

Electronic Disqualified Recipient System
eDRS

Online Query User's Guide

United States Department of Agriculture
Food and Nutrition Service

Criterion Systems, Inc
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1. Introduction

This document provides a guide for users of the Electronic Disqualified Recipient System (eDRS) online application with the primary role of performing online queries. It details how to use the functionality provided by the system and will be updated periodically to reflect any changed system or program requirements. This document is organized into the following sections:

- Accessing eDRS
- Performing Online Queries
- Conducting Secondary Verification
- Generating Reports
- Accessing Help and Providing Feedback
- Logging Out

eDRS provides authorized users with a single, user-friendly and web-based interface for accessing the most up-to-date and comprehensive data on disqualified member(s) of a household receiving Supplemental Nutrition Assistance Program (SNAP) benefits. With eDRS, users can conveniently and securely access information from their own personal computers (PCs) and can perform all necessary functions related to disqualification data through one website. In order to access eDRS, you will need a computer with an internet browser and internet access.

The long-term vision for eDRS is that it will be the single, most comprehensive and timely resource for tracking SNAP disqualifications. Users of eDRS span 53 states and territories, Food and Nutrition Service (FNS) Headquarters, and the seven FNS regional offices (RO).

This user guide is designed to help the following three types of “Business Users” access and use eDRS to fulfill their unique job responsibilities related to performing online queries and tracking disqualified members of a household receiving SNAP benefits.

- *Supplemental Nutrition Assistance Program Eligibility Workers* – Responsible for processing SNAP applications and ensuring that individuals with active disqualification penalties are not granted benefits.
- *Locality Contacts* – Responsible for verifying prior fraud infractions in a given jurisdiction when an individual has been identified as committing fraud in another jurisdiction.
- *Quality Control (QC) Reviewers* – Responsible for conducting periodic quality control reviews of State SNAP eligibility determinations, which includes crosschecking to ensure current SNAP recipients were not in disqualification status as of the review date.

2. Accessing eDRS

This chapter explains how to access eDRS, including requesting a user account and logging into the eDRS application.

2.1. Requesting a User Account

USDA uses centralized user account management and access controls through the eAuthentication (eAuth) and Central Security Administrative Management System (CSAMS) initiatives. EDRS users must have an eAuth Level II account that will be used as the login ID for eDRS. EDRS privileges are granted through the CSAMS process rather than through eDRS's online request process. A user must first get an eAuth Level II ID before requesting access to eDRS. The following paragraphs describe how to request an eAuth ID and access to eDRS.

2.1.1. To Request an eAuthentication ID

1. Go to <http://www.eauth.usda.gov> and click on **Create An Account**.

NOTE: EDRS requires eAuth Level II access.

2. Follow the instructions for USDA employees or for Non-Federal Employees for creating accounts.
3. Once you have created the account online, you must visit a Local Registration Authority (LRA) and bring a government issued photo ID such as:
 - State Driver's Licenses
 - Military identification cards
 - State employee identification cards
 - US passports
4. The LRA will compare the user to the picture ID, then log on and locate the user's account and activate it.

2.1.2. To Request eDRS User Access or Additional Rights for an Existing eDRS Account

Once you have an eAuth Level II identification (user ID and password), you must apply for initial access to eDRS via the FNS-674 form process. A blank form and specific instructions can be obtained by requesting a copy of the form and instructions from the eDRS Help Desk at edrs@fns.usda.gov or by calling (866) 557-8330.

1. Complete the FNS Form 674, User Access Request Form.

Figure 1. FNS Form 674 User Access Request Form

2. Follow the form's instructions and complete all required information. Indicate on the form what rights and/or privileges you need to access.
3. Provide the completed form to your supervisor for approval and signature.
4. Once approved by your State Security Officer, your signed form needs to be forwarded to your Regional Security Officer for activation. Your eDRS account will be updated and you will be notified when the process is complete.

2.2. Logging into eDRS

2.2.1. To Login to eDRS

1. Open your browser and type <https://www.edrsng.fns.usda.gov/> in the address bar.
2. Enter your eAuth Level II **User ID** and **Password**.

Figure 2. eAuthentication Login

3. Click **Login**.

4. The eDRS Terms and Conditions page will display.

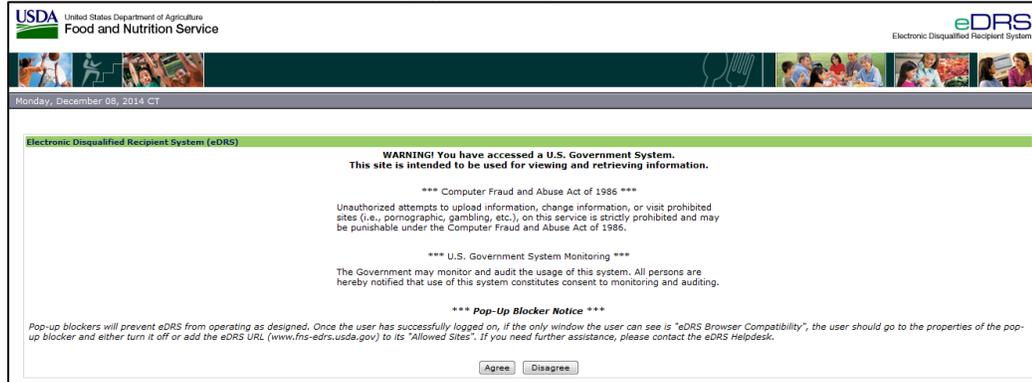


Figure 3. Terms and Conditions Page

5. Click the **Agree** button to indicate you understand and consent to the terms of usage.

NOTE: Pop-up blockers will prevent eDRS from operating as designed. Once the user has successfully logged on, if the only window the user can see is "eDRS Browser Compatibility," the user should go to the properties of the pop-up blocker and either turn it off or add the eDRS URL (<https://www.edrnsng.fns.usda.gov>) to its "Allowed Sites." If you need further assistance, please contact the eDRS Help Desk.

6. After successfully logging in, the eDRS Home page will display.

NOTE: If you do not have a valid user account, you must complete FNS Form 674 to request access to the system.

