



Electronic Disqualified Recipient System eDRS

Online Query User's Guide

United States Department of Agriculture Food and Nutrition Service

> Criterion Systems, Inc 3/1/2016

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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 <u>https://www.edrsng.fns.usda.gov/</u> 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.

USDA United States Department of Agriculture Food and Nutrition Service	Electronic Disqualified Recipient System
<u>F. 5</u> -	
Monday, December 08, 2014 CT	
Electronic Disqualified Recipient System (eDRS)	
	WARNINGI You have accessed a U.S. Government System. This site is intended to be used for viewing and retrieving information.
	*** Computer Fraud and Abuse Act of 1986 ***
	Unauthorized attempts to upload information, change information, or visit prohibited sites (i.e., pomographic, gambing, etc.), on this service is strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986.
	*** U.S. Government System Monitoring ***
	The Government may monitor and audit the usage of this system. All persons are hereby notified that use of this system constitutes consent to monitoring and auditing.
	*** Pop-Up Blocker Notice ***
Pop-up blockers will prevent eDRS from operating as designed. up blocker and either turn it off or add the eDRS URL (www.fns-e	Ince 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- drs.usda.gov) to its "Allowed Sites". If you need further assistance, please contact the eDRS Helpdesk.
	Agree Disagree

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 (<u>https://www.edrsng.fns.usda.gov</u>) 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.

Home Page Electronic Disqua	Home Page Electronic Disqualified × +							
+ The http://dvedrsws02/Ed	irs_Gen4/Default.aspx	⊽ C Q Search	☆自♣ 合言	=				
	USDA United States Department of Agriculture			-				
My eDRS	Home Page		∨Help 🚔 Print ≁Log Out	IJ				
Online Query Secondary Verification Add-Modify-Delete Disqualifications Approve Disqualifications Ad-Hoc Report Administration User Administration	Welcome to eDRS You have successfully logged into the Supplemental Nutrition Assistance Program's (SNAP) Electronic Disqualities decipient System (eDRS), eDRS marke it easier for SNAP faud investigators, eligibility workers, and quality control specialists to perform their jobs try providing the most comprehensive and up-to-date nation wide disqualitation information at their fingerips.	Announcements Posted On: 9/23/2015 5:26:02 PM Nex Announcement 1 Larest or 4M Pollowu limit for updates. See attachment for more details. 1						
Secondary Verification Contact Administration FNS Contact Administration Online Message Administration Reports	eDRS also supports SNAP control reviews verifying the accuracy of SNAP eligibility determinations. Note: Use of oDR3 is excited a period detay conserved with the administration and/or informater of the load an Nucroon Accid 2020 or equipations. Any information advanced proved automated to use of the more takefund detabated a syste- nacionaced with the administration and/or enformance of the food and function Act of 2020 or regulations without an entone approval date for food and Used Service Directory conserved and the service of the service of the service entone approval date for food and Used Service Directory conserved of 2020 services accuracy of the service of the general date for food and Used Service Directory conserved of 2020 services accuracy of the service of the s	new announcement file title Ø 'new announcement file title'						
Administration Reports 30/45/60 Oby Lign Report Application Errors Report Secondary Verification Reports Secondary Verification Aged Report Secondary Verification Aged Report Secondary Verification System Cleard Report Secondary Verification Report Secondary Verification Report Secondary Verification Report Disputification Report Disputification Report Disputification Report Disputification Rending Approve Report	Heip Desk Information Need heip logging on to EDRS? You will not be able to view this information if you cannot log on so please write down the following Information for contacting the FNS eAuthentication Heipdesk. Email address: eAuthHeipDeskiftscaad ago Phone: 1-804-67-3342. Need heip with a problem (other than logging on) or have a "How do L." question concerning eDRS? The eDRS Heip Deski available to anower your question Monday through Finday form 800 All to 6:00 PM EST. Email address: eARS/Britusda.gov or use this online form, Phone: 1-866-573-8330. After business hours, please leve a blief message describing the problem, your name and a phone number where you can be reached. Someone will get back to you by the end of the next business day at the latest.	Posted On: 9/23/2015 3:30:29 PM eDRS Release 3 Training Sildes eDRS Release 3 Training Sildes The sildes from the DRS Release 5 Training are now available. Please click on the link below to access the sildes. If you are unable to access the sildes, please contact your local IT group as something in your network is preventing you from reaching the location where they are noted. eDRS Release 3 Training Sildes test file Posted On: 4/7/2015 4:31:03 PM						
Age Report SNAP Analysis Reports		Additional attachment testing		<u>-</u>				

