

## ATTACHMENT H - DHS Definition/Glossary of Terms

Term	Definition
ACF	Administration for Children and Families. ACF is a Federal agency within the Department of Health and Human Services that is responsible for providing family assistance i.e., temporary assistance for needy families (TANF), child support, childcare, Head Start, child welfare, and other programs relating to children and families
ACH	Automated Clearinghouse. ACH is the central clearing facility that receives and transmits electronic entries between banks and performs the settlement function for the Federal Reserve Bank.
Acquirer	The financial institution that established an account with a retailer and processes authorizations and payments. In the context of this RFP, it also refers to the TPP that accepts transactions from the retailer and routes them to the EBT host processor.
Active Case for Billing Purposes	Active cases are those for which one (1) or more benefit authorization(s) has been posted and made available during the billing month. A “case” is defined as a single household unit receiving benefits through a single client EBT account. The State <b>shall not</b> be charged for cases that have had no benefit authorization activity (credits) posted and made available during the billing month. An adjustment (credit) to a client’s account does not make it an active case if there were no other credits to the same account for the billable month. Monthly benefits posted prior to the end of the month <b>shall not</b> constitute a billable case until the benefit has been made available to the client (e.g., availability date of the benefit has been reached). A “holdover” which occurs when a client accesses his/her benefits from a previous month and no new benefits have been authorized and made available for the current month is not an active case.
Active Case for Expungement Purposes	Active case for Expungement purposes are those cases that have benefits available and have not yet reached their expungement date. All benefits <b>shall</b> remain active until expunged.
Adjustment	A debit or credit transaction initiated by an Acquirer, terminal operator (on behalf of an Acquirer), or the State and/or its vendor to correct a system error and/or an out-of-balance condition identified in the reconciliation/settlement process.
Administrative Terminal	Software system used by State, Federal and vendor staff to view data in the EBT System; and if authorized, to change data and/or perform specific functions i.e., card replacement requests and account setup for fraud investigators.
Alert	Anti-Fraud Locator using EBT Retailer Transactions. ALERT is the USDA FNS subsystem that utilizes data provided by the EBT processors to identify and analyze suspected fraudulent retailer activity.
AMA	Account Management Agent. An automated application that supports the activities of the Federal Reserve Bank of Richmond in providing Automated Standard Application for Payments (ASAP) account management activities to the Food and Nutrition Service for the EBT SNAP Program.
ANSI	American National Standards Institute. This organization publishes standards for various aspects of the computer industry as well as other industries.
ARU	Automated Response Unit. An ARU is a computerized system that accepts calls from recipients or retailers, allowing the selection of voice menu options to grant access to EBT Systems. Interactive Voice Response Unit (IVR) is another term used for the same type of system.
ASAP	Automated Standard Application for Payment. An electronic payment and information system that was developed by the U.S. Treasury Department Financial Management Service (FMS) and the Federal Reserve Bank of Richmond. The Federal Reserve Bank of Richmond operates the system that acts as Treasury’s fiscal agent. ASAP is a system through which grantee organizations receiving Federal funds can draw from accounts pre-authorized by Federal Agencies.
ATM	Automated Teller Machine
Authorized Representative	Representative appointed by the household to act on behalf of the household.
Availability Date	Date on which a benefit issued by the State for a SNAP household is posted to the household’s account and available for use by the recipient.

Back-up System	System capable of performing the same functions as the primary system. Back-up systems are activated when the primary systems are rendered inoperable.
Balance Inquiry	A non-financial transaction that permits a client to obtain the current status of his or her benefits. Balance inquiries can be made at a POS, via the ARU, or through the Internet if the State provides access for clients.
Issuer	Owner of the card IIN number. The State agency serves as the issuer with the EBT processor acting on behalf of the State.
Bidder	Any corporation, company, or organization that responds to a RFP with a Proposal.
Case (or Household)	One (1) or more eligible individuals usually share family membership and eligibility classification, i.e., mother and child. In the SNAP Program, a case and a household are equivalent terms. A "case" is defined as a single Household unit receiving benefits through a single client EBT account.
Case Month	Evaluation concept that represents one SNAP case's participation in the SNAP Program for one month.
Case Number	Usually, the unique identifier is given to an EBT System case. States also have unique identifiers for each eligibility case on their systems. These numbers are not necessarily the same.
Certification Period	Within the SNAP program, this is the period of time determined by a county or local office for which a SNAP program household is to receive benefits. It is usually from 3 to 12 months. Once the period is set, it <b>will</b> continue unless proper notice is provided informing the household of the actions.
Client or Recipient	Person who receives public assistance or SNAP within eligibility regulations/
Change Order	Process used between vendor and State agency to affect system upgrades or design changes to the operating system.
Concentrator Bank	The bank where the settlement funds is sent. Currently both food supplement and cash settlements are sent to one account. This same account is used to settle with the banks/retailers doing business with our customers.
Vendor	Person or Business to which a contract is awarded to perform a service or provide goods as specified within the RFP at the price(s) quoted.
Current Vendor	Current vendor operating the State's EBT System during the procurement.
CPCM	Cost Per Case Month or Cost Per Case Per Month
CPU	Central Processing Unit
CSR	Customer Service Representative
Day	Unless otherwise noted, a calendar day
DCO	Division of County Operations
Deliverable	A product that on delivery marks an event in a project schedule.
DES	Data Encryption Standard. The standard maintained by the American National Standards Institute (ANSI) for Data Encryption Algorithm specifications. Currently the SNAP PROGRAM EBT regulations require DES, but stronger encryption methods may be used.
DFA	Arkansas Department of Finance & Administration
DHS	Arkansas Department of Human Services
Dormant Account	A benefit account not accessed by the customer by debit transaction for 180 calendar days or longer.
DSNAP	D-SNAP provides temporary food assistance for households affected by a natural disaster. A D-SNAP provides one (1) month of benefits to eligible disaster survivors and can facilitate the issuance of supplemental SNAP benefits for ongoing households. To be eligible for D-SNAP, a household must live in the identified disaster area, have been affected by the disaster, and meet certain D-SNAP eligibility criteria.
Down Time	A condition that exists when the EBT System (as defined in this section) encounters problems that arise due to either partial or total hardware, or software failure of the EBT processor and/or the transaction switch. In addition, this condition includes failure of the telecommunications connections within the system, or if the system is unable to receive transactions due to insufficient telecommunication capacity.

