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## Attention SNAP Retailers:

**On Monday, September 16, 2013, the Department of Children and Families will switch to a new vendor to process EBT transactions.**

- The EBT System **will not be available** to process transactions for most of the day on Monday, September 16. The conversion process will start at Midnight on September 16<sup>th</sup> and should complete at approximately 5:00 PM Monday afternoon. Once conversion is complete, normal transaction processing will resume.
- To assist households that normally receive SNAP benefits between the 11<sup>th</sup>-15<sup>th</sup> of the month, benefits will be made available early on September 10<sup>th</sup>. Customers are being urged to plan ahead and complete food purchases BEFORE September 16<sup>th</sup>. Retailers may experience a larger than normal amount of customers during that time.
- Retail Customer Service issues can be addressed to 1-866-269-1102 or 1-866-226-1207.



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Information from the Department of Children and Families is also available via the following social media sites:

