

EBT Early Card Pull Procedure

What to do when the EBT card is removed from the card reader during benefit issuance, benefit void and reissue, and benefit replacement. NOTE: If your computer freezes during the issuance process or Texas-WIN exits unexpectedly, please call the Helpdesk as soon as possible.

Scenario: Texas-WIN is placing benefits on the card for one or more WIC participants. During the issuance process (while the computer is in the process of writing the benefits to the EBT card) the card is removed from the reader / writer. Frequently the card is pulled from the reader / writer by a curious youngster. To limit unwanted access to the reader / writer, turn it to face you when it is not in use by the WIC client.

If the EBT card is removed from the reader / writer before the message “Did the Shopping List finish printing Correctly? Y / N” appears, please complete the following procedure.

- 1) Reinsert the card into the reader / writer.
- 2) Clear any error messages by pressing the spacebar.
- 3) If you are asked if you want to print a copy of the shopping list, answer “yes”.
- 4) If you were not asked if you want to print a copy of the shopping list, please print one.
Go to Reports \ Certifications \ EBT Card Reports \ Issuance Receipt
- 5) Return to the TexasWIN main menu and press F11 – clear PAN.
- 6) Go to Issuance \ Standard Issuance and press F3 to read the PAN.
- 7) Answer the questions in the family options box (NE Code, Issue Frequency, and One-Time single issue).
- 8) Compare the shopping list to the issuance screen. Ask yourself the following questions:
 - ✓ Are checkmarks remaining (there shouldn't be)? If the answer is “yes” please call the Helpdesk right away.
 - ✓ Does the LAST ISS date reflect the first of the month for the last month issued?
Example: you issued for March, April, and May. The LAST ISS date should reflect May 1st. If it does not appear to be correct, please call the Helpdesk right away.
 - ✓ Are the benefit quantities on the shopping list correct? If you are not sure you can refer to the EBT Food Code Description Guide. If the benefits quantities are not correct please call the Helpdesk right way.

The WIC Helpdesk phone number is 800-650-1328.