P-2917 BENEFIT ISSUANCE (continued)

P-2917C Voiding and Reissuing Direct Deposit Payments (7/1/25, 25-16)

When Error is Found on Same Day

To correct any error for a direct deposit transaction before 4:00 p.m. on the day the error is made:

- BPS must email Supervisor or Sr. BPS with case information.
- Supervisor must send email the Fuel Team requesting to void the transaction under INQD and change 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 reprocesses eligibility using correct information.
- CATN case of all actions taken.

Department Error Found After Benefit is Issued

To correct a Department error for a direct deposit transaction after the benefit is issued:

- BPS must update STATS and CATN case.
- BPS must calculate a manual budget (P-2914D) and subtract the amount of the benefit that has already been issued.
- BPS must have Supervisor or Sr. BPS review and approve the changes.
- Supervisor or Sr. BPS must email manual budget to the Fuel Team.

Client Error Reported After Benefit is Issued

If an error made by a client is found after the benefit is issued through a direct deposit:

- 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.

Direct Deposit Rejected by Bank

If a bank or other financial institution rejects a direct deposit payment to a client, the payment must be reissued as follows:

- BPS must update bank information in ACCESS and CATNs case.
- BPS must email Supervisor or Sr. BPS with case information.
- Supervisor must email the Fuel Team, advising that funds were rejected by bank.
- Fuel Team voids benefit (unless business office has already voided it) and updates the BCR.
- Fuel Team then emails back to Supervisor or Sr. BPS who initiated the process, informing them that case is now set to be reprocessed.
- BPS makes sure all information is accurate, approves Fuel eligibility, makes sure new record under INQD accurately shows that payment was switched to EBT Cash.
- CATN case of all actions taken.