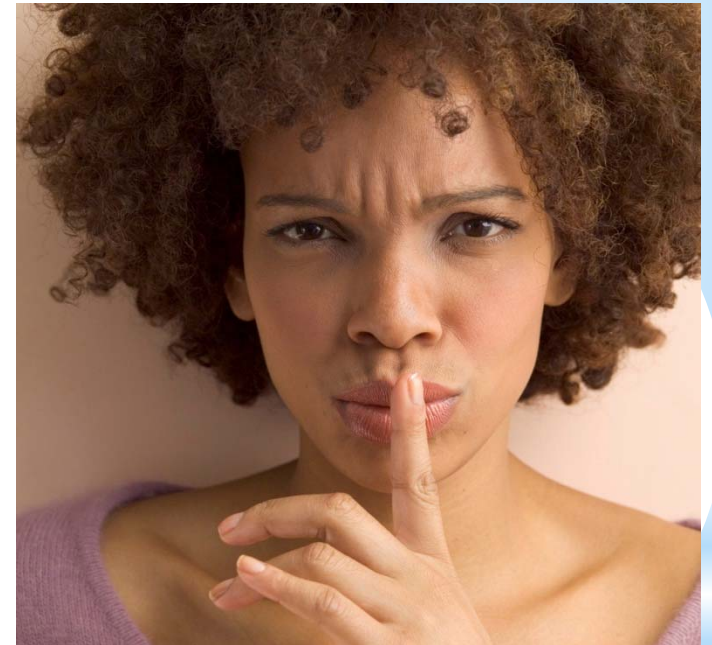
# Using your EBT card: Keep Your PIN Safe

- Choose 4 numbers that are easy for you to remember, but hard for someone else to figure out



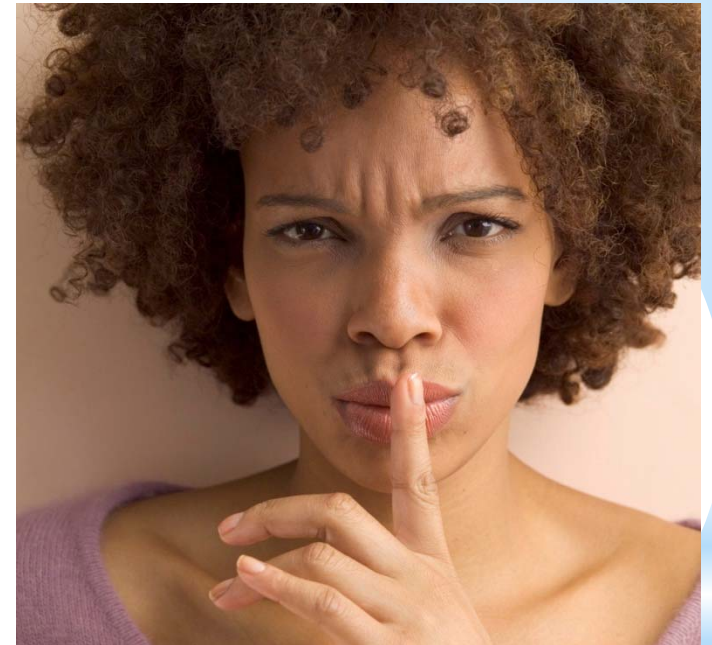
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- It is important for you to memorize your PIN
- **Keep your PIN a secret**





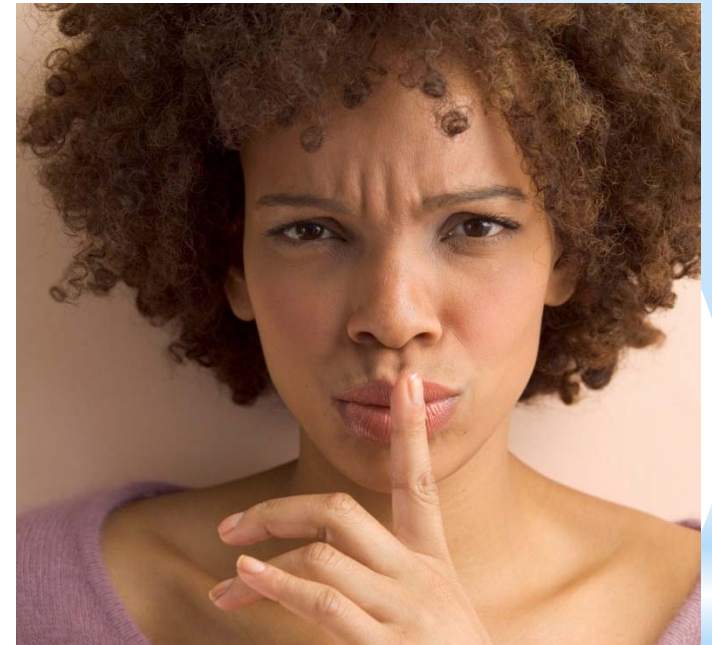
# Using your EBT card: Keep Your PIN Safe

- Choose 4 numbers that are easy for you to remember, but hard for someone else to figure out
  - It is important for you to memorize your PIN
  - Keep your PIN a secret
- Do not write your PIN on your card



# Using your EBT card: Keep Your PIN Safe

- Choose 4 numbers that are easy for you to remember, but hard for someone else to figure out
  - It is important for you to memorize your PIN
  - Keep your PIN a secret
  - Do not write your PIN on your card
- Do not keep your PIN in your wallet or purse**



# Change of Address

- Contact the Kansas Department for Children and Families office to report your address change. Customer Service cannot assist you with your address change.

# Using Your Food Assistance



# Making Food Purchases

- If you qualify for Supplemental Nutrition Assistance Program (SNAP), you can use your Kansas EBT Card to buy eligible food items at any participating store that displays the SNAP logo
- You can only use food assistance benefits (SNAP) for food purchases



# How to use your food assistance benefits

- Know your balance before you go shopping



# How to use your food assistance benefits

- Know your balance before you go shopping
- Hand your Kansas EBT Card to the clerk/cashier or swipe your card through the Point-of-Sale (POS) machine



# How to use your food benefits

- Be sure to tell the clerk to charge your Food account for a food purchase
- Or
- Choose the Food option from the POS





# How to use your food benefits

- Be sure to tell the clerk to charge your Food account for a food purchase
- Enter your four-digit PIN on the keypad



# How to use your food benefits

- Be sure to tell the clerk to charge your Food account for a food purchase
- Enter your four-digit PIN on the keypad
- **Press the ENTER or YES key**



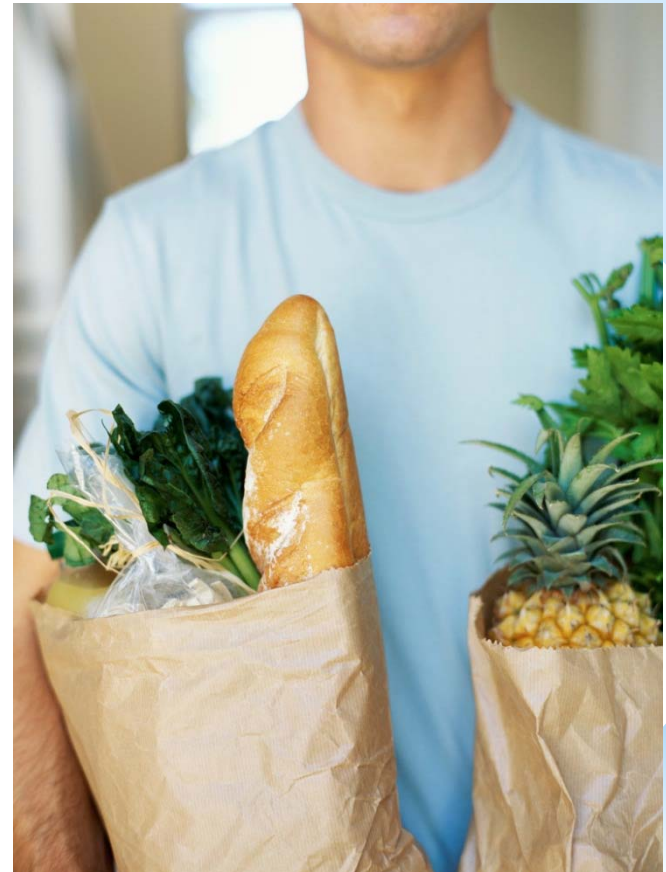
# How to use your food benefits

- Be sure to tell the clerk to charge your Food account for a food purchase
  - Enter your four-digit PIN on the keypad
  - Press the ENTER or YES key
- The amount of your purchase will be deducted from the food account



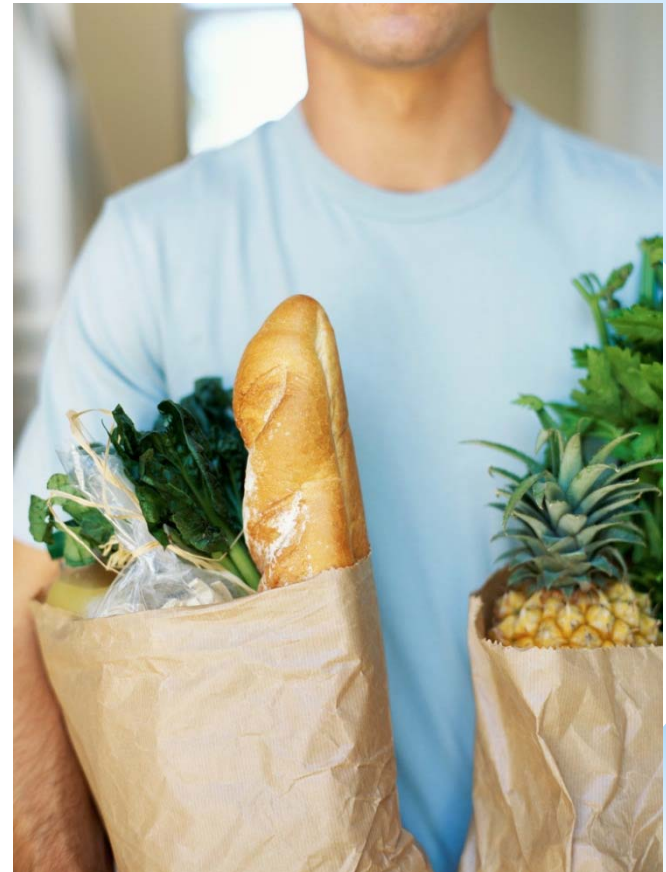
# How to use your food benefits

- The clerk will hand you your receipt



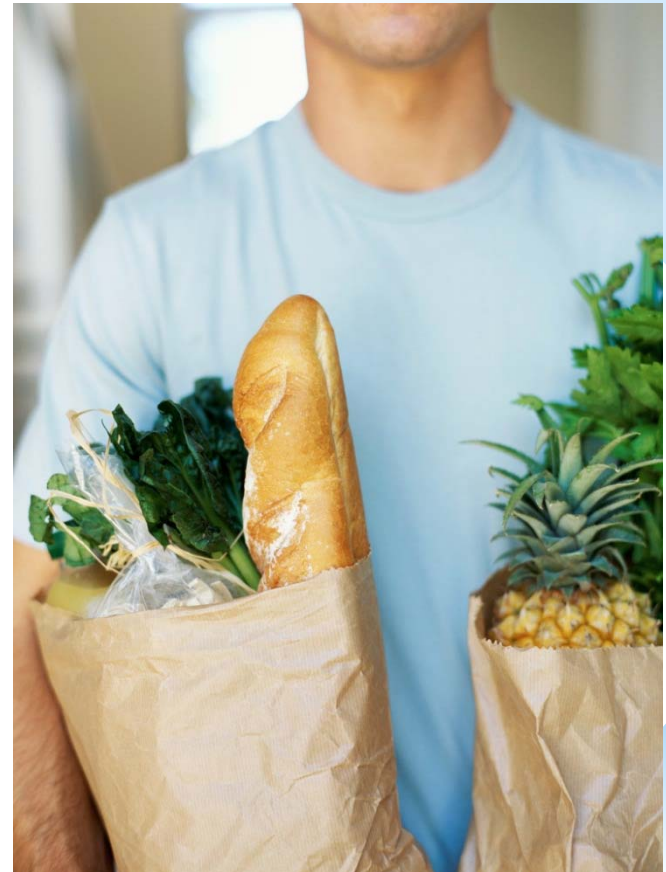
# How to use your food benefits

- The clerk will hand you your receipt
- Make sure the information on the receipt is correct



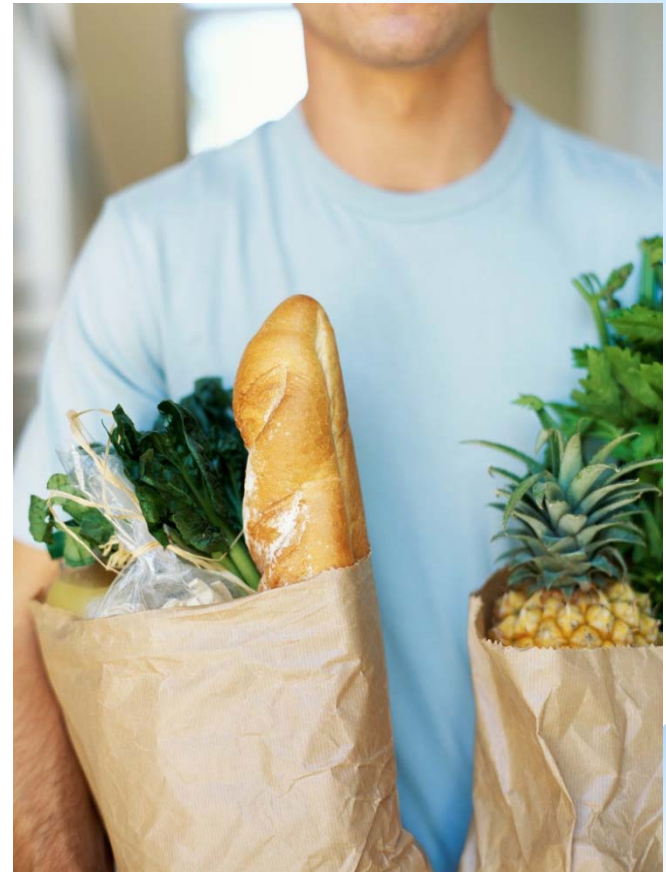
# How to use your food benefits

- The clerk will hand you your receipt
- Make sure the information on the receipt is correct
- Keep the receipt for your records; it will show your new balance



