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**FOOD STAMP CERTIFICATION  
BENEFIT ADJUSTMENTS  
EBT System Transaction Error Adjustments**

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**FS 920 EBT System Transaction Error Adjustments**

**Change #21-2001  
December 1, 2001**

**920.01 EBT SYSTEM TRANSACTION ERROR ADJUSTMENT REQUIREMENT**

EBT accounts are occasionally debited or credited benefits in error due to a retailer system malfunction. There are procedures 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.**

**920.02 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.

**NOTE: Due to the infrequency of EBT System transaction error adjustments, make copies of the notice as needed. Economic Independence will not supply this notice as a form.**

- 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, complete the DSS-1473, Request for State Appeal, and mail within two workdays to the Hearings and Appeals Section, 325 N. Salisbury Street, MSC #2418, Raleigh, N.C. 27699-2418.
- 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. 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.**