

## APPENDIX A

FOOD STAMP REPLACEMENT DESK GUIDE - COUPONS OR EBT BENEFIT*					
REPLACING FOOD STAMPS	Can FS BeReplaced	REPORT WITH 10 DAYS	ES-FS-36	Replacement	RAPIDS Auxiliary Reason Codes
1. Mailed FS - Undelivered FS (not delivered or delivered and stolen from mail box). Wait 5 calendar days before replacement	1. YES	1. Report during period of intended use	1. YES Retain in record	1. YES 2 countable replacements in 6 months	1. 901 OFS-FS-10 required
2. EBT account not credited with amount	2. NO - Must be resolved by EBT vendor after RAPIDS issues	2. N/A	2. N/A	2. N/A	2. N/A
1. Stolen FS (Burglary, hold-up or snatching)	1. NO	1. N/A	1. N/A	1. N/A	1. N/A
2. EBT benefits used by unauthorized person	2. NO	2. N/A	2. N/A	2. N/A	2. N/A
1. Lost FS (lost or misplaced after receipt)	1. NO	1. N/A	1. N/A	1. N/A	1. N/A
2. EBT benefit	2. N/A	2. N/A	2. N/A	2. N/A	2. N/A
1. FS damaged prior to receipt	1. YES	1. YES	1. NO	1. NO - Can only replace distinguishable coupons. Must present 3/5 of coupon	1. 900
2. EBT benefit	2. N/A	2. N/A	2. N/A	2. N/A	2. N/A
1. FS damaged prior to receipt	1. YES	1. YES	1. NO	1. YES - Counts as 1 of 2 replacements in a 6-month period	1. 900
2. EBT benefit	2. N/A	2. N/A	2. N/A	2. N/A	2. N/A
1. Destroyed FS (Fire, flood, etc.)	1. YES	1. YES	1. YES - Forward original to FS Issuance Unit	1. Yes - 2 replacements in 6 months in addition to 2 undelivered FS replacements	1. 900
2. EBT benefit	2. N/A	2. N/A	2. N/A	2. N/A	2. N/A

1. Food purchased with FS destroyed in disaster or misfortune - FS	1. YES - Cannot exceed 1 month's allotment	1. YES	1. YES-retain in case record	1. NO	1. 902
2. Food purchased with EBT destroyed in disaster or misfortune	2. YES - Cannot exceed 1 month's allotment	2. YES	2. YES-retain in case record	2. NO	2. 937
1. Partial Allotment of FS received - envelope tampered with (considered undelivered)	1. YES Same procedure as undelivered	1. YES	1. YES - retain in case record	1. YES - Counts as 1 of 2 undelivered FS replacements in a 6-month period	1. 914 OFS-FS-10 must be signed
2. Partial Allotment not deposited to EBT - total amount issued not credited to account	2. NO - Must be resolved by EBT vendor after RAPIDS issues	2. N/A	2. YES retain in case record	2. N/A	2. N/A
1. Partial Allotment of FS received - envelope not tampered with	1. POSSIBLY - Supervisor and FS Unit will decide if correct amount not placed in envelope	1. YES	1. YES - retain in case record	1. NO	1. 914
2. Partial Allotment not deposited to EBT - total amount issued not credited to account	2. NO - Must be resolved by EBT vendor after RAPIDS issues	2. N/A	2. N/A	2. N/A	1. N/A
<b>*For replacement of the EBT card, see EBT Card Replacement Desk Guide</b>					

## WV WORKS REPLACEMENT DESK GUIDE\*\*\*

REPLACING WV WORKS CHECKS	IS BENEFIT REPLACED*	TIME LIMITS	DF-36	REPLACEMENT LIMITS	RAPIDS AUXILIARY REASON CODES
1. Check never received	1. YES**	1. No replacement until 5 mailing days elapse	1. Original and 4 copies: 1 copy to case record; original and 2 copies to Check Control; 1 copy with cover memo to IFM	1. No - if multiple replacements requested, consider alternate address, direct deposit or protective payments	1. 916
2. EBT account not credited with amount	2. NO - Must be resolved with EBT vendor after RAPIDS issues	2. N/A	2. N/A	2. N/A	2. N/A
1. Check received, then stolen, lost or destroyed before being cashed	1. YES	1. SAME as above	1. SAME as above	1. SAME as above	1. 916
2. EBT benefits used by unauthorized person	2. NO	2. N/A	2. N/A	2. N/A	2. N/A
1. Check cashed, then cash stolen, lost or accidentally destroyed	1. NO	1. N/A	1. N/A	1. N/A	1. N/A
2. EBT benefits used by unauthorized person	2. NO	2. NO	2. N/A	2. N/A	2. N/A

\* If client's check has been replaced and it is later determined that he signed and cashed the original check, he is ineligible for any further replacements until he has repaid the amount.

\*\* Benefits received by direct deposit are never replaced by another direct deposit.

\*\*\* For EBT card replacements, see the chart, EBT Card Replacement Desk Guide

## EBT CARD/PIN REPLACEMENT GUIDE

REASON NEW CARD/ PIN REQUESTED	IS CARD REPLACED*	HOW REPLACED	FORMS TO SIGN	REPLACEMENT LIMITS	OTHER ACTIONS REQUIRED
Card mailed but never received	<b>YES</b> <b>New Card Issued.</b>  If new card issued, old one is inactivated.  Cards returned to the card vendor are destroyed and inactivated by the EBT Vendor.	Client calls: <ul style="list-style-type: none"> <li>• Vendor's toll-free ARU</li> <li>• Customer Service Center</li> <li>• Local Office on RAPIDS screen AIRQ</li> </ul>	NONE	NONE	Insure address is corrected in RAPIDS and transmitted to the vendor. Address change must be transmitted before new card is issued.
Card lost, destroyed, damaged, or stolen	<b>Yes</b> <b>New card issued and previously issued card inactivated.</b>	Client calls: <ul style="list-style-type: none"> <li>• Vendor's toll-free ARU</li> <li>• Customer Service Center</li> <li>• Local Office on RAPIDS screen AIRQ</li> </ul>	NONE	NONE	<b>NONE</b>  Insure address is corrected in RAPIDS and transmitted to the vendor. Address change must be transmitted before new card is issued.
Change of payee or authorized cardholder (AC)	<b>YES</b>  Card issued to new payee or AC and previous payee and/or AC cards inactivated.	A change in payee or AC in RAPIDS automatically sends new EBT cards to the new payee and/or new AC and inactivates previous cards.  A payee or AC's EBT Card can be inactivated at any time by calling" <ul style="list-style-type: none"> <li>• Vendor's toll-free ARU</li> <li>• Customer Service Center</li> </ul>	NONE	NONE	Change payee or AC in RAPIDS.
PIN not received, lost, forgotten, compromised or new PIN request	<b>YES</b>  <b>** A NEW PIN can only be requested through the local office or DHHR Customer Service Center both a new card and PIN are requested on RAPIDS screen AIRQ.</b>	Vendor's toll-free ARU	NONE	NONE	NONE
EBT card replacement is only for account access. It is not a replacement of the Food Stamp or cash assistance benefit.					