# How to use your food benefits

- The clerk will hand you your receipt
- Make sure the information on the receipt is correct
- Keep the receipt for your records; it will show your new balance
- You cannot get cash back from a food assistance benefit (SNAP) purchase



# What if I do not want use all of my SNAP benefits in one month?



- For SNAP benefits, the benefits stay in your account until you use them



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- If you do not use your SNAP benefits for 12 consecutive months, some or all of your benefits may be removed from your account for non-use

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- For SNAP benefits, the benefits stay in your account until you use them
- If you do not use your SNAP benefits for 12 consecutive months, some or all of your benefits may be removed from your account for non-use
- Once the benefits have been removed from your account for non-use, you **CANNOT** get them back

# Can Someone Else Shop For Me (SNAP)?



If you have added an Authorized Representative on your SNAP case, that person may purchase food for you using the EBT card and PIN that were issued to them.

They do not need your EBT card or need to know your PIN to make purchases. Their card gives them access to your benefits.

# What if my store does not have a POS machine or the POS machine is not working?



- The cashier may fill out a paper form called a SNAP benefit voucher

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- **Do NOT give the cashier your PIN**

# What if my store does not have a POS machine or the POS machine is not working?



- The cashier may fill out a paper form called a SNAP benefit voucher
- The cashier will write in your number Kansas EBT Card number and the amount you are spending
- Do NOT give the cashier your PIN
- **The Cashier will call the Retailer Customer Service number to see if you have enough benefits in your SNAP account to buy the food**

# What if my store does not have a POS machine or the POS machine is not working?



- If there is enough in your SNAP account, you will be asked to sign the voucher and you will be given a copy of the voucher



# What if my store does not have a POS machine or the POS machine is not working?



- If there is enough in your SNAP account, you will be asked to sign the voucher and you will be given a copy of the voucher
- Keep the copy of the voucher, so you can subtract what you spent from the balance shown on your last EBT receipt

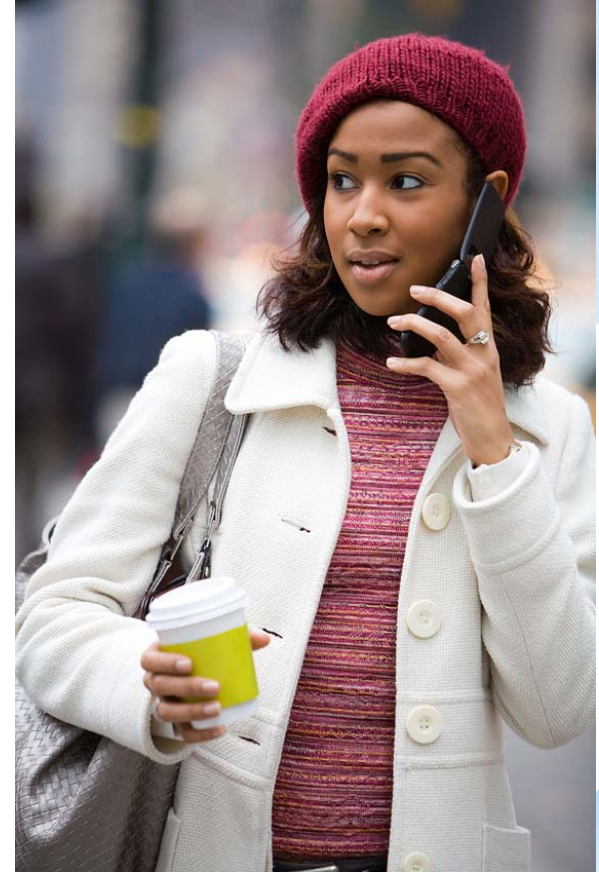
# How do I take something back to the store? Can I get cash back?



**YOU WILL NOT GET CASH BACK.** Take the item, receipt, and your card back to the store. The store will issue a credit to your appropriate benefit account (SNAP or Cash), which will be available to you immediately.

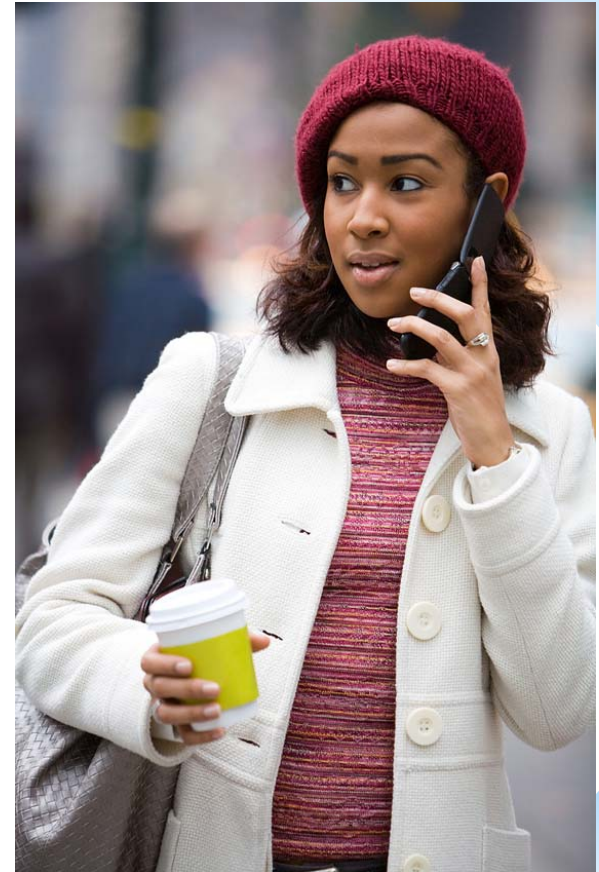
# Check Your Balance

- Always know your balance before you use your card



# Check Your Balance

- Always know your balance before you use your card
- Always keep your receipts. Check your receipt from your last purchase; it shows your available balance



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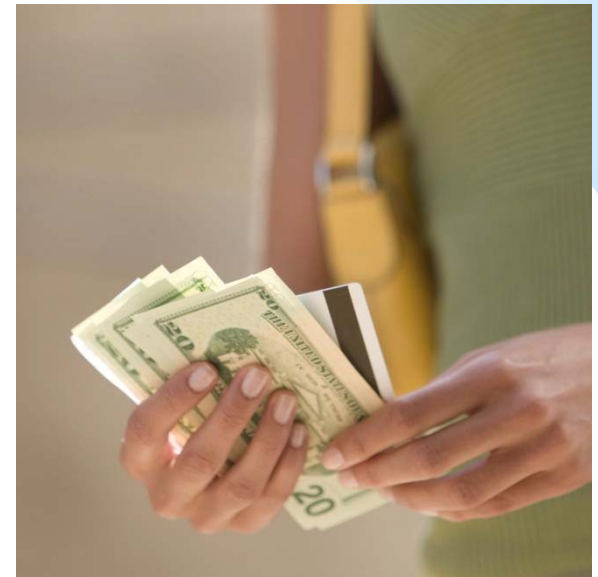


