P-2917 BENEFIT ISSUANCE (continued)

P-2917B Voiding and Reissuing EBT Payments (7/1/25, 25-16)

When Error is Found on Same Day – Before Benefit Issued

To correct any error for an EBT transaction on the day the error is made:

- BPS must email Supervisor or Sr. BPS with case information.
- Supervisor must send email to Fuel Team requesting to void the transaction under INQD and update the Benefit Control Record (BCR).
- Shred any notice attached to inaccurate eligibility.
- Fuel Team then emails back to Supervisor or Sr. BPS who initiated the process, informing them that both actions (voiding and updating) have been completed.
- BPS processes eligibility using correct information.
- CATN case of all actions taken.

Department Error Found After Benefit is Issued

To correct a Department error for an EBT transaction after the benefit is issued:

- BPS must check EBT Edge to see if any of the Fuel benefit has been used.
- If any of the benefit has been used, follow the procedure for manual budget calculation (P-2914D).
- If none of the benefit has been used, BPS must email Supervisor or Sr. BPS with case information, including status of benefit on EBT card.
    - Supervisor must email the Fuel Team requesting to void transaction and update the BCR.
    - Fuel Team then emails back to Supervisor or Sr. BPS who initiated the process, informing them that both actions (voiding and updating) have been completed.
    - BPS refigures eligibility using correct information.
    - CATN case of all actions taken.

Client Error Reported After Benefit is Issued

If an error made by a client is found after the benefit is issued through an EBT transaction:

- CATN case of error in ELIG screen and update STATS.
- No additional benefits will be issued, and changes won't affect benefits already issued.
- Advise client that benefit must be used to pay for heating expenses.
- Changes in ELIG will be in effect for future benefit issuances.