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.

<form> </form>	Home Page Electronic Disqua	ified × +			-	
	+ ttp://dvedrsws02/Ed	Irs_Gen4/Default.aspx	∀ C']Q, Search	☆自↓	•	=
Home Area Nome Area Nome Area Secondary Verification Add Model, Overs Model, Marsange Model, M		USDA United States Department of Agriculture				^
Secondary Vertication AdMode/_Duble AdMode/_Duble Disputified factories Advanced_Duble Advanced_Duble Advanced_Duble Advanced_Duble Advanced_Duble Advanced_Duble Advanced_Duble Advanced_Duble Advanced_Duble Advanced_Duble Advanced_Duble Advanced_Duble Advanced_Duble Advanced_Duble Advanced_Duble	My eDRS Home Online Query	Home Page		🗸 Help 🚔 Prin	nt ≁Log(Dut
Marked SD Exceeding Vertication ApproxIt Report	Secondary Verification Add-Modify-Delete Disqualifications Approve Disqualifications Add-Modify-Delete Administration User Administration Secondary Verification Contact Administration PRS Contact Administration Online Message Administration	Wetcome to eDos You have successfully logged into the Supplemental Numition Assistance Program's (SNAP) Electronic Disputielled Reprinert System (RDR), eDDR makes it easier for SNAP fraud investigators, eligibility workers, and quality control specialistis to perform their loss by providing the most comprehensive and up-to-date nation-wide disputilitization information at their fingerpp. eDDS allows authorized users to search the national adabase of Supplemental Numition Assistance Program (SNAP) disputification records to make disputification penalty and eligibility determinations. Assistance and the adverse search device versiting the exercise of SNAP eligibility determinations. Access or ArbOSE are received parsara directly comments with the administration and submemory that Rosa ArbOSE Activity and the adverse search and every for search and the submemory and submemory and builty and the Activity and the adverse search and every for search and the search activity and the adverse memory and the adverse search and every for search and the search activity and the adverse memory and the adverse search and the adverse time for a device of search and the adverse memory approxements and the adverse search and the adverse time for a device of search and the adverse memory approxements and the adverse time for adverse to the formation activity of Repeard interna exposed after Rosa and Auctions and the adverse to the formation activity of Repeard and the adverse time adverse time formation activity and the adverse to the adverse time of the formation of Researd Auctions and the adverse time adverse time formation activity and the adverse time activity of Repeard and the adverse time formation and the adverse time formation adverse time adverse time activity of Repeard and the adverse time formation adverse time formation adverse time adverse time adverse time adverse time formation adverse time formation adverse time adverse time adverse tin the adverse time time adverse time formation adverse time f	Ambuncements Posted On: 9/23/2015 526.02 PM New Announcement Latest of all Follow link for updates. See attachment for more details. new announcement file title Inter I			
SNAP Analysis Reports Additional attachment testing	Administrative Raports 30/55/0 Day Legin Raports Application Fibres Raport Reports Documentary Verification Reports Documentary Verification Aged Reports Secondary Verification Aged Report Disqualification Report Disqualification Report Disqualification Report Disqualification Report Disqualification Report Disqualification Report Disqualification Report Disqualification Report Disqualification Report Disqualification Report Disqualification Report Disqualification Rending Agreenal Reports	affice Hep Desk Information Need help logging on to EDRST You will not be able to view this information if you cannot log on so please write down the following information for contacting the FNS edurbentication Helpdeck. Email laddress: eduthelpDeckBftcuadagov Phone: 1480-457-3642. Need help with a problem (other than logging on or have a 'How do L." question concerning eDRST The eDRS Help Deck is available to anxiety your questions Monday through Fildly from 600 AM to 600 PM EST. Final address: ed085effnsuada.gov or use this online form. Phone: 1486-557-838. After business hours, please leve a brief message descripting the problem, your name and a phone number where you can be reached. Someone will get back to you by the end of the next business day at the latest.	Posted On: 9/23/2015 3:30:29 PM cb55 Reloace 3 Training Sildes cb55 Reloace 3 Training Sildes The sider form the DBS Releace 3 training are now available. Please click on the link below to access the sildes. If you are unable to access the silder, beare contact your local IT group as something in your network is preventing you from reaching the location where they are stored. cDRS Release 3 Training Sildes test file Posted On: 47/2015 4:31:03 PM This is a test Additional attachment testing			

Figure 6. EDRS Home Page

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



Figure 7. Online Query Link

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

United States Department of	Agriculture				Electronic Disqualified Recipient System
Online Query					∨ Help 🚔 Print ≁Log Out
Online Query allows users at least one of the following Last Name SSN; or select "Search Completion of search criter Note: When selecting a Out	to search for disqualification records 1 g fields: by ID Other than SSN [®] to enter Altern ia is optional. For detailed instruction rev Purpose of "bilipibility" the query w	based on several criteria. Users can eit ate ID information 5, please use the online help feature.	her run single queries o	or add them to a queue. Searches require are in active status. All other purposes r	e entry of the Query Purpose and eturn records that are both active
and inactive (disqualificatio	n period completed).	,			
Query Criteria Query Purpose Last Name	Select query purpose	Exact	Middle Initial:		
SSN:		Exact	Birth Date:		
Allas:		other than SSN			
Pending Query				Submit Single	Add to Queue Clear
Note: -Queries with 0 results or m -Limit 50 queries in the pen -Items marked with an * rec -You may want to print this	iore than 5000 results will not be exec ding quey queue. quire input prior to a query being sub screen for reference purposes. For br	uted when the submit button is click mitted. st results, click the "Printer Friendly" v	td. rersion and change the	: layout to landscape.	
					SNAPeDRS 10/2/2015

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.

Online Query				∨ Help 🚔 Print ≯Log Out
Online Query allows users at least one of the followir	to search for disqualification records based o	on several criteria. Users can eiti	her run single queries c	or add them to a queue. Searches require entry of the Query Purpose and
 Last Name SSN; or select "Search 	by ID Other than SSN" to enter Alternate ID i	nformation		
Completion of search crite Note: When selecting a Qu and inactive (disqualificatio	ia is optional. For detailed instructions, plea: ery Purpose of "Eligibility" the query will only on period completed).	se use the online help feature. r return records for recipients w	/hose disqualifications	are in active status. All other purposes return records that are both active
Query Criteria				
Query Purpose:	Select query purpose			
Last Name:	Select query purpose Eligibility Determination	Exact	Middle Initiai:	
First Name:	Quality Control Administration	Exact		
SSN:		Search for ID other than SSN	Birth Date:	
Allas:				
				Submit Single Add to Queue Clear

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.

Online Query				∨ Help 🚔 Print ≯Log Out
Online Query allows users and at least one of the folio	to search for disqualification records based wing fields:	on several criteria. Users can	either run single querie	s or add them to a queue. Searches require entry of the Query Purpose
 Last Name SSN; or select "Search 	by ID Other than SSN" to enter Alternate ID	information		
Completion of search criter Note: When selecting a Que active and inactive (disqual	ia is optional. For detailed instructions, plea ary Purpose of "Eligibility" the query will onl ification period completed).	ase use the online help featur y return records for recipients	e. s whose disqualificatior	ns are in active status. All other purposes return records that are both
Query Criteria				
Query Purpose:	Eligibility Determination	J		
Last Name:	Washington	Exact	Middle Initial:	
First Name:	George	Exact		
SSN:		Search for ID other than SSN	Birth Date:	
Allas:				
				Submit Single Add to Queue 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.

