

Belit Stockfleth, Food Stamp Program Manager

**Authorized Signature**

**Number:** SS-IM-09-008

**Issue Date:** 02/04/2009

**Topic:** Food Benefits

**Subject:** EBT Benefit Adjustments

**Applies to (check all that apply):**

- |                                     |                               |                                     |                                      |
|-------------------------------------|-------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/>            | All DHS employees             | <input type="checkbox"/>            | County Mental Health Directors       |
| <input checked="" type="checkbox"/> | Area Agencies on Aging        | <input type="checkbox"/>            | Health Services                      |
| <input checked="" type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Seniors and People with Disabilities |
| <input type="checkbox"/>            | County DD Program Managers    | <input type="checkbox"/>            | Other (please specify):              |

**Message:** This message is for your information, no action is required.

On 01/04/2009, the WINCO Foods computer system erroneously reversed about 700 purchases made by Oregon Trail cardholders. This transaction will display as Trans - Type FPR on the online EBT Financial History screen. This meant that cardholder purchases were not debited from the cardholder's EBT account.

On 01/14/2009, WINCO attempted to correct this. The purchase amount was debited from the cardholder's account (Trans - Type CFD). If there were insufficient funds to debit the purchase, a hold was put on the account (Trans - Type HFD). The purchase is to be debited (Trans -Type CFD) from the cardholder's February benefit. If the February benefit is insufficient to debit the full amount of the hold, the hold will drop off and there will be no further adjustment.

Federal regulations require states to allow these retailer initiated adjustments. However, if the cardholder does not believe that they made the purchase, they can file a claim by calling 1 (800) 831-5235. This is the eFunds (Oregon's EBT services vendor) help desk #.

The notice sent to cardholders advised them to contact the 800 # if they believed this action was incorrect. The eFunds help desk is prepared to give an explanation. Some cardholders have contacted their DHS office instead.

We apologize for the late notification and a process has now been put into place to ensure notification gets out sooner next time.

*If you have any questions about this information, contact:*

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