# Using Your Cash Benefits



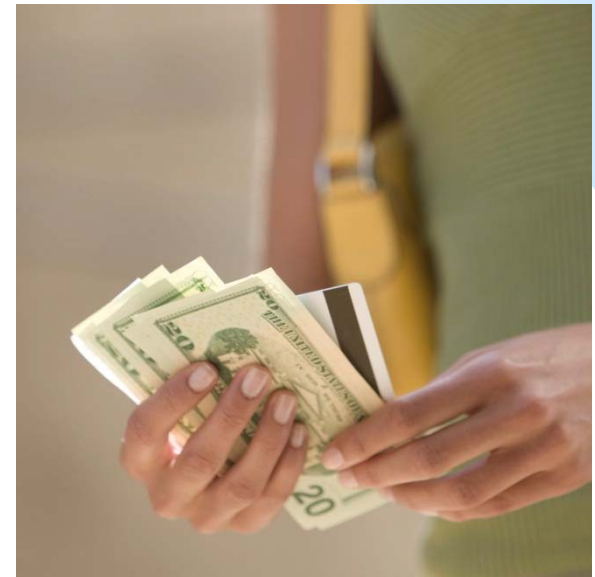
# How To Use Your Cash Benefits

- Cash benefits are available on your Kansas EBT card after 6:00 am on the FIRST calendar day of every month



# How To Use Your Cash Benefits

- Cash benefits are available on your Kansas EBT card after 6:00 am on the FIRST calendar day of every month
- Cash benefits can be used to purchase both food and non-food items

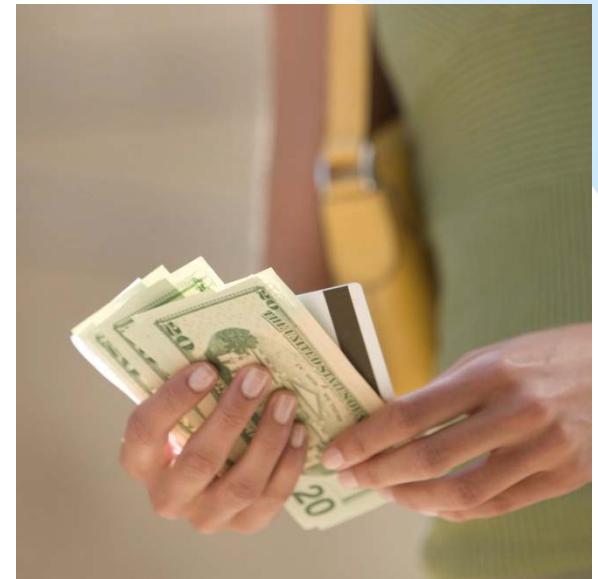




# How To Use Your Cash Benefits

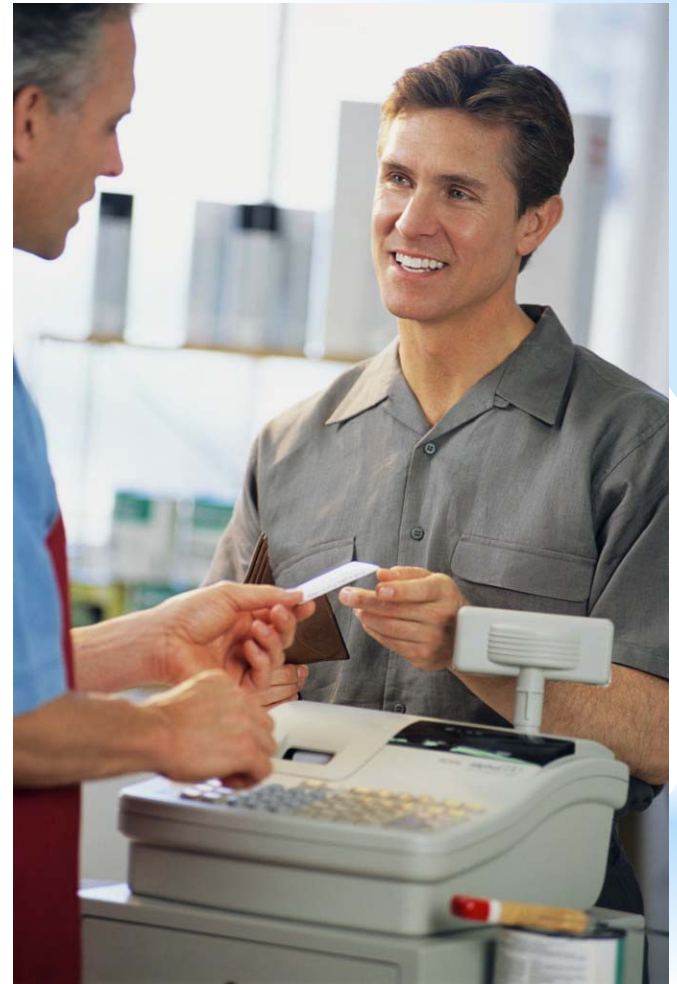
- Cash benefits are available on your Kansas EBT card after 6:00 am on the FIRST calendar day of every month
- Cash benefits can be used to purchase both food and non-food items

- Know your balance before you go shopping or go to an ATM



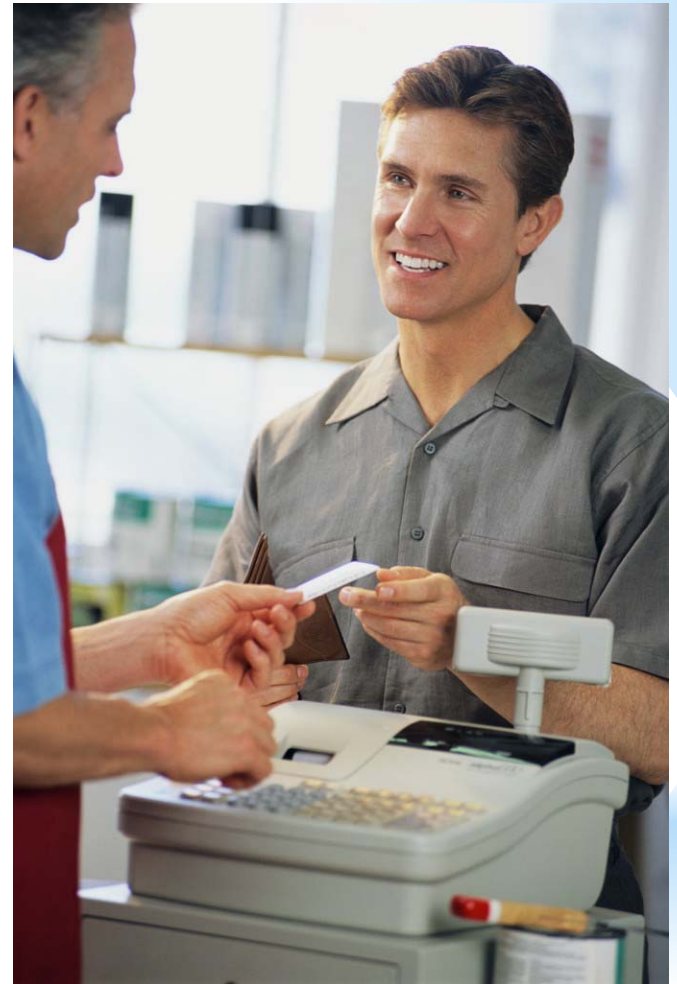
# Cash Benefit Purchase at Store

- Hand your Kansas EBT card to the clerk/cashier or swipe your card through the Point-of-Sale machine