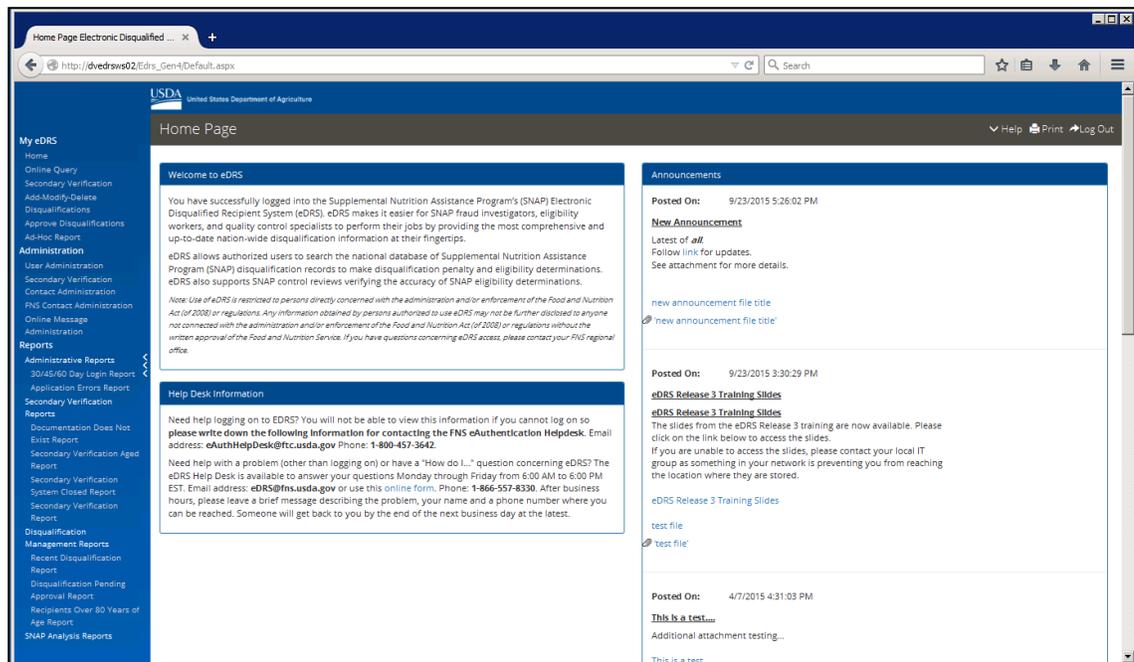


Figure 4. EDRS Home Page

The eDRS Home page is divided into four main sections: Menu Options, Welcome to eDRS, Help Desk Information, and Announcements.

- The **Menu Options** displayed in the left menu bar are based on the access that you have been granted. Thus, depending on your user role, you will likely not see all of the menu options displayed above; you will only see those menu options that apply to your role. The menu will display on every page within the eDRS application. However, you can expand or collapse the menu, and when making some selections, the menu will automatically collapse. If it is collapsed, click on the expand button to expand the menu.



Figure 5. Expand Button

- The **Welcome to eDRS** section provides an overview of the system.
- The **Help Desk Information** immediately below the Welcome section includes Help Desk contact information.
- The **Announcements** section to the right of the page contains information about changes to the system, or related policies, and where to obtain the supporting documents.

NOTE: The system will automatically log out and redirect users from their current eDRS screen after an inactivity period of 20 minutes. The system will display a warning to users who have been inactive for 15 minutes. The warning will notify the user that their session will expire automatically in five minutes without user action.

3. Performing Online Queries

Users will perform online queries to determine eligibility of those requesting benefits or to assess a penalty determination. An Online Query allows you to access a disqualification on an individual through submitting a query by last name, social security number (SSN) or ID other than SSN.

NOTE: In this guide, the term “Recipient” is used for an individual who has been entered into eDRS. The term “Disqualification” is used for an Intentional Program Violation (IPV) entered for a Recipient. One Recipient can potentially have multiple Disqualifications entered.

