

Questions & Answers

**1. Q: What is Nebraska EBT?**

**A:** The Nebraska Electronic Benefits Transfer (EBT) system allows Supplemental Nutrition Assistance Program (SNAP) participants to use their Nebraska EBT card to buy eligible food items at authorized food stores.

**2. Q: When do I get my SNAP benefits?**

**A:** You will receive your monthly benefits between the 1st and 5th calendar day of each month. Benefits are available by 8:00 a.m. Central Time on the scheduled date. The last digit of the head-of-household's Social Security number determines the date your benefits are available.

If the last digit of the Social Security number of the head-of-household is:	Day of the month your SNAP benefits will be available:
1 or 2	1st
3 or 4	2nd
5 or 6	3rd
7 or 8	4th
9 or 0	5th

**3. Q: How do I receive my SNAP benefits with the Nebraska EBT card?**

**A:** Each month you are eligible for SNAP benefits, your benefits will be added automatically to your Nebraska EBT card account. As your monthly benefits are added, the balance on your card will go up. As you use your benefits, the balance goes down.

**4. Q: How do I take care of my Nebraska EBT card?**

**A:** Take the following steps:

- Keep your Nebraska EBT card safe and clean.
- Keep the card away from magnets (i.e. handbag clasps, TVs, electronic equipment, etc.)
- Take care of your card like you would a credit card.
- Don't bend or twist the card.
- Keep the black magnetic stripe on the back of your card clean and free from scratches. Store your Nebraska EBT card in a wallet or purse.
- NEVER tell your PIN to anyone, including the grocery clerk.

If a store clerk has to enter your card number by hand often instead of swiping it, order a new EBT card. Call 1877-247-6328.

**5. Q: What is a PIN?**

**A:** PIN stands for Personal Identification Number, a four-digit number you easily select to use your Nebraska EBT benefits. The PIN gives you access to your account.

When you select your PIN by calling (877) 247-6328, choose four numbers easy for you to remember, but hard for someone else to guess. You may get a new PIN any time you wish. Select a new PIN if you think someone else knows your PIN.

It's very important to memorize your PIN and keep it secret. Don't keep your PIN in your wallet or purse, and don't write it on your EBT card.

**6. Q: How do I use my Nebraska EBT card?**

**A:** At the checkout lane, tell the clerk that you are using your Nebraska EBT card before the clerk begins to ring up your food purchase. Once your card has been swiped through the electronic register, YOU enter your PIN. The PIN allows you to control who uses your card.

**7. Q: What if I forget my PIN?**

**A:** If you are in the grocery store and enter the wrong PIN, you have two more chances to enter the right PIN. If you can't remember your PIN, call Customer Service at (877) 247-6328 (247-NEBT) toll free to select a new PIN or use the EBTedge web site. If you enter an incorrect PIN three times in a row, a "lock" is put on your card and you will not be able to use your card until the next day. You should always know your PIN before you go to the grocery store.

**8. Q: What if I forget my card when I go to the grocery store?**

**A:** You can't use your SNAP benefits to buy food without your Nebraska EBT card and your PIN.

**9. Q: What if I lose my Nebraska EBT card?**

**A:** If your Nebraska EBT card is lost, stolen or damaged, call Customer Service at 1-877-247-6328 toll free, to report it and order a new card. No one, including you, will be able to use your old card once you report it missing to Customer Service. Nebraska no longer charges a fee for replacement cards.

**10. Q: How long will it take to get a new Nebraska EBT card?**

**A:** Once you report your card lost or stolen, a new card will be provided to you, usually within 3–5 mail days. Your PIN will remain the same as before, unless you change it.

**11. Q: Is there an EBT web site available to me?**

**A:** Yes. Nebraska's EBT vendor, Fidelity Information Services (FIS), has an EBT web site at: [www.ebtedge.com](http://www.ebtedge.com). At that web site you may change your PIN, check your account balance, or review recent transactions. You will need to have your card number and PIN available to access this web site.

**12. Q: How will I know the balance in my Nebraska EBT card account?**

**A:** Three easy ways:

- Always keep your receipts. Check your receipt from your last purchase; it shows your available balance.
- Call Customer Service toll-free at (877) 247-6328 (247-NEBT).

- Or use the EBT web site, [www.ebtedge.com](http://www.ebtedge.com). Always know your balance before you go shopping.

**13. Q: Where can I shop with my EBT card?**

**A:** Nebraska stores that take EBT cards should have a “Quest” sign on the door. If you don’t see the “Quest” sign, ask a store employee if they accept EBT before you shop. Most grocery stores in the United States will accept your EBT card.



