CALIFORNIA DAIM NTAWV XA NYIAJ TXIAG RAWS LI XOV TOOJ

Txoj kev txais nyiaj muas noj thiab nyiaj ntsuab no yooj yim, yog yam uas thaiv kom tsis muaj teeb meem, thiab pab kom tsis nyuab rau koj.

Muab phau ntawv no cia rau qhov chaw zoo.

Muaj lus noog? Hu rau Cov Tub Sawv Cev Pab HU DAWB ib hnub 24 xob moos, ib as thiv 7 hnub

1-877-328-9677

TTY: 1-800-735-2929 (Tus Xov Tooj rau Cov Lag Ntseg thiab Hais Tsis Tau Lus)

www.ebtproject.ca.gov

Yog koj nyeem phau ntawv no tas koj tseem xav kawm xav paub ntxiv, thov hu rau tus saib xyuas koj cov ntaub ntawv.

Cov Lus Koj Yuav Tau Paub

Lub Cav Rho Nyiaj Them Khoom Sibhawm Them (POS Point-of-Sale) Machine

Lub cav POS yuav nyeev koj daim ntawv EBT thiab cia koj them zaub mov nrog koj cov nyiaj muas noj.

Tus Navnpawb Cimtseg uas Koj Tib Leeg thiab Paub Xwb Nkaus

(PIN Personal Identification Number)

Tus leb PIN muaj plaub tug leb cim tseg tsis muaj lwm tus paub koj siv nrog koj daim ntawv EBT los pab thaiv tsis pub lwm tus siv koj daim ntawv tsuas koj thiaj siv tau xwb. Lub cav POS tsuas ua hauj lwm thaum koj ntaus koj tus leb PIN xwb. Tseem ceeb heev yog koj kawm thiab nco koj tus leb PIN. Koj tus leb PIN yuav zoo li no ntawm lub cav POS.

Paib Quest® (Quest® Mark)

Koj yuav pom daim paib Quest® ntawm tej qhov rooj pem tab laj, ntawm cov kab mus sawv them khoom, thiab ntawm cov cav POS uas nws txais koj daim ntawv EBT ntawm nws lub tab laj lossis ntawm lub cav ntawv. Nrhiav daim paib Quest® nrog cov nduab no ua ntej koj yos tab laj.

Txog Koj Tus PIN

- Koj plaub tug leb tsis muaj lwm tus paub hu Personal ID no lossis PIN.
- Txhua zaus koj siv daim ntawv no, koj yuav tau siv koj tus PIN lossis daim ntawv yuav TSIS ua hauj lwm thiab koj yuav siv TSIS tau koj cov nyiaj.
- TSIS MUAJ leej twg paub koj tus leb PIN tseem ceeb heev yog kom koj nco ntsoov.

Yog Li Cas Thiaj Khaws Tau Tus Leb PIN Zoo

- TSIS TXHOB sau koj tus leb PIN IB ZAUG rau koj daim ntawv, lub hnab cia daim ntawv lossis lwm yam koj khaws nrog koj daim ntawv.
- Tsis txhob qhia koj tus leb PIN rau leej twg. TSIS txhob muab koj tus leb PIN IB ZAUG li rau tus saib koj cov ntaub ntawv, rau koj tsev neeg, cov ntaus khoom, lossis lwm tus yog koj tsis xav kom lawv tau tag koj tej nyiaj (mas mam qhia lawv).
- TSIS TXHOB siv koj tus leb PIN IB ZAUG li yog koj xav tias muaj tus ntsia koj lawm.
- Thaum koj siv koj daim ntawv EBT, koj sim tau koj tus leb PIN plaub zaug yog txog zaum plaub koj ntaus tsis yog thiab, koj yuav tau tos txog kaum ob moos tsaus ntuj koj thiaj rov qab siv tau koj daim ntawv. Yog koj tsis nco qab koj tus leb PIN, hu Cov Tub Sawv Cev Pab (tus xov tooj nyob sab tom qab ntawm koj daim ntawv). Cov Tub Sawv Cev Pab tsis paub koj tus leb PIN, tiam sis yuav pab koj hloov koj tus PIN.
- Yog muaj tus paub koj tus leb PIN koj tsis txaus siab, hu rau Cov Tub Sawv Cev Pab tam siv lossis mus rau pem lub chaw pab mus hloov koj tus leb PIN.
- Yog leej twg muab koj daim ntawv thiab paub koj tus leb PIN, lawv yuav siv tau koj cov nyiaj! Yog leej twg rho koj cov nyiaj siv ua ntej koj hu rau Cov Tub Sawv Cev Pab, PEB YUAV NTXIV TSIS TAU NYIAJ ROV QAB RAU KOJ. Hu rau cov Tub SawvCev Pab tam sim kom kaw koj daim ntawv.

Paub Tias Koj Tshuav Li Cas

Yam zoo tshaj pab kom koj paub tias koj seem nyiaj muas noj li cas yog kom koj laij koj cov nqi. Thiab yam zoo tshaj pab kom koj paub tias seem li cas yog kom koj khaws koj daim receipt tom qab. Tsis yog txhua daim receipt yuav tawm qhov nyiaj seem ntawm tib qhov chaw.

STORE NAME
100 ANY STREET ADDRESS
CITY, STATE ZIP

TERM ID 258407
MERCH TERM ID 258407ABC
SEQ# 289
CLERK 107
06/02/99 10:25
CASE # C1234567890

	TRAN AMT	END BAL
FS	$ 45.20	$ 229.80
FS PURCH	$ 45.20	APPROVED

Yog koj ua koj daim receipt tom qab xiam, thiab xav paub tias seem li cas:

- Hu Cov Tub Sawv Cev Pab tus xov tooj nyob sab tom qab ntawm koj daim ntawv, lossis
- Kuaj seb seem nyiaj li cas pem lub cav POS

KOJ YUAV TSUM PAUB TIAS SEEM NYIAJ LI CAS TXHUA ZAUS UA NTEJ KOJ SIV KOJ DAIM NTAWV.

Yuav Siv Koj Daim Ntawv EBT Li Cas Pem Lub Cav Yuav Zaub Mov Noj

Cov qeb koj ntaus yuav txawv ib hom dua ib hom cav POS koj siv. Tsis txhob ntshai nug tus ntaus khoom yog koj muaj lub nug.

Paub tias koj seem li cas! Kuaj daim receipt tom qab lossis hu Cov Tub Sawv Cev Pab ua ntej koj yos tab laj.

Ruam 1 Xaiv koj cov khoom noj thiab mus sawv ntawm cov kab them khoom. Nyob ntawm lub tab laj, tej zaum koj yuav tau cais cov khoom noj them ua ntej mam li them cov khoom siv.

Ruam 2 So koj daim ntawv rau lub cav Point-of-Sale (POS) lossis muab koj daim ntawv EBT rau tus ntaus khoom.

Ruam 3 Ntaus koj plaub tug leb Personal Identification Number (PIN) rau ntawm lub cav. Lub cav yuav tawm **** nws yuav tsis tawm cov leb koj ntaus.

Ruam 4 Ntaus tus khij sau "ENTER".

Ruam 5 Tus ntaus khoom yuav ntaus tias raug li cas. Yog nws ntaus yog lawm, ntaus tus khij sau "OK" lossis "YES".

Ruam 6 Koj yuav tau txais daim receipt qhia txog:

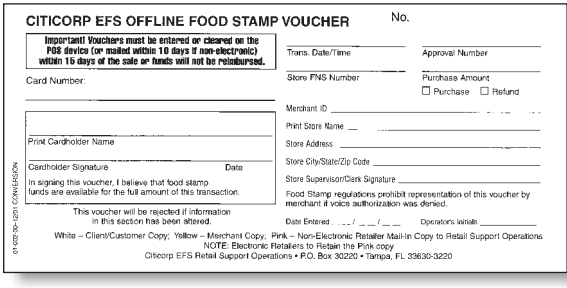
- Tab laj npe thiab chaw nyob
- Yuav khoom raug li cas
- Koj seem nyiaj muas noj li cas

Ruam 7 Khaws koj daim receipt koj thiaj paub tias seem nyiaj li cas rau lwm zaus koj yos tab laj.

Nco tias lawv yuav xam tsis tau tus nqi rho nyiaj thaum koj siv nyiaj muas noj thiab koj yuav rho tsis tau nyiaj lossis lub tab laj yuav ntxiv tsis tau nyiaj rov rau koj uas yog yuav rho ntawm koj cov nyiaj ntsuab.

Thaum koj siv koj daim ntawv EBT, lub chaw ua hauj lwm hauv nroog (county) yuav tsis paub tias koj yuav yam khoom li cas kiag (lawv tsuas paub tias koj siv daim ntawv qhov twg thiab raug li cas).

Yog Lub Cav POS Tsis ua Hauj Lwm Lawm Yuav ua Li Cas



CITICORP EFS OFFLINE FOOD STAMP VOUCHER No.

Important! Vouchers must be entered or cleared on the POS device (or mailed within 10 days if non-electronic) within 15 days of the sale or funds will not be reimbursed.

Card Number:

Print Cardholder Name

Cardholder Signature Date

In signing this voucher, I believe that food stamp funds are available for the full amount of this transaction.