3.1.1. To Perform an Online Query

1. Go to the eDRS Home page.

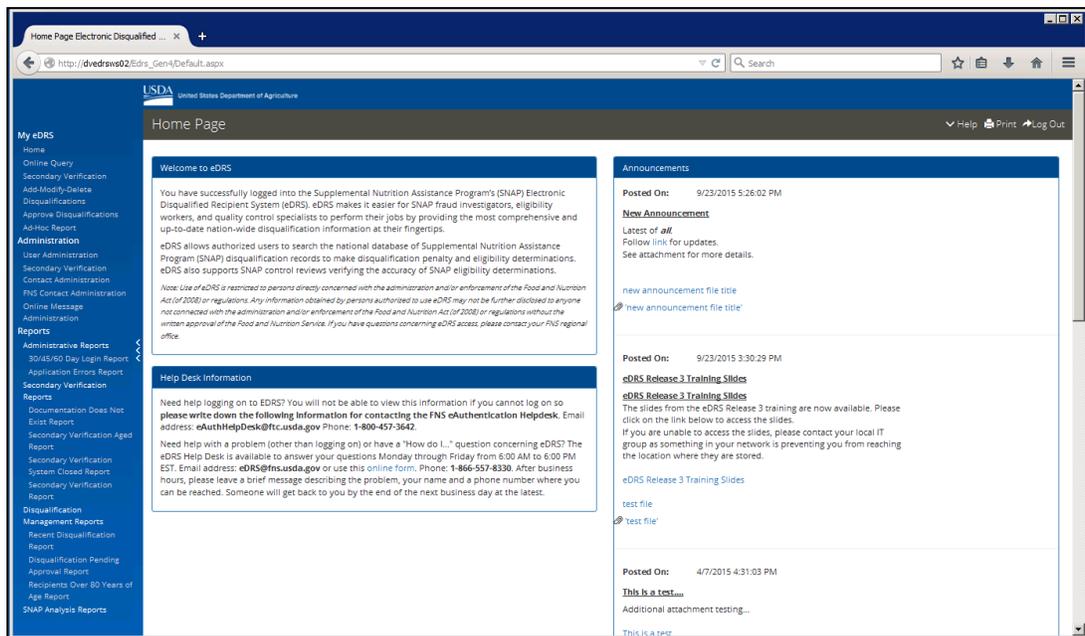


Figure 6. EDRS Home Page

2. Click **Online Query** in the menu bar.

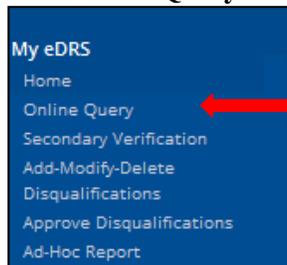


Figure 7. Online Query Link

3. The **Online Query** page displays:

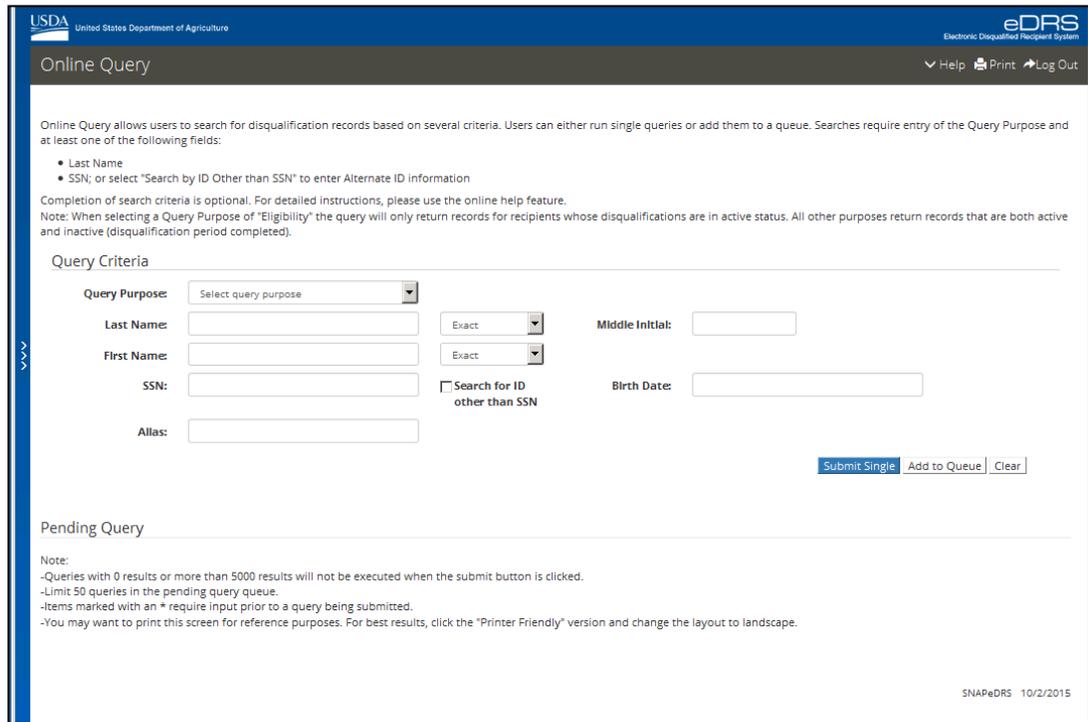


Figure 8. Online Query Page

The Online Query page contains the following buttons:

- The **Submit Single** button is used to submit a single query.
- The **Add to Queue** button is used to add multiple queries to the queue.
- The **Clear** button is used to clear all the fields.

3.2. Submitting Single Queries

1. From the **Online Query** page, select the Query Purpose from the **Query Purpose** drop down list. There are four possible choices for Query Purpose: Eligibility Determination, Penalty Determination, Quality Control, and Administration. The **Query Purpose** must be selected to submit the query.

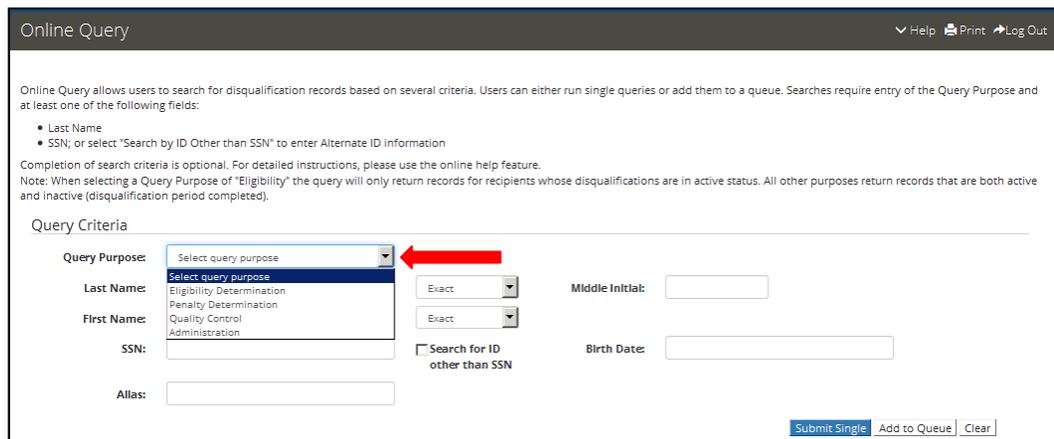


Figure 9. Online Query - Query Purpose

NOTE: If the query purpose is “Eligibility Determination,” the query will only return records for recipients whose disqualifications have a disqualification status of "Yes" or "Pending Start". The three other query purposes return all records that match the query(s) search criteria.

NOTE: A disqualification is in a “Pending Start” status from the Decision Date until the official Start Date for the disqualification period.

2. Enter other criteria data in the appropriate fields; you must enter the Last Name, SSN, or ID other than SSN.

The screenshot shows the 'Online Query' interface. At the top, there are links for 'Help', 'Print', and 'Log Out'. Below this, a brief description states: 'Online Query allows users to search for disqualification records based on several criteria. Users can either run single queries or add them to a queue. Searches require entry of the Query Purpose and at least one of the following fields: Last Name, SSN; or select "Search by ID Other than SSN" to enter Alternate ID information.' It also notes that completion of search criteria is optional and that selecting 'Eligibility' as the query purpose returns records for recipients whose disqualifications are in active status.

The 'Query Criteria' section includes the following fields:

- Query Purpose:** A dropdown menu set to 'Eligibility Determination'.
- Last Name:** A text box containing 'Washington' and a dropdown menu set to 'Exact'.
- First Name:** A text box containing 'George' and a dropdown menu set to 'Exact'.
- SSN:** An empty text box.
- Search for ID other than SSN:** An unchecked checkbox.
- Middle Initial:** An empty text box.
- Birth Date:** An empty text box.
- Allas:** An empty text box.

 At the bottom right, there are three buttons: 'Submit Single', 'Add to Queue', and 'Clear'.

Figure 10. Online Query - Last Name and First Name

NOTE: For the Last Name and the First Name, you can select the pattern matching criteria. Options available are: Exact, Contains, Ends With, and Starts With.

NOTE: You can choose to search for ID other than SSN. When you select the “Search for ID other than SSN” checkbox, the SSN will be grayed out and the **Alternate ID Number**, **Select ID Type**, and **Select Country fields** will display (the **Select Country** field will be grayed out until you select **Passport Number** as the ID Type). The ID Types include Passport Number, ITIN (Individual Taxpayer Identification Number), and Alien Registration Number.

This screenshot shows a portion of the search interface where the 'Search for ID other than SSN' checkbox is checked. The SSN field is grayed out. The following fields are visible:

- Alternate ID Number:** A grayed-out text box.
- Select ID Type:** A dropdown menu.
- Select Country:** A grayed-out dropdown menu.
- Allas:** A grayed-out text box.
- Birth Date:** A text box.

Figure 11. Search for ID other than SSN

3. Click the **Submit Single** button to submit the query and view the results.

- The results based on the selection criteria are displayed.

ID	Name	Birth Date	Alias	DQ Status	Offense Count
SSN: 223465961	WASHINGTON, GEORGE	12/1/1963		N	1

Disqual #	Decision Date	Start Date	Penalty Length	Loc Code	Loc Name	State	State Info	Offense Code	Offense Descr
0001	8/1/1994	8/1/1994	6	0007	Camden County				

Figure 12. Query Results

The DQ Status column displays whether or not the participant is in disqualified status. The column will have a “Y” in it if they are in disqualified status, and an “N” in it if they are no longer in disqualified status.

NOTE: If the disqualification is in a “Pending Start” status, which is from the Decision Date until the official Start Date for the disqualification period, the DQ Status column displays “p”.

- If the number of returned recipients for your query exceeds the maximum number allowable (5,000) or does not contain the minimum number allowable (1) you will receive a message to refine your search criteria.
- If the number of returned recipients for a query exceeds the set page limit, you can go to a different page of the query results by clicking on the page number link at the bottom of the page.



Figure 13. Page Number Links

- To print the page, click **Print**.

