

# Issuing an eWIC Card

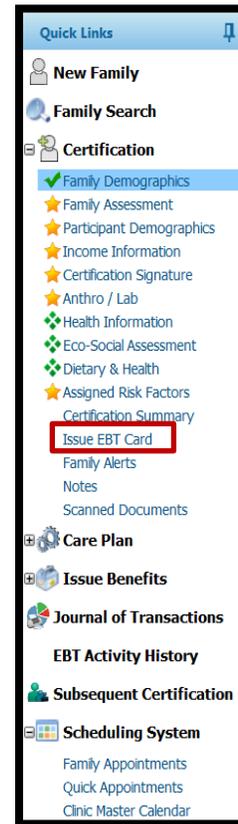
The **Issue EBT Card** Quick Link is located under **Certification** in the Quick Links box in Crossroads. It is not starred as a required field.

Important points to remember about Issuing an eWIC Card in Crossroads:

An eWIC Card can be issued if at least one participant in the family is **certified**. Foster Children **must be certified** before they can be issued an eWIC Card.

Issuing an eWIC Card and Issuing Food Benefits are two independent functions in Crossroads. Issuing an eWIC Card can take place before or after issuing food benefits because the food benefits are issued to the Electronic Benefits Account (EBA) and not to the card itself.

The eWIC Card can be used to purchase food benefits saved in the EBA after the cardholder self-selects a four-digit Personal Identification Number (PIN). The PIN is a numeric password used to authenticate the individual to the eWIC system. The PIN acts as an electronic signature at the point of purchase.



# Issuing an eWIC Card

## Issue EBT Card screen: Non-Foster

The **Select Cardholder** box on the Issue EBT Card screen allows the local user to select the primary cardholder. Cardholder options in this example include Parent Guardian 1 (PG1), Parent Guardian 2 (PG2), and Caretaker. These names are listed if they are entered on the **Family Demographics** screen. Designated Proxies will be listed in this box, but Proxies are NOT allowed to be cardholders by policy.

The primary cardholder uses **their date of birth** and **the zip code of the Mailing Address** (or Physical Address if there is no Mailing Address) in the Crossroads record to set a PIN for the card, so it is very important to verify that the information collected on the **Family Demographics** screen is correct.

Once a card is issued, it will be listed in the **Active EBT Cards** box.

**EBT Card History** will list each card that has been deactivated, the issue date, deactivated date, and the deactivation reason(s). Deactivation is covered later in this resource.

The screenshot displays the 'EBT Cards' application window. At the top, there is a 'Select Cardholder' dropdown menu with three options: 'Tessa Test (Parent/Guardian1)', 'Thomas Test (Parent/Guardian2)', and 'Granny Test (CareTaker)'. To the right of this dropdown is a 'Card Number' input field. Below these fields are two tables. The first table, 'Active EBT Cards', has columns for 'Cardholder Name', 'Card Number', 'Issued Date', and 'Action', with a 'Total Items: 0' indicator. The second table, 'EBT Card History', has columns for 'Card Number', 'Cardholder Name', 'Issue Date', 'Deactivated Date', and 'Deactivation Reason', also with a 'Total Items: 0' indicator. At the bottom of the window, there is a 'Data accurate as of 8/24/2017 3:25:37 PM' timestamp and 'Save' and 'Cancel' buttons.

# Issuing an eWIC Card

## Issue EBT Screen: Foster Child

Select the icon for the Foster Child in the Family Header and click on **Issue EBT Card** in the quick links.

The **Select Cardholder** box lists the name of the Foster Child. The foster parent will use the **date of birth of the foster child** and **the zip code of the Mailing Address** (or Physical Address if there is no Mailing Address) in the Crossroads record to set a PIN for the card. It is very important to verify that the information collected on the **Family Demographics** screen is correct.

Once a card is issued, it will be listed in the **Active EBT Cards** box.

**EBT Card History** will list each card that has been deactivated, the issue date, deactivated date, and the deactivation reason(s). Deactivation is covered later in this resource.

The screenshot shows the 'December Family' header with Family ID: F0060004378, address 125 Weather Way, BOLIVA, NC 28422, and a 'Franklin Foster' icon. On the right, it displays 'Franklin Foster' with Participant ID: 960069993Q, Age: 2 years and 9 months, and WIC Category: Child. The main area is titled 'EBT Cards' and contains three sections: 'Select Cardholder' with 'Franklin Foster' and a 'Card Number' field; 'Active EBT Cards' with a table header (Cardholder Name, Card Number, Issued Date, Action) and 'Total Items: 0'; and 'EBT Card History' with a table header (Cardholder Name, Issue Date, Deactivated Date, Deactivation Reason) and 'Total Items: 0'. Red boxes highlight the 'Select Cardholder' field, the 'Active EBT Cards' section, and the 'EBT Card History' section.

# Issuing an eWIC Card

## Issuing an EBT Card: Non-Foster

Select the Cardholder by clicking the radio button next to the name of the person to whom the card is being issued.

