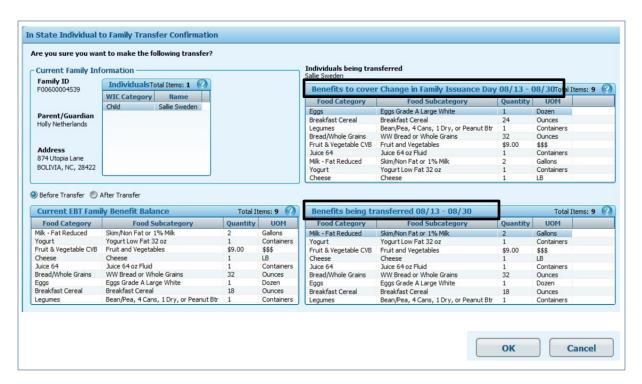
Transfer Between Families: Error Code 2050

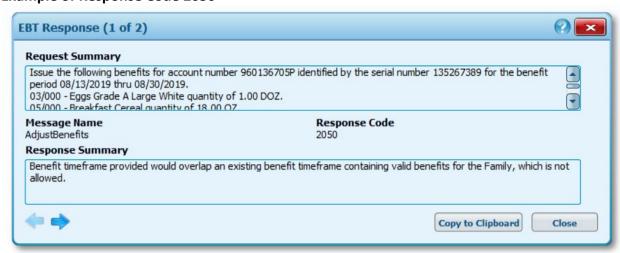
In Crossroads 1.21 the **Transfer Between Families** screen will allow transfers to occur even when **Response Code 2050** is displayed during the transfer. **Response Code 2050** states "Benefit timeframe provided would overlap an existing benefit timeframe containing valid benefits for the Family, which is not allowed."

Example: Sallie Sweden is being transferred to another family. The **In State Individual to Family Transfer Confirmation** looks like this:



Once the **OK button** is clicked on the Transfer Confirmation screen, the following EBT Response pop-up appears. **Note:** The transfer has already been completed successfully.

Example of Response Code 2050



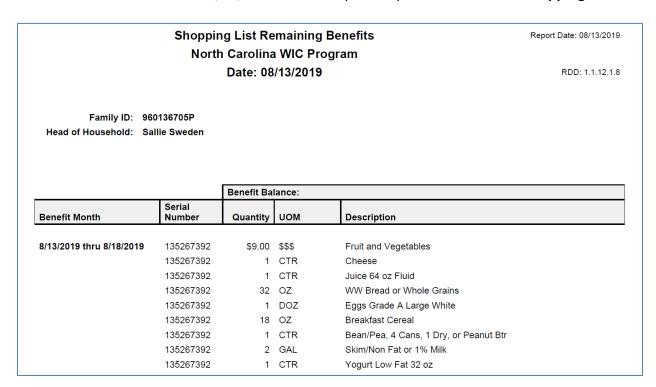
Transfer Between Families: Error Code 2050

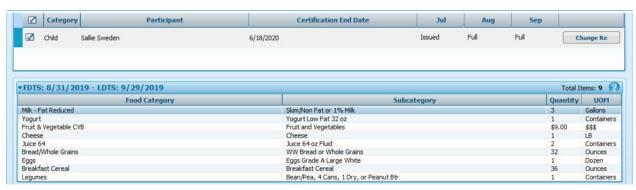
The popup can be closed by clicking on the **Close** button or the white x. Benefits transferred to the Receiving Family will have a status of **Voided** and the Reason "Client Moved/Returned" in the Food Instrument List.

After the transfer, the Food Instrument List (for the Receiving Family) looks like this:



Even though the transferred food benefits have a status of **Voided**, some transferred food benefits may be available on the **Shopping List**. In this example, the "Benefits Being Transferred" are on the **Shopping List** but the "Benefits to cover Change in Family Issuance Day" are not. There will be a gap in benefits for this child from 8/19/19 through 8/30/19 since the next available issuance is 8/31/19. Other examples may result in different **Shopping Lists**.





Transfer Between Families: Error Code 2050

When encountering a Transfer with Response Code 2050, complete the following steps:

- 1. View the **Shopping List** in the Receiving Family to determine if any food benefits have been transferred for the current month.
- 2. Go to the **Issue Food Instruments** screen to determine the next issuance date for the transferred individual.
- 3. Determine if there is a gap in benefits.
 - a. If no gap in benefits exist, issue the future months.
 - b. If a gap in benefits exists, call the NSB Customer Service Desk.

This issue has been reported to the EBT computer vendor and is scheduled to be fixed with the upgrade to 1.23, which is planned for August 2020.