



North Carolina Department of Health and Human Services Division of Social Services

325 North Salisbury Street
2420 Mail Service Center • Raleigh, North Carolina 27699-2420
Courier # 56-20-25

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

January 20, 2010

RE: EBT Call Center Tips and Procedures

Dear County Director of Social Services:

Attention: Food and Nutrition Services Supervisors

General Operation and Function

During 2009, the EBT Call Center averaged 75,000 calls per month. The EBT Call Center's strives to provide outstanding customer service to Food and Nutrition Service customers. There are many services the EBT Call Center provides Food and Nutrition Services customers including, but not limited to:

- Generic account information.
- Ordering cards that have been lost, stolen, or damaged.
- Sending Transaction History Reports to customers.
- Filling out Exception Claims for customer disputes with store.
- Providing instructions to customers on pinning their card.

The EBT Call Center **cannot**:

- Change addresses.
- Change the status of a card from Undelivered, Inactive, or Deactivated/Canceled
- PIN cards for customers.
- Assign passwords for additional card security (see *client tab* in ebtEDGE). This has to be requested through the eFunds state support help desk.
- Give technical support to outside agencies. This has to be requested through the eFunds state support help desk.

We hope this information will provide clarification, save the customer time when calling the local DSS office or the EBT Call Center, and reduce the frequency of customers being told by the EBT Call Center to make an additional call to their local DSS office.

Call Center Process Change

In the past, EBT Call Center Management contacted a FNS/EP Program Representative whenever call center staff identified a customer has ordered an unusually high number of replacement cards and the Program Rep would send the information to the FNS Supervisor. Beginning in January 2010, EBT Call Center Management will send an email directly to the local FNS Supervisor. This information is simply provided as a courtesy, and no response is necessary.

We hope this information is beneficial. If you have any questions, please contact the Economic and Family Services Help Desk at (919) 334-1100.

Sincerely,

A handwritten signature in cursive script that reads "Dean Simpson".

Dean Simpson, Chief
Economic and Family Services Section

DS:jo
EFS-FNSEP-03-2010