Update 2010-4: Common Place Handbook
Electronic Benefit Transfer System Outage

Background
Electronic Benefit Transfer (EBT) transactions cannot be processed in CalWIN when there is a system outage or interface breakdown between the CalWIN and Electronic Payment Processing Information Control (EPPIC) systems.

Policy
Our local Help Desk informs staff of the prolonged system outage and workaround instructions via an e-mail broadcasting, once the EBT Project Manager determines manual operations are necessary.

The following sections are added to Chapter 33 of the Common Place Handbook:

- No Interface between CalWIN and EPPIC (33.34).
- CalWIN is up and EPPIC is down (33.35).
- CalWIN is down and EPPIC is up (33.36).
- CalWIN and EPPIC are both down (33.37).

[Refer to “System Downtime/Network Outage,” page 33-81 to 33-86 for the details].

Implementation
The information contained in this Update is effective immediately.
Reasons for issuing benefits or EBT cards manually must be documented in the Maintain Case Comment window once the CalWIN system becomes available.

EW Supervisors and Office Management Coordinators (OMCs) must review this Update with their respective units at their next unit meeting.

Many thanks to Celina Garcia, Diane Aldrich, Eva Chaboya, and Terry Applegate for their valuable contribution in developing these procedures.

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