

Report title: EBT CARD USAGE REPORT
Report aliases: CARD USAGE

Why should I run this report?

To identify card status. This report includes four main sections:

- Box identifier
- Detail section
- Box summary
- Report grand total summary

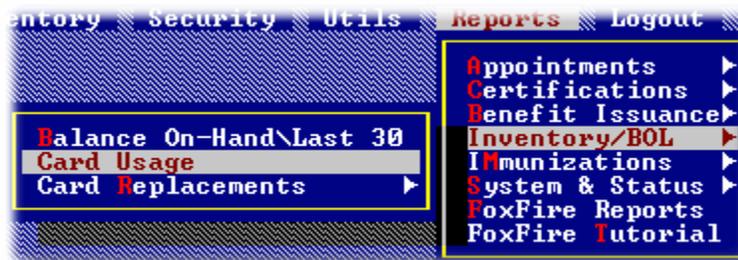
When should I run this report?

When a discrepancy is discovered during daily card reconciliation.

How do I access the report?

Select → Reports | Inventory/BOL | Card Usage (see Figure 1).

Figure 1



Input fields (see Figure 2)

Start Date

- Required field.
- Can be any past date up to and including the current date. Cannot be past the End Date. Cannot be a future date.

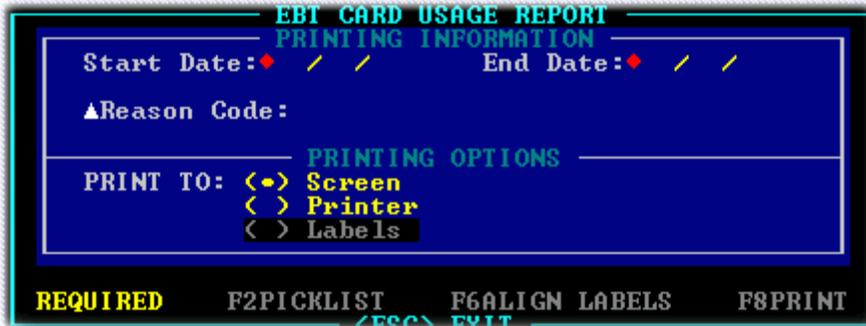
End Date

- Required field.
- Can be any past date up to and including the current date. Cannot be before the Start Date. Cannot be a future date.

PRINT TO

- Required field.
- Output can be sent to either the screen or to the printer.

Figure 2



What does the report's detail section look like? (see Figure 3)

Figure 3

STATE OF TEXAS WIC PROGRAM
EBT CARD USAGE REPORT
FROM: 01/01/2001 TO: 06/16/2008

SITE ID: 010-01 GRAYSON COUNTY HEALTH DEPARTMENT

BEGINNING SERIAL NO.	ENDING SERIAL NO.	USAGE DESCRIPTION
BOX: 5077 1710 0070 4006 028	5077 1710 0070 4305 024	
5077 1710 0070 4006 028	5077 1710 0070 4008 024	ISSUED/ACTIVE
5077 1710 0070 4009 022	5077 1710 0070 4009 022	LOST
5077 1710 0070 4010 020	5077 1710 0070 4010 020	ISSUED/ACTIVE
5077 1710 0070 4011 028	5077 1710 0070 4011 028	TRANSFER TO NON-EBT SITE
5077 1710 0070 4012 026	5077 1710 0070 4014 022	ISSUED/ACTIVE
5077 1710 0070 4015 029	5077 1710 0070 4016 027	LOST
5077 1710 0070 4017 025	5077 1710 0070 4017 025	ISSUED/ACTIVE
5077 1710 0070 4018 023	5077 1710 0070 4018 023	LOST
5077 1710 0070 4019 021	5077 1710 0070 4020 029	ISSUED/ACTIVE
5077 1710 0070 4021 027	5077 1710 0070 4021 027	LOST
5077 1710 0070 4022 025	5077 1710 0070 4026 026	ISSUED/ACTIVE
5077 1710 0070 4027 024	5077 1710 0070 4027 024	DAMAGED AFTER ISSUE
5077 1710 0070 4028 022	5077 1710 0070 4031 026	ISSUED/ACTIVE
5077 1710 0070 4032 024	5077 1710 0070 4033 022	LOST
5077 1710 0070 4034 020	5077 1710 0070 4034 020	NO ACTIVITY
5077 1710 0070 4035 027	5077 1710 0070 4038 021	ISSUED/ACTIVE
5077 1710 0070 4039 029	5077 1710 0070 4040 027	LOST
5077 1710 0070 4041 025	5077 1710 0070 4042 023	ISSUED/ACTIVE
5077 1710 0070 4043 021	5077 1710 0070 4043 021	TRANSFER TO NON-EBT SITE