SSN:		Search for ID other Birth Date than SSN	
Alternate ID Number:			
Select ID Type:		Select Country	
Allas:			

Figure 11. Search for ID other than SSN

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

4. The results based on the selection criteria are displayed.

Onlin	ie Query									¥H	elp 🚔 Print 🔶 Log Out
Online C and at le • La • SSI Comple Note: W active an	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).										
Que	ry Criteria Query Purpose: Last Name: First Name: SSN:	Eligibility Detern Washington George	nination	Exact Exact	• • • for ID	Middle Initial: Birth Date:					
	other than SSN Allas: Submit Single Add to Queue Clear										
	ID	N	ame			Birth Date	Allas	DQ Status		Offense	Count
	SSN: 223465961	w	ASHINGTON, GEC	DRGE		12/1/1963		N		1	
	Disqual #	Decision Date	Start Date	Penalty Length	Loc Code	e 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".

- 5. 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.
- 6. 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 14. Print

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

eneral Options	
Select Printer	
🔚 Add Printer	🖶 Microsoft XPS Documen
😸 Adobe PDF	📾 Send To OneNote 2010
🖮 Fax	
•	•
Status: Ready	Print to file Preferences
Location:	
Comment:	Find Printer
Page Range	
Al	Number of copies: 1 🚔
Selection	e
Pages: 1	Collate
Enter either a single page number or a page range. For example, 5-12	single 123 123

Figure 15. Print Dialog Box

9. 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.



Figure 16. View Disqualification Details

10. The Disqualification Details for that recipient will display.

Online Query					∨ Help 🚔 Print ≯Log Out
Disgualification Details					
Name	WASHINGTON GEORGE	Allas:		Sex:	м
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:	
Emall:		Organization:			
				Request Secondary Verif	ication Back

Figure 17. Disqualification Details

- 11. To print this page, click the **Print** icon on the top right of the page.
- 12. 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				✓ Help 🛔 Print ≁Log Out
Online Query allows users at least one of the following	to search for disqualification records based o g fields:	n several criteria. Users can ei	ther run single queries	or add them to a queue. Searches require entry of the Query Purpose and
 Last Name SSN; or select "Search 	by ID Other than SSN" to enter Alternate ID in	nformation		
Completion of search criter Note: When selecting a Que and inactive (disqualificatio	ia is optional. For detailed instructions, pleas ary Purpose of "Eligibility" the query will only in period completed).	e use the online help feature. return records for recipients v	whose disqualifications	are in active status. All other purposes return records that are both active
Query Criteria				
Query Purpose:	Eligibility Determination			
Last Name:	Washington	Exact	Middle Initial:	
First Name:	George	Exact 💌		
SSN:		Search for ID other than SSN	Birth Date:	
Allas:				
				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				∨ Help 🛔 Print ≯Log Out
Online Query allows users t at least one of the following	o search for disqualification records based on g fields:	several criteria. Users can ei	ther run single queries	or add them to a queue. Searches require entry of the Query Purpose and
 Last Name SSN; or select "Search 	by ID Other than SSN" to enter Alternate ID inf	ormation		
Completion of search criteri Note: When selecting a Que and inactive (disqualificatio	a is optional. For detailed instructions, please ry Purpose of "Eligibility" the query will only re n period completed).	use the online help feature. eturn records for recipients (whose disqualifications	are in active status. All other purposes return records that are both active
Query Criteria				
Query Purpose:	Eligibility Determination			
Last Name:	Washington	Exact	Middle Initial:	
First Name:	George	Exact		
SSN:		Search for ID other than SSN	Birth Date:	
Allas:				
				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 Ou
Online Query allows users and at least one of the foll	to search fo owing fields	r disqualifi S	cation records based on	several criteria. Users	can either ru	n single querie	s or add them to a queue. Searches req	juire entry of the Query Purpose
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	/ Determina	ition 💌					
Last Name:	Adams			Exact] мк	ddle Initial:		
First Name:	John			Exact	J			
SSN:				Search for ID other than SSN		Birth Date:		
Allas:								
							Submit Singl	Add to Queue Clear
Pending Query								
		ID	Name		DOB	Allas	Query Purpose	Count
View Results		1	Washington, George				Eligibility Determination	10
View Results			Adams, John				Eligibility Determination	24
							Print All Res	ults 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.

