



**Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Transitional Assistance**

**MAURA T. HEALEY**  
GOVERNOR

**KATHLEEN E. WALSH**  
SECRETARY

**KIMBERLEY DRISCOLL**  
LIEUTENANT GOVERNOR

**JEFF McCUE**  
COMMISSIONER

**Online Guide Transmittal 2024-29  
May 9, 2024**

**To: Department of Transitional Assistance Staff**

**From: Sarah Stuart, Associate Commissioner for Local Implementation and Special Populations**  
*KIP for SS*

**Re: Cross Programs: Updated Guidance for Photo EBT Cards and Printing EBT Signature Sheets**

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**Overview**

In Online Guide Transmittal 2023-27, guidance was given on how to issue EBT cards, including properly completing, printing, and storing EBT Card Signature Sheets. In response to feedback from our Front-End staff, revised guidelines are being issued to ensure that these signatures are properly stored in the ECF for future reference.

Also, an update was made in BEACON preventing staff from taking and printing EBT card photos of those that are exempt from the requirement.

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**Purpose**

The purpose of this transmittal is to update staff on correct procedures to print Photo EBT Cards and EBT Card Signature Sheets.

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**Photo EBT Card Update**

State law requires the use of photo identification on the front of each EBT card. The law makes exception to the Photo EBT requirement for cardholders who are age 18 and under, age 60 or over, blind, disabled, or a victim of domestic violence. Clients identified as meeting one of these criteria are automatically granted an exception.

BEACON now automatically presents a hard edit if a Photo card type is selected for a client who is exempt from the Photo EBT requirement for the reason Exception – Responsibility. For other exempt clients, an opt-in reason must be on file to lift the hard block.

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**EBT Card Signature Sheet Printing Guidance**

The EBT Card Issuance desk guide previously issued instructing staff on how to request and print EBT cards and the associated Signature Sheet has been updated for readability and clarity on which print button should be used.

When staff are ready to Submit and Print an EBT card, the signature sheet preview will pop up, with two options to print: Print, and View by Page. Staff must use the Print option as this method ensures a digital copy is also saved to the client’s ECF. Staff are not to print via the View by Page button.

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**New Online Guide Pages**

**Topic:** Business Process  
**Book:** Procedures  
**Chapter:** Local Office Procedures  
**Page:** Issuing EBT Cards at Local Offices

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**Revised Online Guide Pages**

**Topic:** Cross Programs  
**Book:** EBT  
**Page:** Photo EBT Requirements

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**Obsolete Online Guide Pages**

**Topic:** Business Process  
**Book:** Procedures  
**Chapter:** Front Office Procedures  
**Page:** Completing EBT Requests

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**Questions**

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to [DTA.Procedural Issues](#).

Systems issues should be directed to the Systems Support Help Desk.

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