

- 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 [ConnectEBT.com](http://ConnectEBT.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 [ConnectEBT.com](http://ConnectEBT.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](http://www.usda.gov/oig/hotline.htm) or call 1-800-424-9121.

# Ohio

## Direction Card

## 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  
or visit [ConnectEBT.com](http://ConnectEBT.com)



# Welcome to the Ohio SNAP Program!

## 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.

## Ohio Direction Card

### 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.

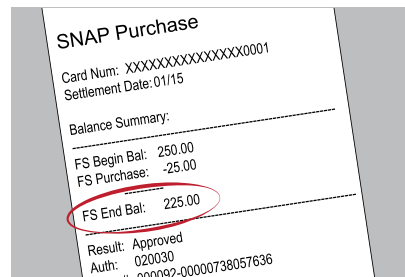


If you make a purchase in a different state, look for the Quest® logo.

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.



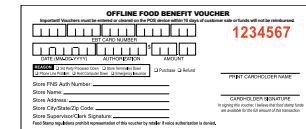
- Remember to take your card and your receipt with you when you leave.
- Save your receipt so you'll know your balance the next time you go shopping.

## 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 **ConnectEBT.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.ConnectEBT.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 **ConnectEBT.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.



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.