EBT System	The Electronic Benefit Transfer (EBT) System functionality developed, operated, and maintained by the vendor, that allows the EBT processor to receive transactions from Automatic Teller Machines (ATMs), Point of Banking (POB) terminals, and Point of Sale (POS) terminals, the equipment or System that is used to initiate electronic transactions from retailer locations that are either State-owned or owned and operated by other third-party processors (TPPs) TPPs are financial institutions, cardholder authorization processors, and food retailers driving their own terminals that are capable of relaying electronic transactions to a central database computer or authorization. EBT System includes the host computer (primary or back-up system), System capable of performing the same functions as the primary system. Back-up systems are activated when the primary systems are rendered inoperable the communications facilities between the host and the transaction switch, and transaction switch components, regardless of whether the switch is operated by a subcontractor or a vendor.
EFT	Electronic Funds Transfer is the electronic movement of money from one bank account to another.
Encryption	The method used to protect PIN data by transforming it into a cryptographic form. Translation of data by hardware devices or software programs that render transmitted data unintelligible, thereby protecting the privacy of information.
Expungement	The procedures used to purge benefits based on state-designated timeframes and to report the reduction in liability to the state.
SNAP Employment Training	SNAP Employment and Training program offering education and training for qualified SNAP clients
FFP	Federal Financial Participation. A percentage of State expenditures to be reimbursed by the Federal Government for certain costs associated with providing assistance, administration and development of automated data systems, including EBT Systems.
FIFO	First in First Out. A method used to determine which whole benefit account to withdraw. This method assumes the oldest whole benefit is accessed first for withdrawals.
FNS	Food and Nutrition Service. Federal agency within the United States Department of Agriculture that has responsibility for providing children and low-income people with access to food, a healthful diet, and nutrition. FNS administers the SNAP and the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) programs among others.
Gateway	The central switch used by the Vendor to accept EBT transactions, direct them to the proper authorization engine, or the host processor system (or to other interoperable states' processors), send responses back to the terminal owner, and compile settlement values.
Household	SNAP case unit that can be composed of one (1) or more members. Individuals within the unit are referred to as clients or recipients.
ICD	Interface Control Document details the interface between the State and Contractor's EBT system including functionality, layouts, and specifications.
IIN	Issuer Identification Number
Invoice	Bill for services rendered.
Interoperability	The ability of the EBT System to process interstate transactions within the State for SNAP and Cash benefits at a retailer or ATM acquirer for an EBT cardholder issued benefits by another state. The EBT System must accept these transactions and route them to the appropriate State's EBT System for authorization and settlement in accordance with FNS and Quest® Operating Rules. FNS requires SNAP benefits be interoperable.
ISO	International Standards Organization. An international agency responsible for developing standards for information exchange.
IVRS	Interactive Voice Response System
Key-entered Transaction	EBT transaction in which the PAN is entered by using the keypad instead of by swiping the card. The cardholder must be present and enter the PIN and the card must also be present.
Maintenance	Functions (e.g., training, code enhancements, and repairs) performed for the continued successful operation of the EBT System.
Manual Transaction or Manual Voucher Transaction	EBT transaction using a signed paper voucher and a telephone authorization that allows access to benefits by recipients when the EBT System is not available, or the POS cannot connect to the host.