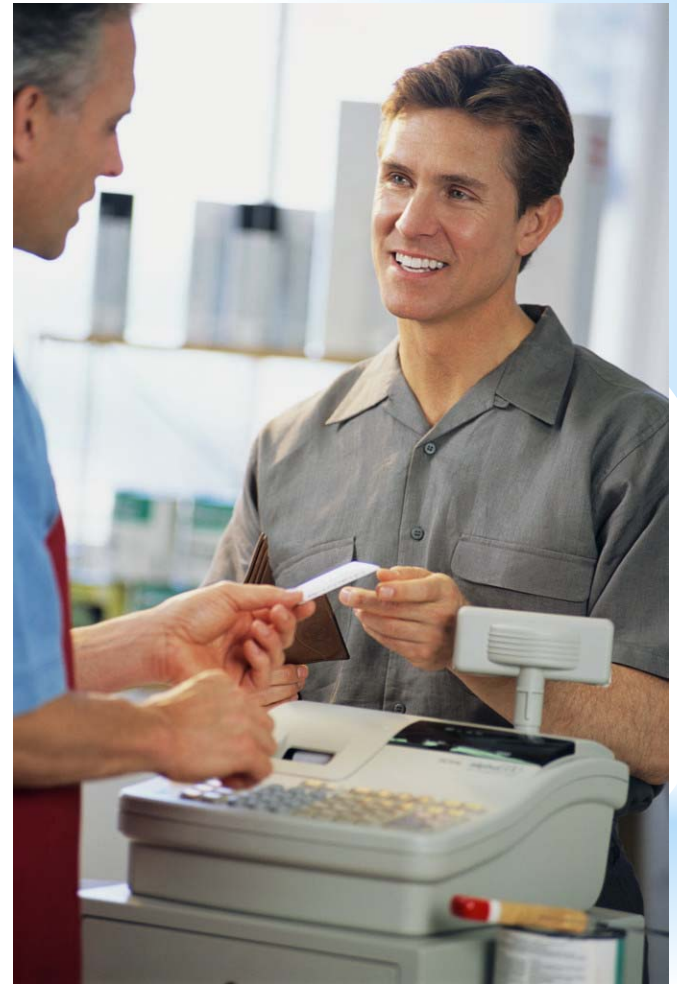
# Cash Benefit Purchase at Store

- Hand your Kansas EBT card to the clerk/cashier or swipe your card through the Point-of-Sale (POS) machine
- Be sure to tell the clerk to charge your Cash account
- Or
- Choose the Cash option on the POS machine



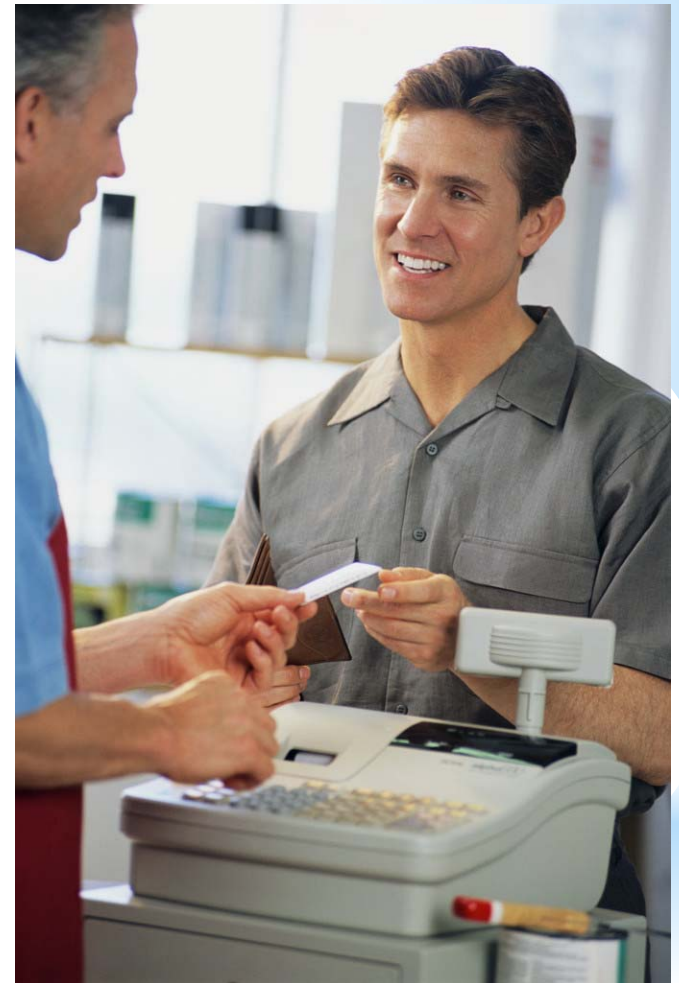
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- Enter your four-digit PIN on the keypad



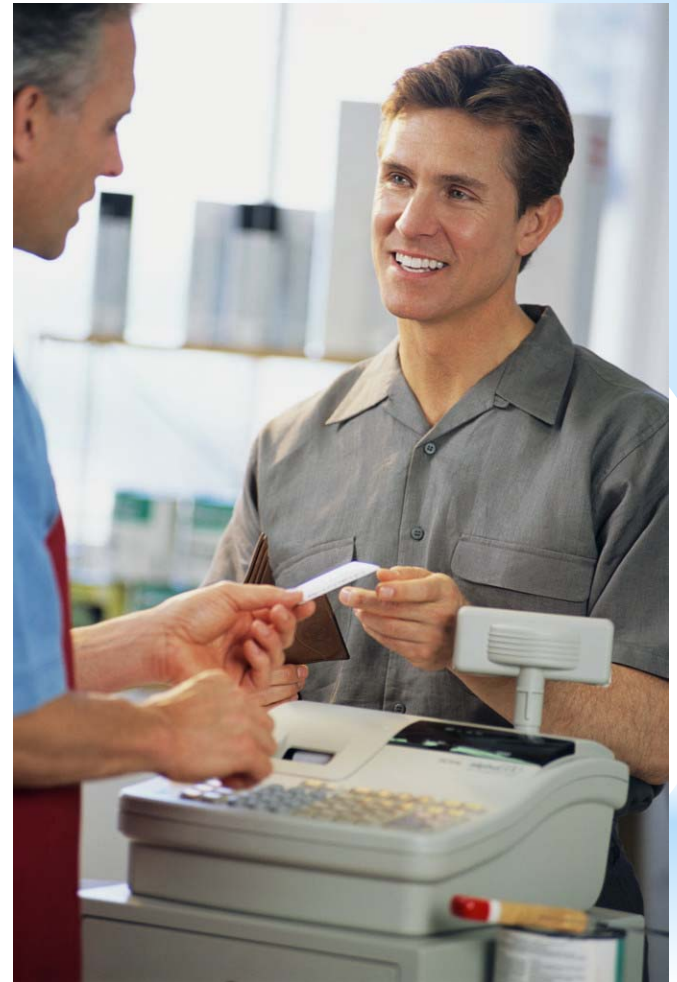
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- Press the ENTER or YES key



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- Be sure to tell the clerk to charge your Cash account or choose the Cash option on the POS machine
- Enter your four-digit PIN on the keypad
- Press the ENTER or YES key
- The amount of your purchase will be deducted from your Cash account



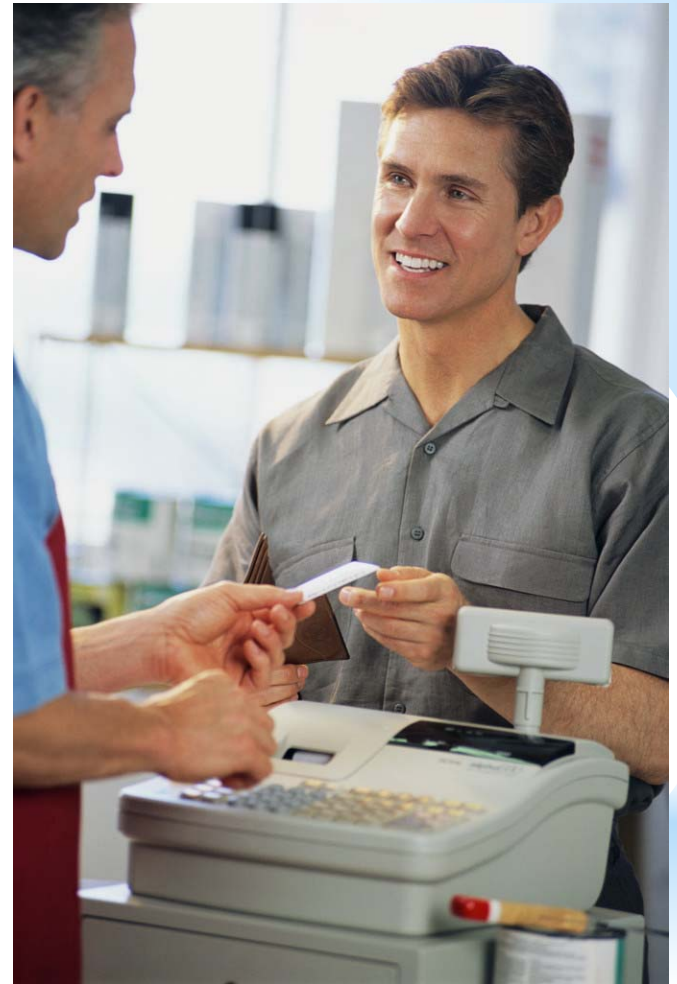
# Cash Benefit Purchase at Store

- The clerk will hand you your receipt



# Cash Benefit Purchase at Store

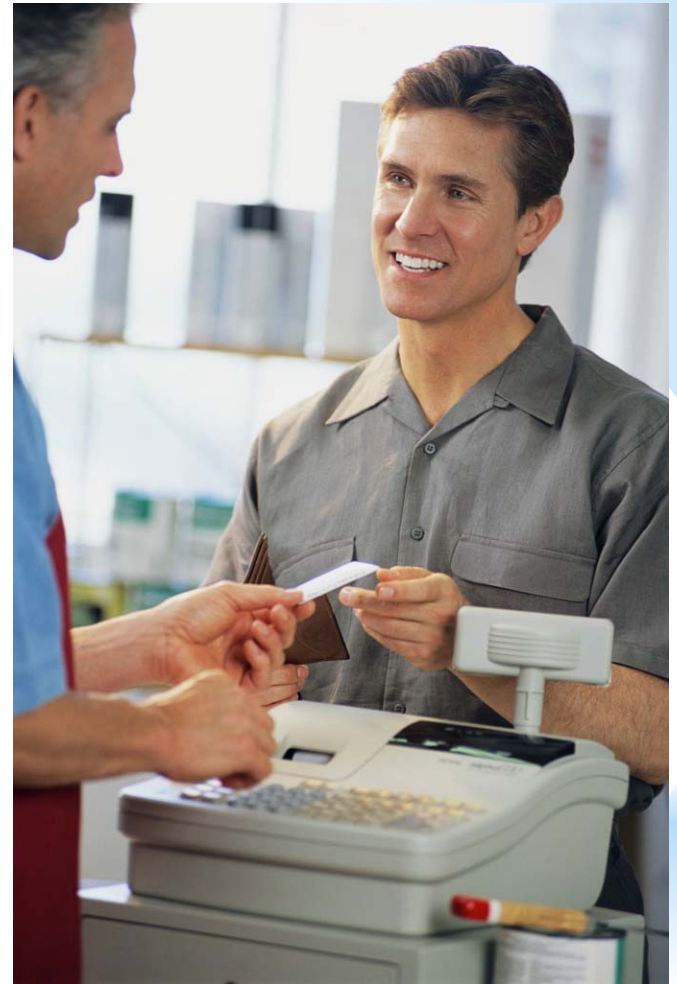
- The clerk will hand you your receipt
- Make sure the information on the receipt is correct





# Cash Benefit Purchase at Store

- The clerk will hand you your receipt
- Make sure the information on the receipt is correct
- Keep the receipt for your records; it will show your new balance



# Cash back

- Stores can provide cash back from your Cash account



# Cash back

- Stores can provide cash back from your Cash account
- Not all store policies are the same and some may choose not to offer cash back



# Use your Kansas EBT Card at an Automated Teller Machine (ATM)

- Available for cash Benefits only



# Use your Kansas EBT Card at an Automated Teller Machine (ATM)

- Available for Cash benefits only
- Know your balance



# Use your Kansas EBT Card at an Automated Teller Machine (ATM)

- Used for Cash benefits only
- Know your balance
- Check to see if there is a surcharge for using the ATM. Surcharges and other fees are deducted from your Cash account



# Use your Kansas EBT Card at an ATM

- Enter your PIN and press the OK or ENTER key



# Use your Kansas EBT Card at an ATM

- Enter your PIN and press the OK or ENTER key
- Select the key marked WITHDRAW CASH





# Use your Kansas EBT Card at an ATM

- Enter your PIN and press the OK or ENTER key
- Select the key marked WITHDRAW CASH
- Select CHECKING



# Use your Kansas EBT Card at an ATM

- Enter the amount you'd like in whole dollar amounts. For example, \$20, \$40, \$60, etc