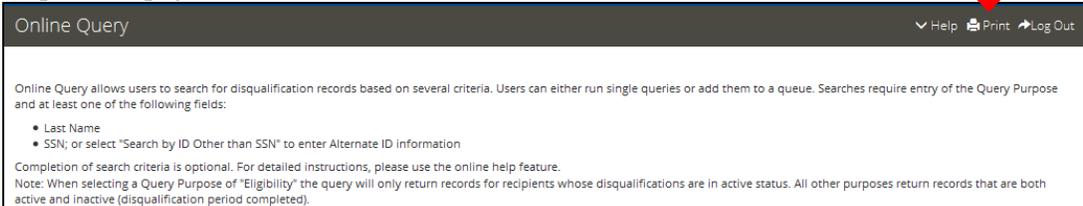


Figure 14. Print

- The **Print** dialog box will display. To avoid text being cutoff while printing, change the page layout to "Landscape" prior to printing. Click **Print**.

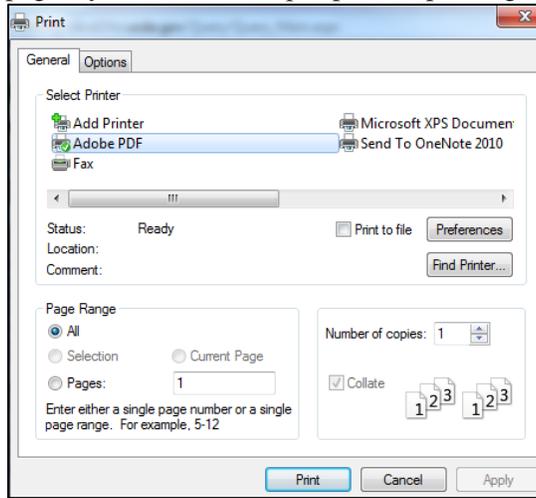


Figure 15. Print Dialog Box

- To view disqualification details from the **Online Query Results** page, click on the expand button next to the desired record in the first column of the results. The record result will expand to display the disqualification records associated with that recipient. To view the disqualification record, click the link in the **Disqual #** column.

SSN: 582728331		WASHINGTON, GEORGE L			5/27/1964		N		1	
Disqual #	Decision Date	Start Date	Penalty Length	Loc Code	Loc Name	State	State Info	Offense Code	Offense Descr	
0001	4/12/2010	5/1/2010	12	0049	Ms Dept Of Human Services		301241518133	F	Application Fraud, Including Non Report of Changes	

Figure 16. View Disqualification Details

- The Disqualification Details for that recipient will display.

Online Query Help Print Log Out

Disqualification Details

Name: WASHINGTON, GEORGE L	Alias:	Sex: M
SSN: 582-72-8331	Birth Date: 5/27/1964	Alternate ID:
Locality: Ms Dept Of Human Services	State Code: 301241518133	State Info:
Offense Code: F	Offense Description: Application Fraud, Including	Disqual Status: N
Number of Disquals: 2	Start Date: 5/1/2010	Decision Date: 4/12/2010
Penalty Period: 12	Disqual #: 1	

Contact Details

Contact		
Name: No Name	Phone: (601) 359-4807	Extension: 0000
State: MS	Title: PROGRAM SPECIALIST	Fax:
Email:	Organization:	
Contact		
Name: No Name	Phone: (601) 359-4807	Extension: 0000
State: MS	Title: PROGRAM SPECIALIST	Fax:
Email:	Organization:	

[Request Secondary Verification](#) [Back](#)

Figure 17. Disqualification Details

- To print this page, click the **Print** icon on the top right of the page.
- To return to the **Online Query Results** page, click the **Back** button at the bottom of the page.

3.3. Adding Queries to the Queue

A user who wants to do multiple queries has the option of adding queries to the queue instead of submitting each query individually. To add queries to the queue, the user enters the selection criterion to build a “list” of queries and then submits the entire list. The user will have the opportunity to preview the list of queries prior to submission.

3.3.1. To Add Queries to the Queue

1. Enter the first query criteria on the **Online Query** page, as previously covered, select the Query Purpose and enter the desired criteria, such as Last Name and First Name.

Online Query

Online Query allows users to search for disqualification records based on several criteria. Users can either run single queries or add them to a queue. Searches require entry of the Query Purpose and at least one of the following fields:

- Last Name
- SSN; or select "Search by ID Other than SSN" to enter Alternate ID information

Completion of search criteria is optional. For detailed instructions, please use the online help feature.
 Note: When selecting a Query Purpose of "Eligibility" the query will only return records for recipients whose disqualifications are in active status. All other purposes return records that are both active and inactive (disqualification period completed).

Query Criteria

Query Purpose: Eligibility Determination

Last Name: Washington Exact Middle Initial:

First Name: George Exact Birth Date:

SSN: Search for ID other than SSN

Allias:

Submit Single Add to Queue Clear

Figure 18. Online Query - Query Criteria

2. Click the **Add to Queue** button to add your query to the queue and enter another query.

Online Query

Online Query allows users to search for disqualification records based on several criteria. Users can either run single queries or add them to a queue. Searches require entry of the Query Purpose and at least one of the following fields:

- Last Name
- SSN; or select "Search by ID Other than SSN" to enter Alternate ID information

Completion of search criteria is optional. For detailed instructions, please use the online help feature.
 Note: When selecting a Query Purpose of "Eligibility" the query will only return records for recipients whose disqualifications are in active status. All other purposes return records that are both active and inactive (disqualification period completed).

Query Criteria

Query Purpose: Eligibility Determination

Last Name: Washington Exact Middle Initial:

First Name: George Exact Birth Date:

SSN: Search for ID other than SSN

Allias:

Submit Single Add to Queue Clear

Figure 19. Add to Queue

3. Enter the query criteria for the next query and click **Add to Queue**. The second query you entered will display in the **Pending Queries** section.

Online Query Help Print Log Out

Online Query allows users to search for disqualification records based on several criteria. Users can either run single queries or add them to a queue. Searches require entry of the Query Purpose and at least one of the following fields:

- Last Name
- SSN; or select "Search by ID Other than SSN" to enter Alternate ID information

Completion of search criteria is optional. For detailed instructions, please use the online help feature.
 Note: When selecting a Query Purpose of "Eligibility" the query will only return records for recipients whose disqualifications are in active status. All other purposes return records that are both active and inactive (disqualification period completed).

Query Criteria

Query Purpose: Eligibility Determination

Last Name: Adams Exact Middle Initial:

First Name: John Exact

SSN: Search for ID other than SSN Birth Date:

Alias:

[Submit Single](#) [Add to Queue](#) [Clear](#)

Pending Query

	<input type="checkbox"/>	ID	Name	DOB	Alias	Query Purpose	Count
View Results	<input type="checkbox"/>		Washington, George			Eligibility Determination	10
View Results	<input type="checkbox"/>		Adams, John			Eligibility Determination	24

[Print All Results](#) [Edit](#) [Delete](#)

Figure 20. Pending Query

4. Repeat step 3 until all desired queries are added to the queue of pending queries.
5. The list of queries you have added to the queue will display under **Pending Query**.
6. To edit a query, click the check box beside the entry you want to edit and click the **Edit** button. Please note you can edit only one query at a time; the **Edit** button will be enabled when only one query is selected via its check box.
7. To delete a query, click the check box beside the entry you want to delete and click the **Delete** button.