This voucher will be rejected if information in this section has been altered.

Trans. Date/Time

Approval Number

Store FNS Number

Purchase Amount

☐ Purchase ☐ Refund

Merchant ID

Print Store Name

Store Address

Store City/State/Zip Code

Store Supervisor/Clerk Signature

Food Stamp regulations prohibit representation of this voucher by merchant if voice authorization was denied.

Date Entered __ / __ / __ Operator's Initials

White – Client/Customer Copy; Yellow – Merchant Copy; Pink – Non-Electronic Retailer Mail-In Copy to Retail Support Operations

NOTE: Electronic Retailers to Retain the Pink copy

Citicorp EFS Retail Support Operations • P.O. Box 30220 • Tampa, FL 33630-3220

01-002-30-1201 CONVERSION

Yog koj xav yuav zaub mov thiab lub cav POS tsis ua hauj lwm lossis tsis muaj nyob hauv tab laj, tus ntaus khoom yuav khij daim ntawv hu "food stamp voucher". Tej cov neeg muag khoom li cov nws cab khoom mus muag rau ntau qhov chaw tsis muaj lub cav POS. Tus ntaus khoom yuav sau tus leb nyob ntawm koj daim ntawv EBT thiab sau tias raug li cas. Tom qab tus ntaus khoom sau daim ntawv tas lawm, nws yuav kom koj sau npe. TSIS TXHOB muab koj tus leb PIN rau tus ntaus khoom. Yog koj tshuav nyiaj txaus, nws yuav hais kom koj sau npe rau daim ntawv thiab nws yuav muab ib daig luam rov qab rau koj. Tseem ceeb heev yog koj khaws daim ntawv no koj thiaj paub tias yuav rho pes tsawg ntawm koj daim EBT receipt tom qab. Thaum koj rho tas koj yuav paub tias koj seem li cas.

State of California
Gray Davis, Governor
Health and Human Services Agency
Grantland Johnson, Secretary
Department of Social Services
Rita Saenz, Director

Flex your POWER

Yuav Tu Koj Daim Ntawv EBT Li Cas

TSIS TXHOB cia koj daim ntawv thiab leb PIN ua ke.

TSIS TXHOB txiav lossis tsis txhob tais koj daim ntawv.

TSIS TXHOB sau lossis kos koj daim ntawv ntawm txoj kab dub.

TSIS TXHOB muab daim ntawv ua ntub dej.

TSIS TXHOB muab koj daim ntawv tso ze lub hlau nplaum, lub TV, lub DVD, lub CD, lub thev tso nkauj lossis lub VCR.

TSIS TXHOB muab koj daim ntawv ziab tshav, tsis txhob tso ze qhov rai hauv lub tsheb yog ua li no nws yuav txawj quav ces yuav tsis ua hauj lwm.

TSIS TXHOB muab koj daim ntawv tso ncaj kev – muab tso zoo chaw thaum koj siv tas.

TSIS TXHOB muab koj daim ntawv pov tseg – koj yuav siv daim ntawv no txhua lub hlis tsuav koj tseem txais kev pab ntawm peb. Thiab, koj yuav siv tau koj daim ntawv EBT ntawm txhua qhov chaw muaj paib QUEST® hauv lub xeev California thiab thoob plaws lub teb chaws.

Yog koj daim ntawv xiav lossis tub sab nyiag tus nqa lawm, hu rau Cov Tub SawvCev Pab kom sai. Lawv yuav kaw koj cov ntaub ntawv thiab qhia tias yuav qhib daim tshiab li cas. Tseem ceeb heev qhov koj hu Cov Tub Sawv Cev Pab kom sai. Tej zaum koj yuav tau tos txog 3 hnub ua hauj lwm thiaj tau daim tshiab.

Yuav Hu Rau Cov Tub Sawv Cev Pab Tus Xov Tooj Hu-Dawb

1-877-328-9677 Thaum Twg

Tus xov tooj no hu dawb.
Cov Tub Sawv Cev Pab muaj cov neeg ua hauj lwm ib hnub 24 xob moos, ib as thiv 7 hnub los pab teb koj cov lus noog txog daim ntawv EBT. Thaum koj hu tuaj koj yuav hnov cov lus kaw tseg lossis cov "automated response unit" cov lus kaw no yeej teb tau ntau yam tau nug los lawm koj yuav tsis tha nrog Cov Tub Sawv Cev tham kiag. Cov lus kaw no muaj lus Askiv, lus Mev, muaj cov lus Armenian, lus Khabmeem, lus Suav, lus Farsi, lus Hmoob, lus Nplog, lus Russian thiab lus Nyab Laj.

