Purpose

The purpose of the BenefitsCal Quick Guide is to provide County workers instructions for assisting customers with questions regarding their EBT accounts and cards.

In BenefitsCal, customers can perform the following actions pertaining to their EBT:
- View EBT account balances for CalFresh and Cash programs
- View EBT account transactions
- Find locations that accept EBT cards
- Request a replacement EBT card
- Print a receipt for the EBT card replacement request

FAQs

Q: Is the EBT information real-time?
A: Yes, it’s near-real-time. An interface exists with FIS, the card transaction processor, for EBT balance information.
Customer Dashboard > EBT Case Details

From the Dashboard to Case Details, the EBT Information displays the case number, balance of benefits, monthly benefits, and individuals on the program.

The Replace EBT Card hyperlink is available from this screen.

Click the **View your transactions** hyperlink.

View Transactions

EBT information displays active programs on the case associated with an EBT card. Remaining balance on the card displays. Purchase History displays recent transactions. Transactions can be filtered. Each transaction displays:

- date
- location
- amount

The **VIEW MORE** button displays more transactions.

The **GO TO EBT STORE LOCATOR** button displays locations accepting EBT cards.
Replace EBT card

Click the Replace EBT Card hyperlink.

Verify Address

Verify the address displayed is correct. Click the REQUEST CARD button.

Customers with a new address are asked to contact the County to have the address updated and request a replacement EBT card.

Alternatively, the customer can Report a Change of address for caseworker review and processing.
**Request Received**

A receipt is generated for the customer. Receipt displays:
- Request Date
- Case Number
- Request Type

The customer can print a receipt of the card replacement request or receive an email or text message of the receipt.