8. 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 allows users and at least one of the foll	to search f owing field	for disqualification records based o ds:	on several criteria. Users	can either	run single querie	s or add them to a queue. Searches requ	ire entry of the Query F
 Last Name SSN; or select "Search" 	by ID Oth	er than SSN" to enter Alternate ID i	nformation				
Completion of search crite Note: When selecting a Qu active and inactive (disqua	ria is optio ery Purpos lification p	nal. For detailed instructions, plea se of "Eligibility" the query will only eriod completed).	se use the online help fo return records for recip	eature. pients who	se disqualificatior	ns are in active status. All other purposes	return records that are
Query Criteria							
Query Purpose:	Eligibili	ty Determination					
Last Name:	Adams		Exact	J	Middle Initial:		
First Name:	John		Exact	J			
SSN:			Search for ID other than SSN		Birth Date:		
Allas:							
Pending Query						Submit Single	Add to Queue Clean
	_	ID Name		DOB	Allas	Query Purpose	Count
View Results	<u>v</u>	Washington, George				Eligibility Determination	10

Figure 21. View Results

9. Your query results will display.

Online	e Query				∨ Help 🚔 Print ≁Log Out		
Online Q	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 lea	ast one of the following fields	6					
 Last SSN 	: Name ; or select "Search by ID Othe	r than SSN" to enter Alternate ID information					
Completie Note: Wh active and	on of search criteria is option en selecting a Query Purpose d inactive (disqualification pe	al. For detailed instructions, please use the online help of "Eligibility" the query will only return records for rec riod completed).	feature. ipients whose disqualification	s are in active status. All oth	er purposes return records that are both		
Query	Results: Friday, Octob	er 2, 2015 7:27:29 PM					
Query Pu	rpose: Eligibility Determinati	on					
Query: Fi	rst Name: George First Nam	e Operator: Exact Last Name: Washington Last Name	e Operator: Exact	1			
	ID	Name	Birth Date	Allas 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.

Online Query				✓ Help
× 3				
Disqualification Details				
Name:	WASHINGTON, GEORGE	Allas:		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	
				Request Secondary Verification Back

Figure 23. Request Secondary Verification

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

Important Message	
Secondary Verification Request has bee sent to all locality contacts.	n
	эк

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."*

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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.

Secondary Verificatio	n				∨ Help 🚔 Print ≁Log Ou
Verification Tracking Deta	ails				
Tracking Number:	979	Last Modified By:	Desk Help	Undate Status:	
Current Status	New	Last Modified Date	10/2/2015		(Select One)
current status.	THE W	Last mounted bate.	10/2/2013	Save Status	Back Cancel
Tracking History					
Created Date:	10/2/2015	Created By:	Desk, Help		
Reviewed Date:		Revlewed By:			
Verified Date:		Verified By:		Verified Status:	
Closed Date:		Closed By:		Closed Status:	
Disqualification Details					
Name:	WASHINGTON, GEORGE	Allas:		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	3/1/1994
Penalty Period:	6	Disqual #:	0		
Contact Details					
Contact					
Name:	Hall, Jacqueline	Phone:	(856) 225-8955	Extension:	
State:	NJ	Title:		Fax:	
Emall:	Chris_Caufield@sra.com	Organization:	44		