Hu Tuaj Yog:

- Koj daim ntawv xiav los muaj tus nqa lawm.
- Koj daim ntawv tsis ua hauj lwm.
- Koj xav hloov koj tus leb Pin vim koj ntsis nco qab lossis vim muaj lwm tus paub txog lawm. Lub chaw ua hauj lwm pab neeg los yeej pab tau koj thiab.
- Koj xav paub tias koj tshuav nyiaj li cas.
- Koj them khoom tas tab sis tsis tau txais yam khoom ntawm lossis luag tau ntaus tshaj zog lawm.
- Koj muaj lwm yam lus noog lossis teeb meem lwm yam.

Ib hnub 24 xob moos/ib as thiv 7 hnub.

1-877-328-9677

TTY: 1-800-735-2929

Thaum Koj Yuav Txais Nyiaj

Lub hnub thiab lub hlis koj yuav txais nyiaj muas noj thiab/lossis nyiaj ntsuab yog muab raws tus leb nyob nrog koj tej ntaub ntawv.

Nyiaj Muas Noj

Yog tus lej kawg ntawm Koj cov ntaub ntawv yog:	Koj cov nyiaj muas noj yuav tuaj txog:
1	Hnub 1 ntawm txhua lub hlis
2	Hnub 2 ntawm txhua lub hlis
3	Hnub 3 ntawm txhua lub hlis
4	Hnub 4 ntawm txhua lub hlis
5	Hnub 5 ntawm txhua lub hlis
6	Hnub 6 ntawm txhua lub hlis
7	Hnub 7 ntawm txhua lub hlis
8	Hnub 8 ntawm txhua lub hlis
9	Hnub 9 ntawm txhua lub hlis
0	Hnub 10 ntawm txhua lub hlis

- Cov nyiaj no yuav tuaj vas xaum vas thiv thiab hnub kaw hauj lwm tib sis.
- Cov nyiaj seem thaum lub hlis kawg yuav muab ntxiv rau lub hlis tshiab.

Sau hnub yuav ntxiv nyiaj rau koj.

_____

(Hnub 1 txog hnub 10 txhua hlis)

Yam Yuav Tau Neo

Hais txog koj daim ntawv/koj tus leb Pin

- Yog koj daim ntawv xiam lossis muaj tus nqa lawm, hu rau Cov Tub Sawv Cev Pab tam sis.
- Tu koj daim ntawv kom zoo.
- Muaj daim ntawv khaws rau qhov chaw zoo.
- TSIS TXHOB cia lwm tus siv koj daim ntawv yog koj tsis tau tso cai.
- Siv koj tus leb PIN txhua zaus koj siv koj daim ntawv tsuas yog thaum khij daim food stamp voucher lawm thiaj tsis siv xwb.
- TSIS TXHOB tso koj daim ntawm rau pem lub cav ATM lossis lub cav POS.
- Hu rau lub chaw ua hauj lwm yog koj hloov chaw nyob. Koj yuav siv tau koj daim ntawv pem lawm lub nroog.

Hais Txog Koj Cov Nyiaj Seem

- Khaws koj cov receipt koj thiaj paub tias nyiaj seem li cas.
- Kuaj koj cov nyiaj ua ntej koj mus tab laj.

Hais Txob Lub Cav POS

- Siv lub cas POS los mus yuav khoom noj nrog koj cov nyiaj muas noj.
- Yog koj siv nyiaj muas mob xwb ces koj yeej yuav tsis raug them nqi rho li.

Cov Tub Sawv Cev Pab

Ib Hnub 24 Xob Moos/Ib As Thiv 7 Hnub

1-877-328-9677

TTY: 1-800-735-2929

Raws li txoj cai muaj los ntawm cov saib xyuas txoj cai feem teb chaws thiab los ntawm teb chaws Asmiskas lub koom haum loj saib xyuas liaj teb, peb yuav txwv sis tau leej twg vim nws xeem, xiv nqaij, yam neeg, poj niam txiv neej, as nyub kev ntseeg, kas mws lossis xiam hoob khab. Yog koj yuav foob tias leej twg tau txwv koj raws li sau saum ntuj no, sau ntawv rau USDA, Director, Office of Civil Rights, Room 326-@, Witman Building, 1400 Independence Avenue SW, Washington, DC 20230-9410 lossis hu tus xovtooj (202) 720-9844 (suav thiab TDD). USDA yog qhov chaw ntseeg tias sawvdaws muaj peev xwm ib yam thiab nws yog ib tug coj ncaj rau cov ua hauj lwm rau nws.

OSP 03 75072 PUB 387 (Hmong)