

## The **DIRECTION CARD**

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Ohio

Electronic

Benefit

Transfer (EBT)



*A safe and easy way to use  
your food assistance benefits.*

**Customer Service**

 **1-866-386-3071**

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24 hours-a-day, seven days-a-week

[www.ebt.acs-inc.com](http://www.ebt.acs-inc.com)

## *Welcome to the Ohio EBT program!*

### What is the Ohio EBT Program?

EBT stands for Electronic Benefits Transfer. Your Ohio Direction Card is a debit card. This means you cannot use more benefits than you are eligible to receive. Your benefits are automatically deposited once a month into an account just for you. You can access your benefits at almost all grocery stores 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 food assistance benefits are automatically deposited in your Ohio Direction Card account on the same day each month. You will need to check with your county office to find out which day you receive your benefits.

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

There is no minimum dollar amount per food assistance transaction based on your available balance nor is there a maximum limit on the number of food assistance transactions that you can make.

Use the same card every month. **DO NOT throw your card away.** You can only use 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 must put some items back or pay the difference with cash. If you do not use all of your food assistance benefits during the month, they stay in your account and are added to your next month's benefits.



### 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 and activate your card, you need to call Customer Service and follow the instructions. 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 figure out.
- Memorize your PIN. Do not write your PIN on anything you carry with you.
- If you forget your PIN call Customer Service and 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. You must call Customer Service 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 may still be able to use your card.

The image shows a form titled "OFFLINE FOOD STAMP VOUCHER". At the top, it says "Retailer: Merchant must be approved by Dept. of the Ohio State Public Health Division". Below this is a grid of boxes for entering a PIN, with the number "1234567" printed in red. The form includes fields for "State ID # and Name", "State Name", "State Address", "State City/State/Zip Code", and "PIN# CHECKED BY (NAME)". There are also instructions for the retailer to sign and date the 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 to complete the voucher.
- 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.
- The cashier gives you a copy of the voucher.
- Keep the voucher copy for your records.

**NOTE:** Some stores that don't have the EBT machine, like a farmer's market, may also 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 call Customer Service?

- Call Customer Service immediately if your Ohio Direction Card is lost or stolen.
- If your Ohio Direction Card is damaged and you need a new one. Customer Service deactivates your damaged card and issues a request for a new card to be sent to you.
- You can determine your account balance by checking your last receipt, calling Customer Service at 1-866-386-3071 or visiting the website at [www.ebt.acs-inc.com](http://www.ebt.acs-inc.com). Customer Service can also give you a list of your last 10 transactions.
- If you forget or want to change your PIN, you must call Customer Service and follow the PIN selection instructions.
- To request an adjustment to your account to correct for 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 TV's, 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 or card sleeve.
- **DO NOT** write your PIN on anything you carry with you where someone could find it if your purse/wallet is lost or stolen.

### How do I protect my food assistance 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 are entering. 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

*USDA is an equal opportunity provider and employer.*

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