Place the cursor in the **Card Number** field and swipe an eWIC Card using the Card Reader. If a Card Reader is not available or not working properly, enter the 16-digit eWIC Card number into the **Card Number** field. This number is located on the front of the eWIC Card.

Select the **Save** button at the bottom right of the **Issue EBT Card** screen. If the card is issued successfully, the **Active EBT Cards** box will list the name of the primary cardholder, the card number, and the issued date/time. After the **Save** button is selected, Crossroads remains on the **Issue EBT Card** screen. Use the **Quick Links** to the left to navigate to **EBT Activity History** to verify successful card issuance or to navigate to another screen.

The **Deactivate** (EBT Card) and **Replace** (EBT Card) buttons are also located in the **Active EBT Cards** box. These topics are covered later in this resource.

**REMINDER:** Once the card is issued, the cardholder must PIN the card before it can be used. For Non-Foster, the Cardholder would set up the PIN using **their date of birth** and **the zip code of the Mailing Address** (or Physical Address if there is no Mailing Address) in the Crossroads record.

A screenshot of a web application interface titled "EBT Cards". It features a "Select Cardholder" section with three radio button options: "Tessa Test (Parent/Guardian1)", "Thomas Test (Parent/Guardian2)", and "Granny Test (CareTaker)". To the right, there is a "Card Number" field containing the number "507979888801614". A red box highlights the "Card Number" field.A screenshot of a table titled "Active EBT Cards" with a "Total Items: 1" indicator. The table has five columns: "Cardholder Name", "Card Number", "Issued Date", "Action", and "Action". The first row contains the data: "Tessa Test", "507979888801614", "8/24/2017 3:35:02 PM", "Deactivate", and "Replace". A red box highlights the "Deactivate" and "Replace" buttons in the "Action" column.

# Issuing an eWIC Card

## Issuing an EBT Card: Foster Child

For a Foster Child, the **Select Cardholder** container is auto-populated with the name of the Foster Child.

Place the cursor in the Card Number field and swipe an eWIC Card using the Card Reader.

If a Card Reader is not available or not working properly, enter the 16-digit eWIC Card number into the Card Number field. This number is located on the front of the eWIC Card.

Select the **Save** button at the bottom right of the **Issue EBT Card** screen. If the card is issued successfully, the **Active EBT Cards** box will list the cardholder name (Foster Child), the card number, and the issued date/time. After the **Save** button is selected, Crossroads remains on the **Issue EBT Card** screen. Use the **Quick Links** to the left to navigate to **EBT Activity History** to verify successful card issuance or to navigate to another screen.

The **Deactivate** (EBT Card) and **Replace** (EBT Card) buttons are also located in the **Active EBT Cards** box. These topics are covered later in this resource.

**REMINDER:** once the card is issued, the cardholder must PIN the card before it can be used. For a Foster Child, the foster parent would set up the PIN using the **date of birth of the foster child** and the **zip code of the Mailing Address** (or Physical Address if there is no Mailing Address) in the Crossroads record.

A screenshot of the "EBT Cards" form. It has a "Select Cardholder" dropdown menu with "Franklin Foster" selected. To the right is a "Card Number" field containing "507979888802000" with a star icon. The "Card Number" field is highlighted with a red box.A screenshot of the "Active EBT Cards" table. The table has columns for Cardholder Name, Card Number, Issued Date, and two Action buttons. The "Deactivate" and "Replace" buttons are highlighted with red boxes.

Active EBT Cards				Total Items: 1
Cardholder Name	Card Number	Issued Date	Action	Action
Franklin Foster	507979888802000	11/7/2017 2:40:58 PM	Deactivate	Replace

# Issuing an eWIC Card

## Deactivating an EBT Card

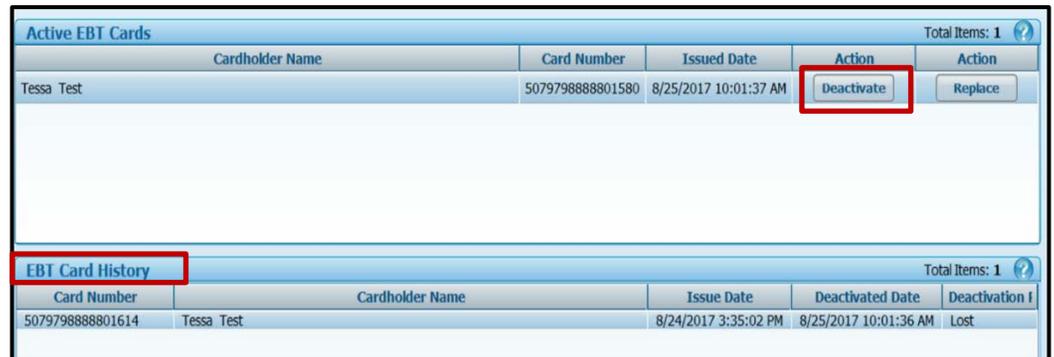
The **Deactivate** button is used if an eWIC Card is reported to the clinic as lost, stolen or damaged and the participant cannot come into clinic that day to replace the card. Deactivation prevents the card from being used to purchase food benefits. The EBT Benefit Balance is not affected by the deactivation of the eWIC Card.