# Use your Kansas EBT Card at an ATM

- Enter the amount you'd like in whole dollar amounts. For example, \$20, \$40, \$60, etc
- Some machines only give cash in certain amounts, like \$5, \$10 or \$20 bills



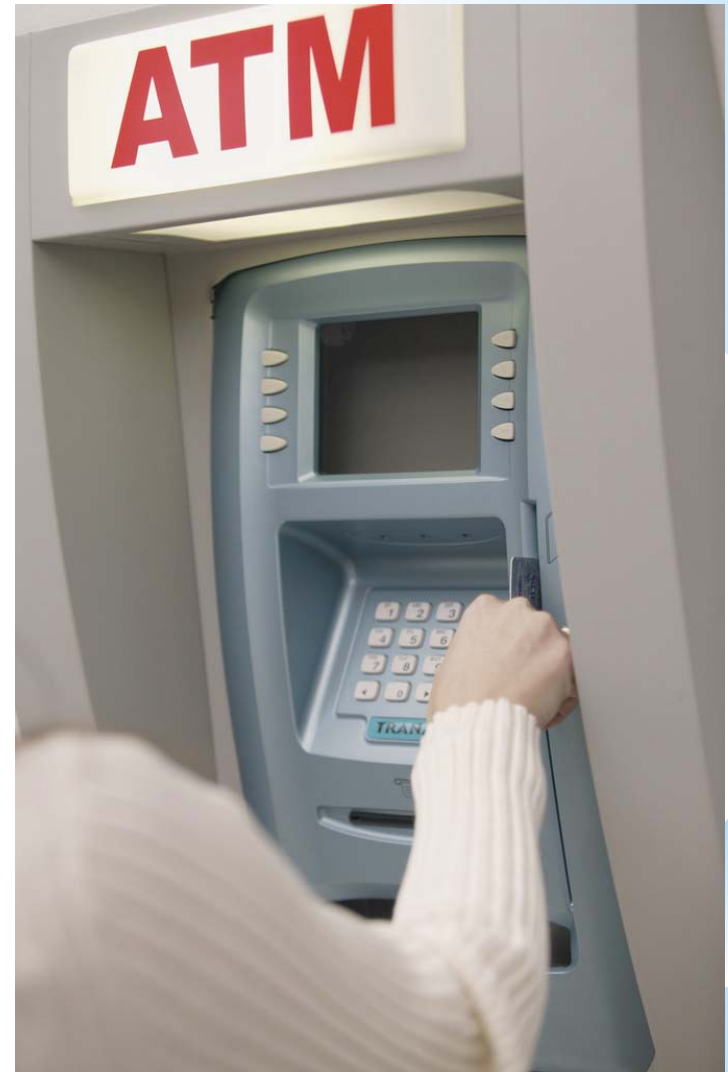
# Use your Kansas EBT Card at an ATM

- Enter the amount you'd like in whole dollar amounts. For example, \$20, \$40, \$60, etc
- Some machines only give cash in certain amounts, like \$5, \$10 or \$20 bills
- **Some ATMs may have a limit to how much you can withdraw**



# Use your Kansas EBT Card at an ATM

- Take your card, your receipt, and your cash



# Use your Kansas EBT Card at an ATM

- Take your card, your receipt and your cash
- When you are in a safe place, count your cash and compare it to your receipt



# Use your Kansas EBT Card at an ATM

- Take your card, your receipt and your cash
- When you are in a safe place, count your cash and compare it to your receipt
- Keep your receipt to help you keep track of your balance



# Can Someone Else Shop For Me (Cash Benefits)?



If you have added a Alternate Payee onto your TANF (cash) case, that person may shop for you using the EBT card and PIN that were issued to them.

They do not need your EBT card or need to know your PIN to make purchases. Their card gives them access to your benefits.



# Transactions with NO Fees

- SNAP (Food) Benefit Purchases



# Transactions with NO Fees

- SNAP (Food) Benefit Purchases
- Cash Purchases



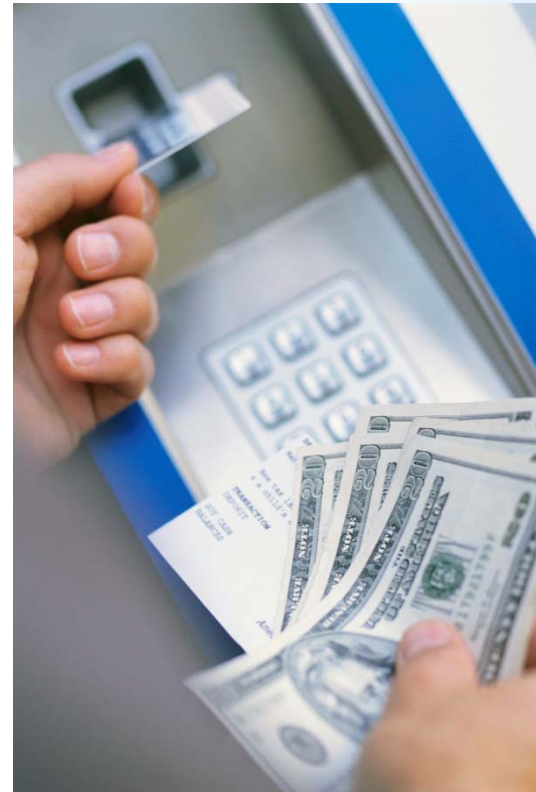
# Transactions with NO Fees

- SNAP (Food) Benefit Purchases
- Cash Purchases
- Cash Back with Purchases



# Transactions with Fees

- POS Cash-only withdrawals
  - 2 free per month
  - Over two (2) are \$0.40 each