- To view the query results, click **Print All Results**. You can also click **View Results** in the first column next to the desired query to view the results for that single query.

Online Query Help Print Log Out

Online Query allows users to search for disqualification records based on several criteria. Users can either run single queries or add them to a queue. Searches require entry of the Query Purpose and at least one of the following fields:

- Last Name
- SSN; or select "Search by ID Other than SSN" to enter Alternate ID information

Completion of search criteria is optional. For detailed instructions, please use the online help feature.
 Note: When selecting a Query Purpose of "Eligibility" the query will only return records for recipients whose disqualifications are in active status. All other purposes return records that are both active and inactive (disqualification period completed).

Query Criteria

Query Purpose: Eligibility Determination

Last Name: Adams Exact

First Name: John Exact

SSN: Search for ID other than SSN

Middle Initial:

Birth Date:

Alias:

[Submit Single](#) [Add to Queue](#) [Clear](#)

Pending Query

	<input checked="" type="checkbox"/>	ID	Name	DOB	Alias	Query Purpose	Count
View Results	<input checked="" type="checkbox"/>		Washington, George			Eligibility Determination	10
View Results	<input checked="" type="checkbox"/>		Adams, John			Eligibility Determination	24

[Print All Results](#) [Edit](#) [Delete](#)

Figure 21. View Results

- Your query results will display.

Online Query Help Print Log Out

Online Query allows users to search for disqualification records based on several criteria. Users can either run single queries or add them to a queue. Searches require entry of the Query Purpose and at least one of the following fields:

- Last Name
- SSN; or select "Search by ID Other than SSN" to enter Alternate ID information

Completion of search criteria is optional. For detailed instructions, please use the online help feature.
 Note: When selecting a Query Purpose of "Eligibility" the query will only return records for recipients whose disqualifications are in active status. All other purposes return records that are both active and inactive (disqualification period completed).

Query Results: Friday, October 2, 2015 7:27:29 PM

Query Purpose: Eligibility Determination
 Query: First Name: George | First Name Operator: Exact | Last Name: Washington | Last Name Operator: Exact

ID	Name	Birth Date	Alias	DQ Status	Offense Count
SSN: 223465961	WASHINGTON, GEORGE	12/1/1963		N	1
SSN: 371160653	WASHINGTON, GEORGE	11/29/1959		N	1
SSN: 86962772	WASHINGTON, GEORGE E	8/30/1952		N	1
SSN: 434985855	WASHINGTON, GEORGE	11/25/1935		N	1
SSN: 175024776	WASHINGTON, GEORGE	6/8/1959		N	1
SSN: 257905415	WASHINGTON, GEORGE	11/8/1932		N	1
SSN: 249442671	WASHINGTON, GEORGE	9/20/1951		N	1
SSN: 422385348	WASHINGTON, GEORGE	11/21/1941		N	2
SSN: 582728331	WASHINGTON, GEORGE L	5/27/1964		N	1
SSN: 250696669	WASHINGTON, GEORGE J	5/30/1969		N	1

Figure 22. Query Results

4. Conducting Secondary Verification

Before denying an applicant SNAP benefits on the basis of an active disqualification indicated in eDRS, states must verify the disqualification from the primary disqualification source – the originating state's written documentation of the disqualification. This process is called Secondary Verification. The Secondary Verification functionality in eDRS provides users an electronic way to request verification of a previous disqualification and to track that request.

A user can request the secondary verification from the disqualification details and can track the status of the request through an eDRS inbox. The Locality Contacts (Primary and Secondary) receive the requesting state's request and are asked to provide documentation to verify the disqualification status of an individual (up to four locality contacts are allowed). Locality Contacts provide disqualification documentation by sending the information to the Requestor (external to the eDRS system). The status of the request will be captured in the Secondary Verification inbox and outbox of the locality contact and Requestor.

4.1.1. To Request Secondary Verification

1. Create a query as previously covered above. Click on the **Disqual #** for the desired disqualification of the recipient.
2. The **Disqualification Details** and the **Contact Details** will display.
3. Click the **Request Secondary Verification** button.

The screenshot shows the 'Online Query' interface. At the top right, there are links for 'Help', 'Print', and 'Log Out'. The main content is divided into two sections: 'Disqualification Details' and 'Contact Details'.

Disqualification Details:

Name: WASHINGTON, GEORGE	Alias:	Sex:
SSN: 223-46-5961	Birth Date: 12/1/1963	Alternate ID:
Locality: Camden County	State Code:	State Info:
Offense Code:	Offense Description:	Disqual Status: N
Number of Disquals: 1	Start Date: 8/1/1994	Decision Date: 8/1/1994
Penalty Period: 6	Disqual #: 1	

Contact Details:

Contact Name: Hall, Jacqueline	Phone: (856) 225-8955	Extension:
State: NJ	Title:	Fax:
Email: Chris_Caufield@sra.com	Organization: 44	

At the bottom right of the 'Contact Details' section, there is a button labeled 'Request Secondary Verification' with a 'Back' link next to it. A red arrow points to this button.

Figure 23. Request Secondary Verification

4. The message stating “Secondary Verification Request has been sent to all locality contacts.” will display. Click **OK**.

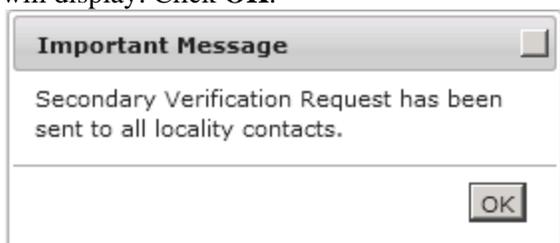


Figure 24. Secondary Verification Request Sent to Locality Contacts

NOTE: If a Locality Contact has not been assigned in the system, eDRS displays the message, “The locality contact information is missing. Notification has been sent to the FNS Regional Coordinator.” If the state associated with the disqualification is not an eDRS participant, eDRS displays the message: “The Locality Contact is not a user of the system. Secondary Verification will need to be requested by telephone. Please refer to contact information provided with this record or refer to the Profiles link on the left toolbar for Locality Contact Information.”

4.1.2. To View Secondary Verification Requests as a Requestor

1. Click **Secondary Verification** in the left menu.

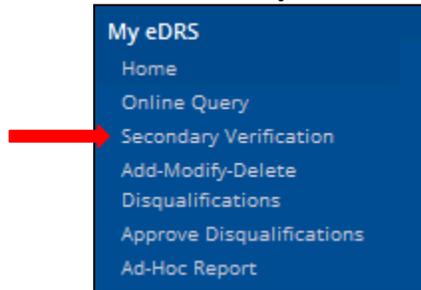


Figure 25. Secondary Verification

2. Select **Requestor** in the drop down menu on the upper right hand of the **Secondary Verification** page. The Requestor selection will show those that have been requested for verification.
3. Click on the **Display Verification** link for the request that you would like to view.