Figure 27. Verification Tracking Details

5. Update the status, as applicable.

Secondary Verification				∨ Help 🚊 Print ≁Log Ou
Verification Tracking Details				
Tracking Number:	979	Last Modified By:	Desk, Help	Update Status: (Select One)
Current Status:	New	Last Modified Date:	10/2/2015	(Select One)
				Save Statu Closed by Requestor Closed- Documentation Does Not Exist
Tracking History				Closed- Documentation Sent

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 <u>eAuthenticationHelpDesk@USDA.gov</u>.

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**.

eDRS Basic User Guide					
1. Introduction ·					
This document provides a guide for basic-level users of the Electronic Disqualified Racipient System (eDRS) online application. 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 6045 Performing Colinity During Performing Colinity During Performing Colinity During Colonity Default (V) Performing Colinity Default Colonity Default Colonity Colon					
internet browser and internet access. The long-stem vision for 4051 s that it will be the single, most comprehensive and timely resource for tracking Stand Argunitations, user of 4055 spin 35 states and territories, Food and Nutrition Service (FKS) Headquarters, and the serven					
This user guide is designed to help the following three types of "Business Users" access and use EOR5 to fulfill their unique job responsibilities related to tracking disqualified member of a household receiving nutrition supplemental nutrition assistance program benefits.					
 Supplemental Nutrition Assistance Program Eligibility Workers – Responsible for processing SNAP applications and ensuring that individuals with active disqualification penalties are not granted benefits. 					

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 <u>eDRS@fns.usda.gov</u> 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.

Help Desk		∨ Help 🚔 Print ≁Log Out
Hours of Operation:	8:30 AM to 5:00 PM EST Monday thru Friday	
Phone:	1-866-557-8330	
Emall:	eDRS@fns.usda.gov	
Please use the form below to	submit your comment to the eDRS Help Desk.	
Note: *indicates a required fi	eld.	
Name:*	Email:*	
Phone:*		
Select your problem area:	\Box Can't retrieve reports \Box Can't access menus \Box Can't perform queries \Box Other	
Problem description:		
Additional		
Information:		
Warning: Personally Identifia	ble Information (PII) should not be sent using this page.	Clear Cancel

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.

User Feedback			∨ Help 🚔 Print ≁Log Out
Hours of Operation: Phone: Email:	8:30 AM to 5:00 PM EST Monday thru Friday 1-866-557-8330 eDRS@fns.usda.gov		
Please use the form below t Note: *indicates a required t Name:* Phone:*	o submit feedback on eDRS. field.	Email:*	
Feedback:		.:	Submit Clear 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.