OIG	Office of Inspector General, U.S. Department of Agriculture. OIG is a division within the USDA responsible for monitoring benefit program integrity and investigating fraud.
PAN	Personal Account Number. The EBT card number assigned to a household that represents its benefits account.
PIN	Personal Identification Number. A four (4) digit code selected by, or assigned to the cardholder that uniquely identifies the cardholder at a POS or ATM.
POS	Point of Sale. The equipment or System that is used to initiate electronic transactions from retailer locations.
PWP	Project Work Plan
Reconciliation	For EBT, a daily, point-in-time, complete balancing of the EBT System to ensure that funds entering into, exiting from, and remaining in the EBT System each day are accurate and match up with source documentation. Reconciliation is required at each of the following levels: host processing system, gateway, and EBT-only acquirer system.
REDE	Retailer EBT Date Exchange. The automated exchange of retailer data between FNS and EBT processors for notification of additions, deletions, and changes affecting retailers participating in the SNAP Program.
Regression Testing	Testing performed on the EBT System after corrections or modifications have been made to ensure the system will run error-free and to ensure that fixes in one area have not introduced problems in other areas.
Replacement/New Contractor	Contractor that bid on the RFP and is awarded the new contract and who will take over from the Current Contractor.
Reversal	EBT transaction that is the opposite of a prior transaction, used to cancel out that prior transaction. It also voids a specific transaction that was interrupted during processing or message transmission. The main purpose is to prevent system imbalances.
RFP	Request for Proposal. The solicitation form generally used for negotiated acquisitions wherein the State reserves the right to conduct written or oral discussions with any or all bidders, and also reserves the right to award without such discussions under certain conditions.
Retailer	Merchant who has been authorized by FNS to redeem SNAP benefits.
ROD	Retailer Operations Division. The FNS branch of the SNAP program that manages and monitors food retailers.
RTS	Response Time Standards. 7 CFR §274.8(b)(1) defined as time between pressing "Enter/Send" at the input device and the receipt and display of the response.
Scheduled Up-Time	Scheduled up-time shall mean the time the database is available for transactions excluding scheduled downtime for routine maintenance.
Settlement	The exchange of information that results in the transfer of funds between an Issuer and an Acquirer in satisfaction of a financial transaction.
Settlement Day	The period between cut-off times established by an Issuer's switch for settlement, The exchange of information that results in the transfer of funds between an Issuer and an Acquirer in satisfaction of a financial transaction. This may be different for individual states.
Settlement Date	The calendar date on which funds are transferred for settlement.
SSAE 16 Review	Annual audit required by FNS regulations for EBT Systems. The audits follow the American Institute of Certified Public Accountants (AICPA) Statement on Auditing Standards No. 70, Service Organizations. Vendors obtain one (1) audit that covers all States for which they provide EBT services on the same operating platform.
SNAP	Supplemental Nutrition Assistance Program. A Federally funded program that enables individuals and households to purchase food items to maintain nutritionally adequate diets.
Staggered Issuance Cycle	Benefit distribution period, spread over several days or the entire month (as opposed to a one-day issuance period), for issuance to eligible households. This cycle is used to reduce traffic volume during peak issuance periods.
STARS	Store Tracking and Redemption System
Store-and-Forward Transaction	SNAP program transaction that is electronically stored with an encrypted PIN by a POS when unable to communicate with the host.
System Design	Detailed and exact description of the working relationship among all components of a system.
SDLC	System Development Life Cycle (testing plan)
TEA	Transitional Employment Assistance is a time-limited assistance program to help families with children in need by providing monthly cash assistance, employment-related services, transportation, childcare, and other supportive services.

Terminal	Electronic device for the receipt and transmission of data to and from a CPU. An EBT System uses Point-of-Sale (POS) terminals located at authorized retailers, balance inquiry terminals at retail or other designated points, and workstations, often called administrative terminals, to handle the administrative parts of the system.
TPP	Third Party Processors. TPPs are financial institutions, cardholder authorization processors, and food retailers driving their own terminals that are capable of relaying electronic transactions to a central database computer or authorization.
TPP Agreement	Third Party Processor Agreement
Transaction	Specific set of input data that initiates a specific action in the EBT System i.e., debits, credits, reversals, or refunds.
Transition Plan	Plan containing all the actions and steps needed for vendor to take over EBT services and operations from the current vendor. This may include new EBT-only contracts with retailers, new TPP agreements, POS replacement, card redesign and replacement, PIN selection device replacements, database conversion, and other actions. The plan must be approved by the State and FNS. This may sometimes be referred to as a "Conversion Plan".
UAT	User Acceptance Testing. A State test conducted prior to formal acceptance of the system for use in production. The State is required to conduct the test by Federal regulations to verify that each of the system components complies with program requirements and system design specifications. FNS usually participates in these tests and always reserves the right to participate in them or to do separate testing.
Unsettled Funds	Unresolved settlement transactions to retailer or TPP accounts that were rejected due to inaccurate account information or closed accounts.
Update	Process by which information is added to, changed, or deleted from a computer system.
USDA	United States Department of Agriculture. The Federal department that provides leadership on food, agriculture, natural resources, and related issues.
WSR	Weekly Status Report