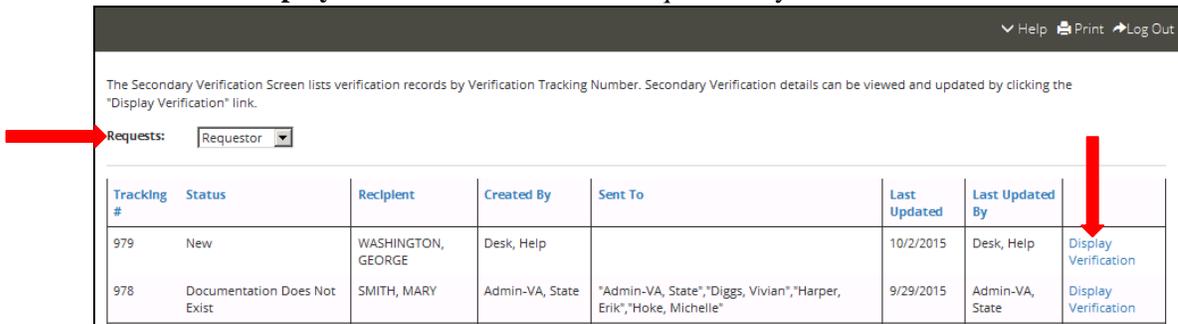


Figure 26. Display Verification

4. The **Verification Tracking Details** page will display.

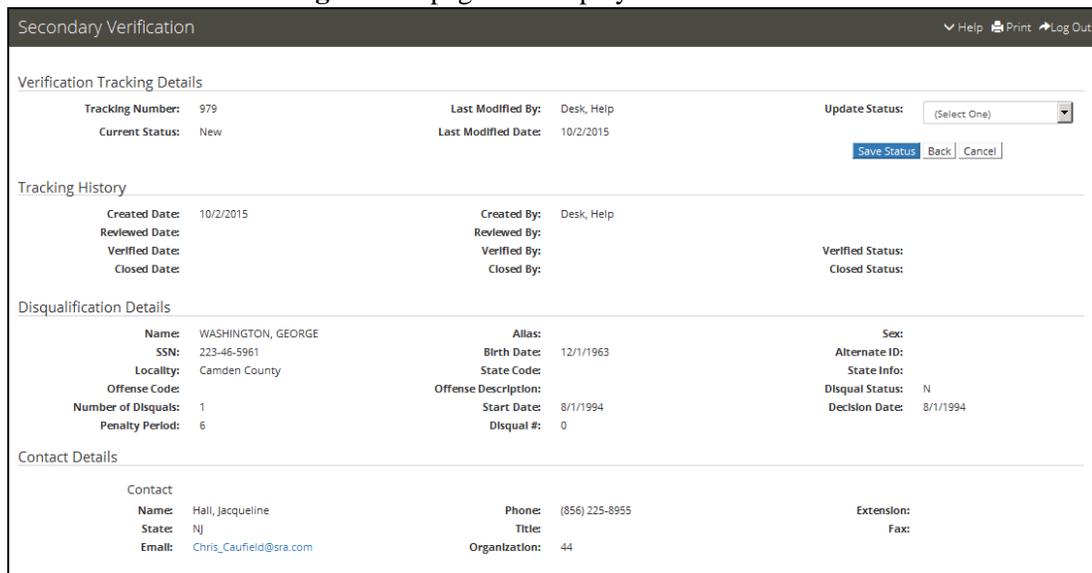


Figure 27. Verification Tracking Details

5. Update the status, as applicable.

The screenshot shows the 'Secondary Verification' interface. At the top right, there are links for 'Help', 'Print', and 'Log Out'. Below this is the 'Verification Tracking Details' section. It contains the following information:

Tracking Number:	979	Last Modified By:	Desk, Help
Current Status:	New	Last Modified Date:	10/2/2015

To the right of this information is an 'Update Status' dropdown menu. A red arrow points to this menu. The dropdown is open, showing the following options:

- (Select One)
- (Select One)
- Closed- by Requestor
- Closed- Documentation Does Not Exist
- Closed- Documentation Sent

Below the dropdown is a 'Save Status' button. At the bottom of the interface is a 'Tracking History' section.

Figure 28. Update Status

NOTE: When the Locality Contact clicks on the Verification Tracking Number for the first time, the status will change from New to Reviewed. If the Locality Contact has not reviewed the request within seven (7) days, an email reminder will be sent to both the Locality Contact and the Requestor. Subsequent email reminders will be sent every seven days for the first 28 days with the message; “Note: After 60 days the system will automatically close the request if no action is taken. If the request is verified, the Locality Contact will send documentation to the Requestor (external to the system.)”

NOTE: If the disqualifying state does not provide the information within 20 days, the requestor (or requestor organization) should contact their FNS Regional Office for assistance. If the disqualifying state cannot provide the information, the disqualifying state must remove the disqualification. The disqualification is invalid, and the requestor should proceed with their process as if the disqualification did not exist.

5. Accessing Help and Submitting Feedback

This chapter explains how to obtain help while using eDRS. There are two methods through which to obtain help through eDRS:

- **Online Help** – Detailed help guides that can be accessed through the application to provide you with step-by-step instructions for each function performed within the system.
- **EDRS Help Desk** – Provides assistance for any issues or problems you may have with the system. You can contact them via email, an online form, or by telephone.

You can also submit feedback about eDRS through online **Feedback**.

NOTE: All password related issues should be directed to the eAuthentication Help Desk at eAuthenticationHelpDesk@USDA.gov.

5.1. Online Help

Online Help is organized according to sections within eDRS and is broken down into subsections accordingly.

5.1.1. To Use the Online Help Functionality

1. Click **Help** in the upper right corner of the page. From the drop down list, select the desired Help option (the user guides will display in a Help file format).

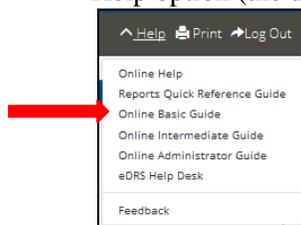


Figure 29. Online Help

2. The help file will display. You can scroll through the contents. The buttons on the bottom of the Help window are for **Table of Contents**, **Index**, **Glossary**, and **Search**.

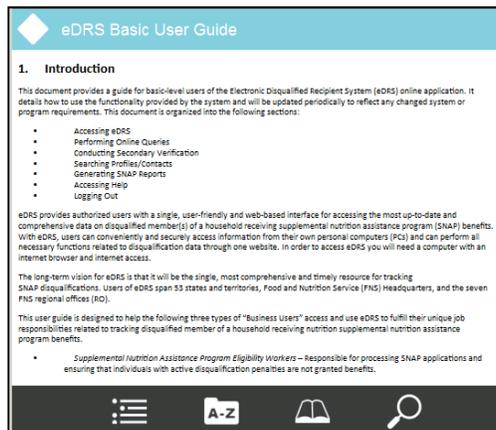


Figure 30. Help File

5.2. EDRS Help Desk

To access the **eDRS Help Desk** information, go to the eDRS Home page and refer to the bottom left hand corner of the page under eDRS Help Desk, or click on eDRS Help Desk in the menu bar. You are offered three methods for communicating with the Help Desk:

1. Call the Help Desk directly at (866) 557-8330, 8:30AM – 5:00PM ET.
2. Email the Help Desk directly at eDRS@fns.usda.gov with a description of your problem.
3. The Online eDRS Help Desk form.

