



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

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**Online Guide Transmittal 2024-48  
August 16, 2024**

**To:** Department of Transitional Assistance Staff  
**From:** Sarah Stuart, Associate Commissioner for Local Implementation and Special Populations  
**Re:** Cross Programs: Summer EBT Replacement Card Functionality in BEACON

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**Overview**

An enhancement has been made in BEACON to allow DTA staff to issue Summer EBT replacement cards. Staff must no longer direct clients to the Summer EBT Hotline for replacement card requests.

If a client calls DTA to request a replacement Summer EBT card, staff must assist the client by completing the request in BEACON.

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**Purpose**

The purpose of this Online Guide update is to advise staff of the:

- new Summer EBT replacement card request functionality in BEACON; and
  - requirement for DTA staff to complete Summer EBT replacement card requests.
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**Revised Online  
Guide Page**

**Book:** Summer EBT  
**Page:** Summer EBT Functionality in BEACON

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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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