

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	April 14, 2022
To:	PPOC.40; Consortium.RegionalManagers.All; Committee.Fiscal.All;
CIT Name:	EBT; Correcting Cardholder Access using ebtEDGE webADMIN
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

- | | |
|---|---|
| <input checked="" type="checkbox"/> General
<input type="checkbox"/> Policy
<input checked="" type="checkbox"/> CW
<input checked="" type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> BenefitsCal <input type="checkbox"/> Your Benefits Now!
<input type="checkbox"/> Customer Correspondence
<input checked="" type="checkbox"/> Other EBT Programs | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input type="checkbox"/> Training
<input type="checkbox"/> Help Desk |
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Description: (Including any step-by-step instructions)	<p>Purpose (All Current CalSAWS Users)</p> <p>Per the request from the California Department of Social Services (CDSS) the purpose of this CIT is to provide the Office of Systems Integration (OSI) instructions to resolve the EBT card access discrepancies between EBT and Statewide Welfare Systems (SAWS).</p> <p>Background</p> <p>As part of the effort to replace old EBT cards with new EBT cards that include a Card Validation Value (CVV) security feature, FIS compared the cardholder access recorded in SAWS to the cardholder access recorded in the EBT system to identify cases that were issued new CVV enabled EBT cards with mismatched information, between the two systems. The OSI document provides step-by-step instructions to correct the cardholder access in the EBT system using ebtEDGE webADMIN.</p> <p>A list provided by FIS of cardholder mismatches is located on the CalSAWS Web Portal at the following location: [REDACTED]</p>
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	<p>County Action: Follow County process to review the case list provided by FIS and use the OSI instructions to correct cardholder access.</p> <p>Technical note – the OSI posted list has a column for the SUID number. The SUID number has the CalSAWS case number embedded within it. The first two numbers are the county code, the next seven numbers are the CalSAWS case number. See example below:</p> <p>36 XXXXXXXX 000014</p> <p>For questions on the process to resolve the mismatch can be sent to the EBT Operations mailbox at ebtoperations@osi.ca.gov.</p>
Primary Project Contact: (Name and email address)	Sheryl Eppler EpplerS@CalSAWS.org
Backup Project Contact: (Name and email address)	Frederick Gains GainF@CalSAWS.org
Attachments:	CIT 0107-22 (File Name).ext; "Correcting Cardholder Access using ebtEDGE CVV.DOCX"
Web Portal Link:	<p>██████████</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2022" folder. 4. Click on the appropriate CIT # folder.