5.2.1. To Access the Online eDRS Help Desk Form

1. Click **Help** in the upper right corner of the page. From the drop down list, select **eDRS Help Desk**.

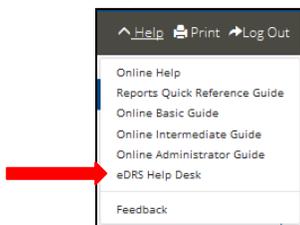


Figure 31. EDRS Help Desk

2. The **eDRS Help Desk** page will display.

 A screenshot of the 'Help Desk' page. At the top, it says 'Help Desk' and has 'Help', 'Print', and 'Log Out' links. Below that, it lists 'Hours of Operation: 8:30 AM to 5:00 PM EST Monday thru Friday', 'Phone: 1-866-557-8330', and 'Email: eDRS@fns.usda.gov'. A note says 'Please use the form below to submit your comment to the eDRS Help Desk.' and 'Note: *indicates a required field.' The form has fields for 'Name*', 'Email*', and 'Phone*'. There are radio buttons for 'Select your problem area: Can't retrieve reports', 'Can't access menus', 'Can't perform queries', and 'Other'. Below these are two text areas for 'Problem description:' and 'Additional Information:'. At the bottom right are 'Submit', 'Clear', and 'Cancel' buttons. A warning at the bottom says 'Warning: Personally Identifiable Information (PII) should not be sent using this page.'

Figure 32. EDRS Help Desk

3. The Online Form asks for the following information:
 - Name
 - Email
 - Phone
 - Select your Problem Area – Select the appropriate radio button
 - Problem – Provide additional information based on the radio button chosen
 - Additional Information – Add any additional information that may assist the Help Desk in determining the best way in which to resolve your problem(s)
4. Enter all required information and click the **Submit** button to submit the form to the Help Desk.

5.3. Feedback

Users have the option of submitting feedback to FNS regarding the eDRS application. This option is to allow users to provide any suggestions or comments they may want to share in terms of improving the system, changing the system, etc. They can access this option by clicking on Feedback in the menu bar. This will bring up an email through your current email where you can provide feedback, suggestions, and concerns, etc.

NOTE: You may use this communication channel to submit comments about eDRS. However, if you need an answer to a specific question or have encountered a problem with using the system, please contact the Help Desk.

NOTE: You can call the Help Desk directly at (866) 557-8330, 8:30AM – 5:00PM ET.

5.3.1. To Submit an Online Feedback Form

1. Click **Help** in the upper right corner of the page. From the drop down list, select **Feedback**.

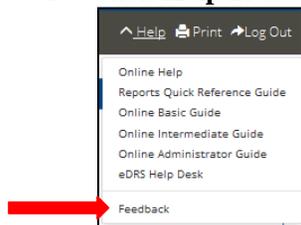


Figure 33. Online Help

2. The **eDRS Feedback** page will display. Enter your **Name, Email, Phone, and Feedback**.

 A screenshot of the 'User Feedback' form. The form has a dark header with 'User Feedback' on the left and 'Help', 'Print', and 'Log Out' icons on the right. Below the header, it displays 'Hours of Operation: 8:30 AM to 5:00 PM EST Monday thru Friday', 'Phone: 1-866-557-8330', and 'Email: eDRS@fns.usda.gov'. A note states: 'Please use the form below to submit feedback on eDRS. Note: *indicates a required field.' The form contains four input fields: 'Name*' (text), 'Phone*' (text), 'Email*' (text), and 'Feedback' (text area). At the bottom right, there are three buttons: 'Submit' (blue), 'Clear', and 'Cancel'.

Figure 34. EDRS Feedback

5. Click **Submit**.

6. Logging Out

The Logout function allows you to log out of the eDRS application.