Convert set the set of the s	O http://dvedrsws02/	idrs_Gen4/Default.aspx	▼ C ⁴ Q, Search 5	2	+ 1
Our program SNAP discussion of the solution o		United States Department of Agriculture			
Gury ap Verfaction for Strand Register Age Verfaction for Strand Age Verfaction	DRS	Home Page		-	* L
And Andree Andr	e Query adapy Verification	Welcome to eDRS	Announcements		
tracture Revorts Aprice And Aprice Aprin Aprice Aprice Aprice Aprice	fodify-Delete alifications we Disqualifications be Report istration Administration fidary Verification fet Administration fortact Administration e Message bits	You have accessfully logged into the Supplemental Nutrition Assistance Program's (SNAP) Electronic Disputited Registers System Address). eDisor have its unit for SNAP fravel, investigators, eligibility workers, and quality control specialists to perform their (post typeroxiding the most comprehensive and u-p-to-date nation-wide disputition information at their fingeritor. eDis elinova authorized users to search the national disablase of Supplemental Nutrition Assistance Program (SNAP) disputitification records to make disqualification penalty and eligibility determination. eDis elinova subtorized users to search the national disablase of Supplemental Nutrition Assistance Program (SNAP) disputitification records to make disqualification penalty and eligibility determination. eDis Sub organics SNAP control relevalve refinging the azomismo and/or enforcement of he food and Nutrition Activities of eDis restricted to person drawly nonzeroare elith the azomismizen and/or enforcement of he food and Nutrition Activities and eDis restricted to person drawly or nonzeroare distributions. Activities are possible and activities to an eDistribution activities are possible as a memore approved the Ford and Nutrition Snare (by provide nonzeroare) eDistribution. Activities are possible as and the relevance and the relevance of the food and Nutrition Activities and activities are possible as an encomposed with the host and Nutrition Snare (b) provide nonzeroare eDistribution. Activities are possible as an encomposed with the host and Nutrition Snare (b) provide nonzeroare eDistribution. Activities are possible as an encomposed and the Food and Nutrition Activities are appressible as an encomposed and the Food and Nutrition Activities are appressible as an encomposed and the Food and Nutrition activities and activities are possible as and activities and the soft and Nutrition of the food and Nutrition activities and activities are possible as an encomposed and the Food and Nutrition activities and activities an	Posted On: 9/23/2015 526.02 PM <u>New Announcement</u> Latest of eff Follow link for updates. See attachment for more details. new announcement file stile P new announcement file title'		
By Stepses 2 Training State Constraints Constr	istrative Reports 5/60 Day Login Report ication Errors Report dary Verification	Help Desk Information	Posted On: 9/23/2015 3:30:29 PM eDRS Refease 3 Training Silides		
	tt umentation Does Not Report ondary Verification Aged ord ord any Verification em Closed Report nodary Verification ort alification gement Reports ent Disqualification ort	Need help logging on to EDBST You will not be able to view this information if you cannot log on so please write down the following information for contacting the FNS of uthankadon Helpdesk. Email address: edurthielpDeskleft.custa.gov Phone. 1400-457-3642. Need help with a problem tother than logging on Jon Hear 154w od L. "question concerning eDBST The eDBST lepD besis is available to answer your questions Monday through Friday from 640 AM to 600 PM EST. Email address: eDBsGHmaxadagov and the final minim form. Phone: 1466-5554330. After Studies hours, please leave a birdf message describing the problem, your name and a phone number where you can be reached. Someone will get back to you by the end of the next business day at the latest.	eBS Release 3 Training Silles The sillest from the GNS Release 3 training are now available. Please click on the link below to access the silles. If you are unable to access the silles, please contact your local IT group a something in your network is preventing you from reaching the location where they we accound. eDRS Release 3 Training Sildes test file		

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.		

	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:				
	Text	Code	Description		
	(output)	(input)			
	1	A (N/A)	Drug Trafficking Conviction Involving Less Than \$500.		
	2	В	Any Trafficking (drugs, firearms/explosives, benefits) Conviction Involving Benefit Value of \$500 or More.		
Offense Description	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	Е	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).		
	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.				
PC	Personal Computer				
Penalty Determination	In order to of an IPV, has any price	determine t the State mu or disqualifi	he appropriate penalty period for a client suspected ust check eDRS to determine whether the IPV suspect cations.		

	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	Permanent				
	such violation)	disqualification				
	Use of benefits involving firearms, explosive or ammunition trafficking (first such violation)	Permanent disqualification				
Populty I ongth	Trafficking involving benefit value of \$500	Permanent				
reliaity Lengui	or more (first such violation)	disqualification				
	Fraudulent or duplicate application	120 months				
	120violation and carries a standard 120998Indicates the penalty length is great not 120 months. The state that ente should be contacted for details of th999Indicates the recipient is permanent SNAP program.	month penalty period. er than 96 months but red the disqualification e penalty period. ly disqualified from the				
QA	Quality Assurance	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	State Security Officer				
Start Date	The date on which the penalty for disqualification begins.					
USDA	United States Department of Agriculture					