
FOOD AND NUTRITION SERVICES CERTIFICATION

BENEFIT ADJUSTMENTS

FNS 915 EBT SYSTEM TRANSACTION ERROR ADJUSTMENTS

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CHANGE 19-2021

OCTOBER 8, 2021

915.01 EBT SYSTEM TRANSACTION ERROR ADJUSTMENT REQUIREMENT

EBT accounts are occasionally debited or credited benefits in error due to a retailer system malfunction. The procedures listed below are in place to adjust EBT accounts should this occur. These procedures only cover system malfunctions. EBT accounts **cannot** be adjusted due to a retailer error.

915.02 COUNTY PROCEDURES FOR EBT SYSTEM ERROR ADJUSTMENTS

State staff will notify the county department of social services (DSS) when it is necessary to debit an EBT account due to a retailer system error. It is then the county's responsibility to inform the client of the error. Use the following procedures to notify clients when an EBT account debit will occur due to a system error.

- A. Complete a "Notification of EBT System Transaction Error" notice. Refer to [Figure I](#) for a blank notice. Make copies as appropriate. Refer to [Figure II](#) for an example of a completed notice.
- B. Attach a copy of the EBT System Detail Journal Screen that shows the erroneous issuance. It is recommended that the transaction be identified in some manner, i.e., circling or highlighting the data.
- C. If the household disputes the requested adjustment and requests a fair hearing within the ten calendar day time frame. Follow instructions found in FNS 700 Hearings.
- D. It is recommended that the county DSS provide a copy of the EBT System Detail Journal Screen, a copy of the Notice of EBT System Transaction Error, and any additional documentation at the fair hearing
- E. Notify the Economic Independence Section's Program Operations Unit of the hearing request immediately at 919-527-6300. Economic Independence will take the proper steps to make certain that the extra benefits are not removed from the account until a hearing decision is rendered.
- F. If the decision is rendered in favor of the agency, collection activity will begin immediately against the current account balance. No debit adjustment will occur unless the account has a sufficient balance to complete the total amount of the adjustment by the end of the next calendar month.
- G. If the household does not request a fair hearing within ten calendar days, the State will begin the collection process upon expiration of that time period. No debit adjustment will occur unless the account contains a sufficient balance for the total amount of the adjustment by the end of the next calendar month.

NOTE: Do not establish claims for the above EBT adjustments.