What does the report's box summary section look like? (see Figure 4)

Figure 4

BOX TOTAL 300		
DAMAGED AFTER ISSUE.. 16	FAILED BEFORE ISSUE.. 1	NO ACTIVITY..... 7
DAMAGED BEFORE ISSUE.. 0	ISSUED/ACTIVE.....199	SPLIT FAMILY TRANSFER.... 1
DUAL PARTICIPATION... 0	LOST..... 64	STOLEN..... 0
FAILED AFTER ISSUE... 0	MISSING BEFORE ISSUE.. 0	TRANSFER TO NON-EBT SITE. 12

What does the report's grand total summary section look like? (see Figure 5)

Figure 5

REPORT TOTAL 4150		
DAMAGED AFTER ISSUE... 118	FAILED BEFORE ISSUE.... 26	NO ACTIVITY..... 40
DAMAGED BEFORE ISSUE... 3	ISSUED/ACTIVE..... 3075	SPLIT FAMILY TRANSFER..... 10
DUAL PARTICIPATION..... 0	LOST..... 764	STOLEN..... 0
FAILED AFTER ISSUE..... 0	MISSING BEFORE ISSUE.... 0	TRANSFER TO NON-EBT SITE.. 114

How do I interpret these results?

Box identifier section (see Figure 6)

Figure 6

BEGINNING SERIAL NO.	ENDING SERIAL NO.	USAGE DESCRIPTION
BOX: 5077 1710 0070 4006 028	5077 1710 0070 4305 024	
5077 1710 0070 4006 028	5077 1710 0070 4008 024	ISSUED/ACTIVE
5077 1710 0070 4009 022	5077 1710 0070 4009 022	LOST

The box identifier section is part of the detail section. It identifies the first and last card reported in the detail section. In our example, the first PAN listed in the detail section is 5077 1710 0070 4006 028. If you were able to see the last detail line in this report you would see PAN 5077 1710 0070 4305 024.

Detail section (see Figure 7)

Figure 7

BEGINNING SERIAL NO.	ENDING SERIAL NO.	USAGE DESCRIPTION
BOX: 5077 1710 0070 4006 028	5077 1710 0070 4305 024	
5077 1710 0070 4006 028	5077 1710 0070 4008 024	ISSUED/ACTIVE
5077 1710 0070 4009 022	5077 1710 0070 4009 022	LOST
5077 1710 0070 4010 020	5077 1710 0070 4010 020	ISSUED/ACTIVE

A card is listed on this report if it has a status change during the specified date range. An example of a status change might be something as simple as issuing a card to a new family. The card status changed from being Available to being Issued.

Split-family transfers are another example. The card status would change from being Issued to being Hotcarded for split-family transfer. A subsequent status change would occur once the Parent/Guardian arrives at the clinic to have card benefits removed. This would result in a status change from Split-family transfer back to Issued.

The complete list of activities include:

<i>Activities</i>
DAMAGED AFTER ISSUE
DAMAGED BEFORE ISSUE
FAILED BEFORE ISSUE
LOST
MISSING BEFORE ISSUE
DUAL PARTICIPATION
SPLIT FAMILY TRANSFER
STOLEN
TRANSFER TO NON-EBT SITE
FAILED AFTER ISSUE
NO ACTIVITY

FAQ

#1 In what order is the report sorted? Report is sorted by box and in sequential order by PAN.