**14. Q: Can someone else shop for me?**

**A:** Yes, you can let someone else use your card to buy food for you. But be careful. Once you tell someone your PIN and give them your card, they could use ALL of your benefits. Stolen benefits will NOT be replaced.

**15. Q: What if I get an error message from the check out register?**

**A:** Here are some error messages you could get from the check out register in the store:

- **Card not on File** - If you get this message, call Customer Service.
- **Invalid PIN** - If you get this message, you have entered your PIN incorrectly. If you can’t remember your PIN, call Customer Service at (877) 247-6328 (247-NEBT) to pick a new PIN. If you don’t enter the correct PIN by the third try, a “lock” is put on your card and you won’t be able to use your card until the next day.
- **Insufficient Balance** - If you get this message, you have tried to spend more than the balance on your Nebraska EBT card. If your groceries cost more than your balance, you can put some items back or pay for the rest with your cash. Before you shop, check your balance. Anytime you get an error message you don’t understand, call Customer Service at (877) 247-6328, and ask for help.

**16. Q: What if my card won’t work?**

**A:** If your card does not work at the store, keep the receipt, call Customer Service at (877) 247-6328, and ask for help.

**17. Q: What happens when a retailer has to do a manual transaction, called a voucher, due to the system being down?**

**A:** If the manual transaction occurred because of an error with the host system and the retailer obtained authorization for the transaction, the voucher will be presented for payment from your account. If there are insufficient funds in your account when the voucher is presented you will receive a notice and the voucher may be re-presented in a subsequent month(s) to pay off the balance owed.

**18. Q: Can a manual voucher be used for credit when I do not have the funds available in my EBT account?**

A: No, Manual Vouchers cannot be used to extend credit via re-presentation due to insufficient funds.

**19. Q: What if the retailer overcharged my account?**

A: If you believe you have been overcharged for benefits by a retailer, you may file a dispute with the card vendor, to do so call Customer Service at (877)-247-6328 and from the main menu choose your food transactions, after the transaction is listed that you would like to dispute chose the option to dispute the charges.

**20. Q: What if the retailer did not charge my account and I received the goods?**

A: You may contact the retailer to resolve this issue. The retailer may also request an adjustment to your account by filing an adjustment request with the card vendor. You will be notified of the retailer adjustment request, if you agree to the adjustment you do not have to take any action. If you do not agree, you have the right to request a fair hearing within 90 days of the notice. If you request the fair hearing within 10 days of the notice you will receive a provisional credit pending the hearing

**21. Q: What if I don't want to use all of my benefits in one month?**

A: The SNAP benefits you don't use stay in your Nebraska EBT card account until you use them. However, if you don't use your card for 90 days, benefits may be taken from your card if an adult member of your household has an outstanding food stamp/SNAP overpayment. If you do not spend your benefits after 274 days they will be removed permanently from your EBT account.

**22. Q: How do I take something back to the store? Can I get cash back?**

A: Take the item, the receipt, and your card back to the store. The store will issue a credit to your SNAP account, which will be available to you immediately. **YOU WILL NOT GET CASH BACK.**

**23. Q: What if I move or change my address?**

A: Call your worker so that all your mail will go to the correct address. Other changes you must report were included on your eligibility notice.

**24. Q: When should I call customer service?**

A: Call right away if your Nebraska EBT card is lost or stolen.  
Call if your Nebraska EBT card is damaged; you can get a new card free.  
Call when you need your balance and you don't have your last receipt.  
Call if you have questions or need help with your Nebraska EBT card.  
Call if your card won't work at the store.  
Call if you need help with the web site.

**25. Q: What if I have other questions about my Nebraska EBT card?**

A: If you have questions about your EBT card, you can:

- Ask a Nebraska state employee by calling (800) 359-6445, Mon through Fri (8 a.m. to 5 p.m.)
- E-mail questions to [foodstampsebt@dhhs.ne.gov](mailto:foodstampsebt@dhhs.ne.gov)

**26. Q: What are the consequences for misusing the Nebraska EBT card?**

**A:** Intentional misuse of the Nebraska EBT card is a crime. You can be disqualified from SNAP and may be prosecuted if you use your card for illegal purposes, which include selling your card and PIN for cash, drugs, or other items.

In the event of a computer system problem that adds or subtracts an amount from your EBT benefit account in error, a correction may be made to your balance. This correction could impact your current or future month's benefit balance. You will receive a notice of such a correction in the mail if it reduces your balance. If you do not feel the correction is accurate, you may request a fair hearing.

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