6.1.1. To Log Out of the Application

1. Click **Log Out** at the top right of the page.

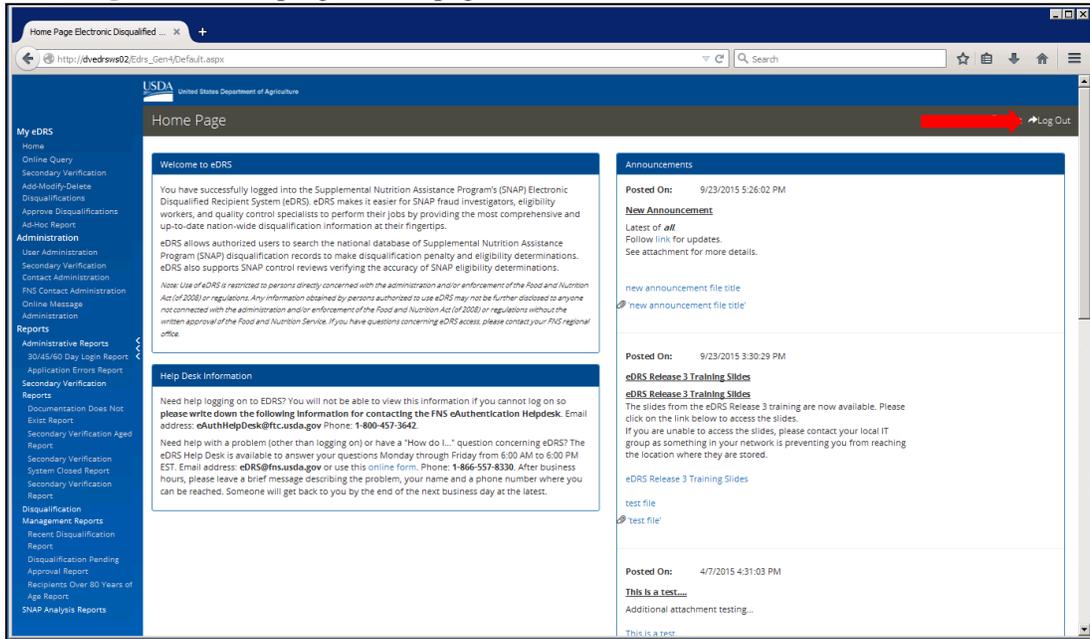


Figure 35. Logout

2. Click **OK** in the confirmation dialog box.

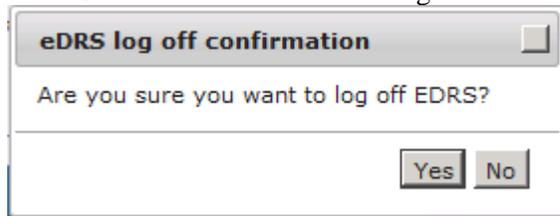


Figure 36. EDRS Log Off Confirmation

7. Appendix A: Glossary

Term	Description
Decision Date	The date a decision is rendered by an official in an administrative disqualification hearing or a court of law, or the date the individual signed either an administrative disqualification hearing waiver or a disqualification consent agreement.
Disqualification Number or # of Disq.	The occurrence of a disqualification for any recipient; i.e., the first time a recipient is disqualified, the number is 1, the second time, the number is 2, etc. This number is used for penalty period determinations. A disqualification number should not be duplicated for any recipient. If this occurs, the problem needs to be investigated.
DRS	Disqualified Recipient System
eDRS	Electronic Disqualified Recipient System
FNS	Food and Nutrition Service
FSO	FNS Security Officer
Headquarters	FNS National Headquarters in Alexandria, VA.
IPV	Intentional Program Violations
ITIN	Individual Tax Identification Number, which is a United States tax processing number issued by the Internal Revenue Service.
Locality	A distinct portion of a State, often a county, with an individual identifier.
Locality Code	A unique numeric identifier for a Locality within a State. Either a FIPS code or a State-designated Locality Code may be used. The value must be four characters or less and must be an existing locality code for the state as defined in eDRS.
Locality Contact	The person designated by the State to provide secondary verification of disqualification matches found through eDRS. The Computer Matching and Privacy Act of 1988 requires that all matches be verified through the primary source (originator). EDRS information about a disqualification does not constitute a primary source from which to verify a disqualification. The Locality Contact for a disqualification will provide a copy of the primary disqualification document as the primary source.
Offense Code	A text or numerical value representing the offense that formed the basis of the disqualification. Data output in a disqualification is a numerical value (2 - 6) representing the offense. Data input values representing the offense are alphabetic (B, D, E, F). NOTE: See "Offense Description" below for a correlation between offense codes (Input "Text" values and output "Code" values) and offense descriptions.

<p>Offense Description</p>	<p>A short description of the offense that serves as the basis of the disqualification, if one is presented in the disqualification source document. Correlation between Offense Codes and Offense Descriptions follow:</p> <table border="1" data-bbox="581 348 1455 905"> <thead> <tr> <th data-bbox="587 348 711 415">Text (output)</th> <th data-bbox="717 348 841 415">Code (input)</th> <th data-bbox="847 348 1448 415">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="587 415 711 483">1</td> <td data-bbox="717 415 841 483">A (N/A)</td> <td data-bbox="847 415 1448 483">Drug Trafficking Conviction Involving Less Than \$500.</td> </tr> <tr> <td data-bbox="587 483 711 583">2</td> <td data-bbox="717 483 841 583">B</td> <td data-bbox="847 483 1448 583">Any Trafficking (drugs, firearms/explosives, benefits) Conviction Involving Benefit Value of \$500 or More.</td> </tr> <tr> <td data-bbox="587 583 711 621">3</td> <td data-bbox="717 583 841 621">C (N/A)</td> <td data-bbox="847 583 1448 621">Firearms Trafficking Conviction Any Amount.</td> </tr> <tr> <td data-bbox="587 621 711 688">4</td> <td data-bbox="717 621 841 688">D</td> <td data-bbox="847 621 1448 688">Any Conviction or Administrative Finding not specified in codes B, E, or F.</td> </tr> <tr> <td data-bbox="587 688 711 726">5</td> <td data-bbox="717 688 841 726">E</td> <td data-bbox="847 688 1448 726">Duplicate Participation.</td> </tr> <tr> <td data-bbox="587 726 711 793">6</td> <td data-bbox="717 726 841 793">F</td> <td data-bbox="847 726 1448 793">Application Fraud, Including Non Report of Changes.</td> </tr> <tr> <td data-bbox="587 793 711 831">7</td> <td data-bbox="717 793 841 831">Z (N/A)</td> <td data-bbox="847 793 1448 831">Other IPV.</td> </tr> <tr> <td data-bbox="587 831 711 905">8</td> <td data-bbox="717 831 841 905"></td> <td data-bbox="847 831 1448 905">No offense code specified (the code is empty/nothing).</td> </tr> </tbody> </table> <p>NOTE: “Codes” A, C and Z – associated with the Descriptions for “Text” 1, 3, and 7 – are no longer valid inputs; eDRS reports those codes as historical information of previously inputted disqualifications.</p>	Text (output)	Code (input)	Description	1	A (N/A)	Drug Trafficking Conviction Involving Less Than \$500.	2	B	Any Trafficking (drugs, firearms/explosives, benefits) Conviction Involving Benefit Value of \$500 or More.	3	C (N/A)	Firearms Trafficking Conviction Any Amount.	4	D	Any Conviction or Administrative Finding not specified in codes B, E, or F.	5	E	Duplicate Participation.	6	F	Application Fraud, Including Non Report of Changes.	7	Z (N/A)	Other IPV.	8		No offense code specified (the code is empty/nothing).
Text (output)	Code (input)	Description																										
1	A (N/A)	Drug Trafficking Conviction Involving Less Than \$500.																										
2	B	Any Trafficking (drugs, firearms/explosives, benefits) Conviction Involving Benefit Value of \$500 or More.																										
3	C (N/A)	Firearms Trafficking Conviction Any Amount.																										
4	D	Any Conviction or Administrative Finding not specified in codes B, E, or F.																										
5	E	Duplicate Participation.																										
6	F	Application Fraud, Including Non Report of Changes.																										
7	Z (N/A)	Other IPV.																										
8		No offense code specified (the code is empty/nothing).																										
<p>PC</p>	<p>Personal Computer</p>																											
<p>Penalty Determination</p>	<p>In order to determine the appropriate penalty period for a client suspected of an IPV, the State must check eDRS to determine whether the IPV suspect has any prior disqualifications.</p>																											

Penalty Length	The length in months of an IPV penalty. The penalty length is specified in regulation as depicted in the table below.	
	Violation	Specified Penalty
	First IPV	12 months
	Second IPV	24 months
	Third IPV	Permanent disqualification
	Use of benefits for drug trafficking (first such violation)	24 months
	Use of benefits for drug trafficking (second such violation)	Permanent disqualification
	Use of benefits involving firearms, explosive or ammunition trafficking (first such violation)	Permanent disqualification
	Trafficking involving benefit value of \$500 or more (first such violation)	Permanent disqualification
	Fraudulent or duplicate application	120 months
Alternatively, the judge issuing the disqualification decision may assign a different penalty length in the range from zero months to permanent. This is the period of penalty (up to 96 months). Values greater than 96 have special meaning as indicated below:		
Value	Description	
120	Indicates the penalty is from a duplicate participation violation and carries a standard 120 month penalty period.	
998	Indicates the penalty length is greater than 96 months but not 120 months. The state that entered the disqualification should be contacted for details of the penalty period.	
999	Indicates the recipient is permanently disqualified from the SNAP program.	
QA	Quality Assurance	
QC	Quality Control. Option used by Quality Control workers to verify eligibility of a recipient as of the current QC review date.	
Regional Office	The Regional FNS Office that administers a group of States.	
SNAP	Supplemental Nutrition Assistance Program	
SSN	Social Security Number	
SSO	State Security Officer	
Start Date	The date on which the penalty for disqualification begins.	
USDA	United States Department of Agriculture	