#2 Can I run this report at my admin office? Yes. By default, this report must be generated from the parent site, and will display the card usage for all of your clinics.

#3 I have a multi-site laptop. Will all my sites be reflected in this report? Yes, by default, the report must be generated from the parent site.

#4 Can I use this report to reconcile the full inventory at the card level? Yes, however; you must run the Card Usage report from the time you accepted the box(es) into inventory (or any date before that day). This will show the status of every card used from the box. Note – This could be quite lengthy for clinics that have been running EBT for awhile.

- Then perform the calculation listed below:

The Number of Cards Available for Issue =

300 – (Box Total) + (No Activity)

I.e., 300 – 60 + 2 = 242

There should be 242 cards available for issuance.

BOX TOTAL 60		
DAMAGED AFTER ISSUE...0	FAILED BEFORE ISSUE.. 0	NO ACTIVITY.....2
DAMAGED BEFORE ISSUE..0	ISSUED/ACTIVE.....54	SPLIT FAMILY TRANSFER.....0
DUAL PARTICIPATION....0	LOST..... 2	STOLEN.....0
FAILED AFTER ISSUE....0	MISSING BEFORE ISSUE. 0	TRANSFER TO NON-EBT SITE..1

- The Card Usage Report only accounts for cards in sequential order that have been used from the box. In order to make this report more beneficial, if cards have been issued in a non-sequential order, you will need to issue the last card in the box sequence. This will allow for all cards within the box sequence to be displayed on the report.
- Any card or card sequence with a Usage Description of “No Activity” is considered available for issuance.

#5 Why is a card I issued months ago showing up on the Card Usage report for this month as Issued/Active? Cards that have been re-activated from an administrative lock within the timeframe the report is run will appear on the report as Issued/Active. Reactivated cards include:

- Families returning to your clinic after a transfer to a non-EBT site.
- Reunited families after a split-family transfer occurred.
- Clients that are no longer considered as a dual participant.

#6 Does "Lost" mean we (site) lost the card? No, this category refers to EBT cards that have been hotcarded as lost by the card holder.

#7 What does the Usage Description, "No Activity" mean? This can have two meanings. If the report is run from the time you accepted the box(es) into inventory, "No Activity" means the card(s) are available for issuance. If the report is run for a shorter period of time and cards were issued in non-sequential order, "No Activity" can mean there was no activity taken on this card for the timeframe specified, but they fall within the sequential order of cards. It is possible that in this scenario, the card has been issued.

For example: If the date range on the report is 12/1/07 - 12/15/07, cards within the box could have been handled as follows:

- Card 4011 was re-identified as a Transfer to a non-EBT site on 12/5/07, although it was issued initially prior to 12/1/07.
- Cards 4012 - 4025 were also issued prior to 12/1/07, with no further status change.
- Card 4026 was issued on 12/7/07 and is listed as Issued/Active.

In this scenario,

- The report would show 4011 (the first card in the inventory box for this date range) as a Transfer to Non-EBT Site.
- Cards 4012-4025 as No Activity.
- Card 4026 as Issued/Active.

#8 The report is showing four detail lines of beginning and ending serial numbers, but it has a total of 60 cards used. Shouldn't it show a total of 4 cards used? Cards are grouped in sequential order within categories. If there is a break in the sequential order, a new detail line is started.

#9 The following detail line appears on the report showing a total of 41 cards being used: 5077 1710 0180 7760 024 through 5077 1710 0180 7800 028. Subtracting these two numbers shows a difference of 40004 cards being used. Explain what went wrong? When calculating the total number of cards used, the last 3 digits in the PAN should be excluded. Subtracting 5077 1710 0180 7760 from 5077 1710 0180 7800 would be a total of 40 Cards used. 7760 was also used and would be included in the count for a total of 41cards used.