The **Deactivate** button can also be used if the Primary Cardholder changes for the family. Click **Deactivate** and then choose **Deactivation Reason: Other**. A card will need to be issued to the new Primary Cardholder using the steps on page 3. Once issued, the new card will have the same PIN as the deactivated card. The new Primary Cardholder can set a new PIN using **their DOB** and the **zip code of the Mailing Address** (or Physical Address if there is no Mailing Address) in the Crossroads record.

**NOTE:** If a participant is transferring to a foster family, do NOT deactivate the original family's card if active participants remain in the family.

Participants may also have a card deactivated by using the eWIC Customer Service phone number, the MyBNFT.com Cardholder Portal or the Bnft™ app for smartphones. Replacement cards (if ordered) will be mailed to the **Mailing Address** (or Physical Address if there is no Mailing Address) entered on the Family Demographics screen in Crossroads. It may take several days for the new card to arrive.

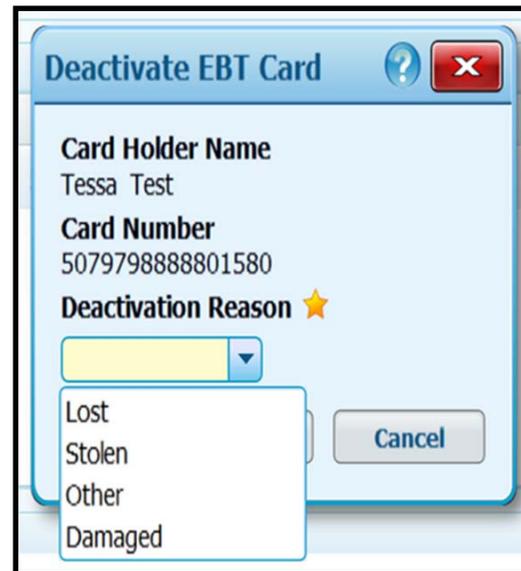
**EBT Card History** will list each card that has been deactivated, the issue date, deactivated date, and the deactivation reason(s).



Active EBT Cards				Total Items: 1
Cardholder Name	Card Number	Issued Date	Action	Action
Tessa Test	5079798888801580	8/25/2017 10:01:37 AM	Deactivate	Replace

EBT Card History					Total Items: 1
Card Number	Cardholder Name	Issue Date	Deactivated Date	Deactivation I	
5079798888801614	Tessa Test	8/24/2017 3:35:02 PM	8/25/2017 10:01:36 AM	Lost	



**Deactivate EBT Card**

Card Holder Name  
Tessa Test

Card Number  
5079798888801580

Deactivation Reason ★

Lost  
Stolen  
Other  
Damaged

Cancel

# Issuing an eWIC Card

## Replacing an EBT Card

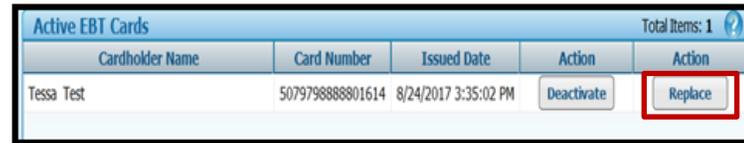
The **Replace** button is used if an eWIC Card is lost, stolen or damaged and the Cardholder has presented in person at the clinic to replace the card.

Clicking the **Replace** button allows the local user to *deactivate* the card **AND** *reissue* a new card to the Primary Cardholder. WIC staff select a new card from inventory, place the cursor in the **New Card Number** box and either use the Card Reader to swipe the card or enter the 16-digit card number. WIC staff will use the dropdown to choose **Replacement Reason** and click **Save**.

The new card issued will have the same PIN as the card replaced. The Cardholder can set a new PIN using **their DOB** and the **zip code of the Mailing Address** (or Physical Address if there is no Mailing Address) in the Crossroads record.

If participants use the eWIC Customer Service phone number, the MyBNFT.com Cardholder Portal or the Bnft™ app to replace a card, it will be mailed to the **Mailing Address** (or Physical Address if there is no Mailing Address) entered on the Family Demographics screen in Crossroads. It may take several days for the new card to arrive.

**NOTE:** Until the new card is received, food benefits remaining in the EBA for the current month cannot be purchased by the participant.



Cardholder Name	Card Number	Issued Date	Action	Action
Tessa Test	5079798888801614	8/24/2017 3:35:02 PM	Deactivate	Replace



**Replace EBT Card**

**Card Holder Name**  
Tessa Test

**Old Card Number**  
5079798888801614

**New Card Number** ★  
5079798888801580

**Replacement Reason** ★

Lost  
Stolen  
Other  
Damaged

Cancel