



Tips for using your Ohio Direction Card

1. Know your balance before you go grocery shopping. Get your account balance by checking your last receipt, calling Customer Service at **1-866-386-3071** or visiting www.ConnectEBT.com.
 - 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.
2. Most grocery stores in Ohio accept the Ohio Direction Card.
 - Look for the Ohio Direction Card logo where you shop.
 - If shopping outside Ohio, look for the Quest logo.
 - If you are not sure if a store accepts the Ohio Direction Card, ask the clerk before you begin shopping.
3. Shop for your groceries and take them to the check-out lane.
4. Hand your Ohio Direction Card to the clerk or swipe your card through the machine.
5. Check to make sure the total amount entered is correct.
6. Enter your secret 4-digit PIN on the PIN pad.
7. The machine prints a receipt stating the date, merchant's name and location, transaction type, transaction amount, and remaining account balance. Take the receipt with you.
8. Always keep your receipt. The next time you go shopping, you can check your receipt for your available balance.
9. Adjustments may be made to your account to correct any errors that may occur. Call Customer Service at **1-866-386-3071** to report an error or if you have a question about a transaction.

Ask: If you choose to dispute a transaction, you will be notified, in writing, of the action taken on your account. If you disagree, then you must call **1-866-386-3071** to request a fair hearing. You may be entitled to a provisional credit to your account while waiting for your fair hearing.
10. You can view all transactions made on your account over the last two months at www.ConnectEBT.com.

1480-OHTC03-2017

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