

FOR IMMEDIATE RELEASE

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EBT System to Experience Brief Outage Saturday, June 2 Due to Server Migration

Lincoln – Retailers who accept Supplemental Nutrition Assistance Program EBT cards will not be able to process transactions, and SNAP recipients will be unable to make purchases for a period of 30 minutes up to three hours, starting between the maintenance window of 1:30 a.m. (CST) and 2:30 a.m. (CST) on Saturday, June 2, according to the Nebraska Department of Health and Human Services (DHHS).

During this time, FIS will move the State's database and authorization engine from the current HP NonStop servers to new HP NonStop servers. The new servers are substantially faster than the existing servers and will result in improved response times within the authorization platform.

Emergency EBT Vouchers will not be available, due to the short duration of the outage, but SNAP retailers should inform employees about the downtime so they can advise customers. DHHS is also preparing signs for retailers to post at entrances and checkout stands. The signs will be emailed to retailers.

The brief outage will not have a significant impact on SNAP recipients. They will still be able to use their current EBT card after the upgrades are complete, and the helpline number for Nebraska EBT cardholders will not change. During the downtime, helpline services will be available to cardholders. Retailers will be able to access the EBT merchant helpline number during the downtime at 1-877-262-9905 and may call the Nebraska EBT Team at 800-359-6445 with questions about the server upgrades.

DHHS appreciates the assistance of the Nebraska Grocery Industry Association to get the word out to retailers. The downtime also will be communicated to SNAP recipients by DHHS at local offices, its website, the ACCESSNebraska phone line and news media.

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