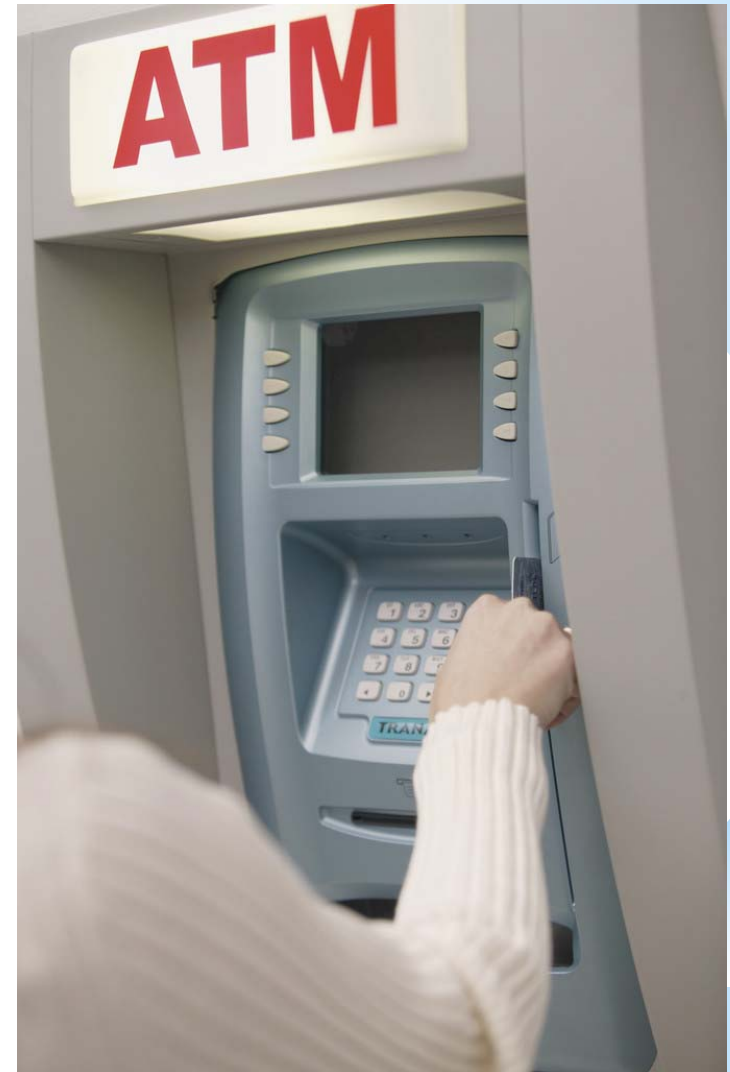
# Transactions with Fees

- POS Cash-only withdrawals
  - 2 free per month
  - Over two (2) are \$0.40 each
- ATM
  - Cash withdrawals \$1.00 each
  - Other ATM surcharges from the ATM owner may apply. Kansas does not regulate individual ATM policy
  - If you do not want to pay the surcharge, cancel the transaction and go to another machine



# ATM Safety

- Use an ATM inside a building



# ATM Safety

- Use an ATM inside a building
- Make sure the area is well-lit



# ATM Safety

- Use an ATM inside a building
- Make sure the area is well-lit
- Keep others at a distance





# ATM Safety

- Use an ATM inside a building
- Make sure the area is well-lit
- Keep others at a distance
- Protect your PIN when entering it



# ATM Safety

- Use an ATM inside a building
- Make sure the area is well-lit
- Keep others at a distance
- Protect your PIN when entering it
- Take your cash, card, and receipt when done



# ATM Safety

- Use an ATM inside a building
- Make sure the area is well-lit
- Keep others at a distance
- Protect your PIN when entering it
- Take your cash, card, and receipt when done
- When in a safe place, count your cash and compare it to your receipt



# Using Your Child Care Benefits



# How to Use Your Card for Child Care Benefits

- If you qualify for child care benefits, your Kansas EBT card, can be used to pay a provider who is properly registered



# How to Use Your Card for Child Care Benefits

- Funds for child care are deposited on the first of every month



# How to Use Your Card for Child Care Benefits

- Pay your provider using the provider's POS machine
- Or
- Call Customer Service  
1-800-997-6666
- Or visit the website  
[www.ebtEDGE.com](http://www.ebtEDGE.com)



# How to Use Your Card for Child Care Benefits

- For more information, please visit [www.ebtEDGE.com](http://www.ebtEDGE.com), or refer to the child care brochure provided to you





# How to Use Your Card for Child Care Benefits

- If the child care benefits do not cover the entire monthly cost of the child care, pay the provider the remaining amount.
- EBT Cash benefits may also be used to cover costs not met by the childcare benefit.



# Getting Help



# When to Call Customer Service



- Call if your card is lost, stolen, or damaged

# When to Call Customer Service



- Call if your card is lost, stolen, or damaged
- Call if your card does not work

# When to Call Customer Service



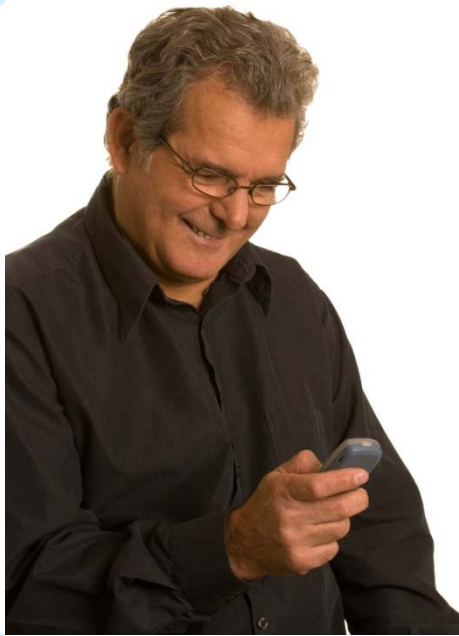
- Call if your card is lost, stolen, or damaged
- Call if your card does not work
- Call if you have forgotten or lost your PIN

# When to Call Customer Service



- Call if your card is lost, stolen, or damaged
- Call if your card does not work
- Call if you have forgotten or lost your PIN
- Call to change your PIN

# When to Call Customer Service



- Call to find out where to use the card

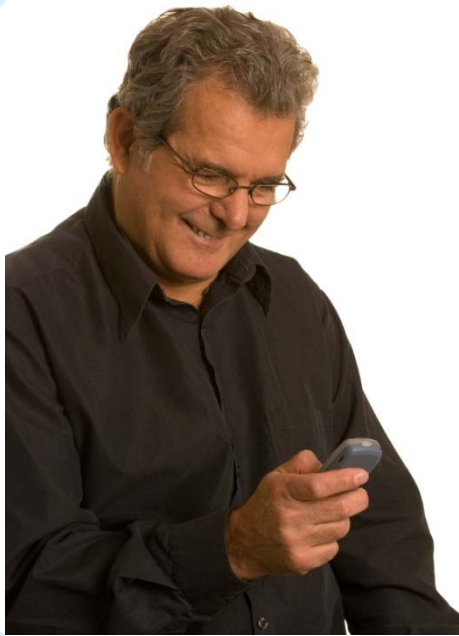
# When to Call Customer Service



- Call to find out where to use the card
- Call if someone is using the card without your permission



# When to Call Customer Service



- Call to find out where to use the card
- Call if someone is using the card without permission
- Call to remove an alternate cardholder

# When to Call Customer Service



- Call to find out where to use the card
  - Call if someone is using the card without permission
  - Call to remove an alternate cardholder
- Call if you have questions or need help with your card

# When to Call Customer Service

- The customer service line is open 24 hours a day, 7 days a week



# When to Call Customer Service

- The customer service line is open 24 hours a day, 7 days a week
- Toll free calls can NOT be made from a pay telephone





# Contact Information

## WEBSITE

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

## CUSTOMER SERVICE

1-800-997-6666

A wide-angle photograph of a lush green field under a bright blue sky with scattered white clouds. The sun is low on the horizon, creating a warm glow. In the background, there is a line of trees.

strong families make  
a strong Kansas



Intentional misuse and/or selling of your Kansas EBT card is a federal crime. Cash benefits cannot be transacted/used in any liquor store, gambling establishment or any adult oriented entertainment location. You can be disqualified from the benefit program and may be prosecuted if you use your card or benefits for illegal purposes. Illegal use includes selling your card and PIN for cash, drugs, or other items, or exchanging SNAP benefits for cash. Your EBT card is the property of the State of Kansas.

The USDA is an equal opportunity provider and employer.

