All of the information requested in the list of reports shall be maintained by the Contractor on-line. Seven categories of reports have been identified: Financial, Batch Processing, Card, Billing, Security, Program Management and System Performance. The required Reports for each category are described below. Any report that includes county data must be sorted by county and show county totals, as well as, State totals.

All reports designated herein are to be sent to the State Project Manager in electronic format. Daily reports shall be delivered no later than 12 Noon for the previous day’s activity. All reports designated as Monthly shall be due no later than the 2nd business day of the month following the reporting month.

1. **FINANCIAL REPORTS**

Financial reports include those reports the Contractor shall provide to the State in order to account, reconcile, and audit the EBT system processing and operations. The Contractor shall provide daily account activity reports reflecting all account actions received from the State via batch and/or on-line administrative terminal processing. The following account activity reports have been defined.

**Account Activity Files Report (Daily)**

 The Account Activity Report provides a detailed audit trail of all system functions and transactions which impact the account balance or status of an account.

**ACH Activity (Daily)**

The ACH Activity Report provides detail and summary information on money movement initiated to settle customer transaction activity (e.g. withdrawals and purchases). The detail must include all merchant deposits and direct deposits for each business day.

**Daily Direct Deposit Report (Daily)**

The Direct Deposit Report provides detail and summary information of customer direct deposit transactions on a daily basis. Data elements will include customer name, case number, card number, and direct deposit amount.

**Daily Statistical Report (Daily)**

Provide a daily summary of customer transaction activity on the system. Timing must correspond with the established Settlement Day cutoff. The report will provide a summary by program code and transaction type, with subtotals for cash and food benefits, as well as a grand total. Transaction types will include: authorizations, administrative adjustments, aged, repayments, direct deposits, and withdrawals. The report will provide both the count and amount for each transaction type. The report must also provide a month-to-date summary of the transaction activity for each program code and transaction type.

**Card Replacement Fee Report (Daily)**

The Card Replacement Fee report provides a summary of charges for card replacements where a

fee has been assessed. Provide a daily summary report that details from which benefit type the card replacement fee was taken. Totals should be provided by cash and SNAP.

**Clearing Report (Daily)**

The Clearing Report provides summary information of customer transaction activity (e.g. direct deposits, withdrawals, purchases, and administrative adjustments) used to determine the daily settlement. Timing must correspond with the established settlement day cutoff. The report must be summarized by program code and provide separate totals for both cash and food benefits, as well as a grand total. The report must also reconcile the total switch log amount to the total settlement amount; accounting for all reconciling items (e.g. direct deposits, card replacement fees, access fees, and switch adjustments).

**System Accounting Report (Daily)**

The System Accounting Report provides information based on the program or sub-program level selected. The report includes all settling transactions and matches the settlement totals for the date selected for all SNAP and Cash programs.

**Benefit Liability Report (Daily)**

The Benefit Liability Report returns benefit liability account information. This includes any activity that impacts the customer’s balance and changes the available outstanding benefit liability of the Contractor’s system. This information shall be presented on selected program or sub-program level for the selected date.

**Benefit Repayment Report (Daily)**

The Benefit Type Repayment Report provides detailed information on repayment transactions

done through an administrative terminal. Repayment on Cash is not allowed.

**Adjustment Activity Detail Report (Daily)**

The Adjustment Activity Detail Report details debit and credit adjustments made to EBT accounts. List of all daily account adjustments to include: PAN, vendor tracking code, date/time/type and amount of adjustment, date/time and amount of original transaction, initiator.

**Interoperability (IOP) ACH Report (Daily)**

The ACH IOP Report details the information on settlement for interoperable transactions.

**Store Tracking and Redemption System (STARS) Food Stamp Redemption Report (Daily)**

The STARS Food Stamp Redemption Report is an FNS required report for SNAP activity for a specific settlement date. This report shows transactions authorized for each FNS retailer and reported to the Food and Nutrition Service Redemption Center for tracking and monitoring funds paid. The transaction types are reported to show credits, debits and adjustments to the retailer’s account.

**Account Management Agent (AMA) Batch (Daily)**

This report documents the file that was sent to AMA for settlement and reconciliation on a daily basis.

**Retailer Terminal Activity Report (Daily)**

The Retailer Terminal Activity Report will provide a detailed listing of ATM, POS and voucher activity by terminal at each location.

1. **BATCH PROCESSING REPORTS**

The Contractor shall propose a standard set of batch processing reports to ensure the complete and accurate transfer of data during nightly batch processing. The reports must support the following:

**Batch Confirmation Message (Daily)**

Provide a confirmation message for all overnight batch files received from the State. The confirmation message will contain summary verification data including the total number of records received in the batch and the number of records by record type (e.g. number of add, change, payee change and delete records).

**External File Processing Report (Daily)**

Provide detailed totals of all external files that have processed each day. This file also captures any errors external files encountered during the processing.

1. **CARD REPORTS**

**Card Issuance/Replacement Report – Vault Cards (Daily and Monthly)**

Provide daily and monthly reports detailing vault card activity, listing the card numbers issued. Categories include District Office, User name, Cardholder Name, Case Number, New card number, old card number, reason, and issuance date and time. Also, include a summary for each district office showing the replacement reason and the number of cards issued for each reason. Also, show the number of cards that were a new issuance and the number that were replacement cards.

**Card Issuance/Replacement Summary – Mailed Cards (Daily and Monthly)**

Provide daily and monthly reports that summarize the number of cards issued by mail. Include a summary for each district office showing the replacement reason and the number of cards issued for each reason. Also, show the number of cards that were a new issuance and the number that were replacement cards.

**Card Replacement Analysis Report (Monthly)**

The Card Replacement Analysis provides a monthly report by county, the customers who were issued replacement cards during the month. The report must show the case number, customer name, card number, date last replacement was issued, user ID of the issuer and the total number of cards issued.

**Card Replacement Analysis (Monthly)**

Provide a monthly report by county then by case number, of all customers who were issued a replacement card during the month. The report will show the district office, case number, cardholder name, card number, issue date and time and number of cards replaced.

**Card Replacement Analysis Summary (Monthly)**

The Card Replacement Analysis Summary provides a monthly report which summarizes the number of cards replaced for each county. The report will list each county and show for each a list of customers who have been issued 3 cards, 4 cards, 5 cards, 6 cards, 7 cards and more than 7 cards.

**Returned Card Report (Daily)**

The Returned Card Report is a daily report that details cards that have been returned to the Contractor as undeliverable.

**Inactive Cards (Daily)**

The Inactive Cards Report identifies the cards that have been issued and not activated after 10 days or greater from the issuance date.

1. **BILLING REPORTS**

**Billing Report (Monthly)**

The Billing Report provides a monthly report with details of billable cases – defined as a case for which one or more financial transactions have been posted during the billing month. A financial transaction represents a credit to the customer’s EBT account.

**Billing Summary Report (Daily)**

The Billing Summary Report provide a monthly summary of billing information for each benefit type, including miscellaneous billing information, and showing a net billed amount for the month.

1. **SYSTEM SECURITY REPORTS**

**Administrative Terminal Activity Report (Daily)**

The Administrative Terminal Activity Report provides a listing of all administrative terminal activities received and processed by the EBT system. Administrative terminal activity will include but not limited to: benefit repayment, customer card replacement fee, pending card replacement fee, open card replacement fee adjustment, user login, user, logout, AT user change password, card status, open new case, and set up customer.

**Administrative Terminal Last Access Report (Monthly)**

Provide a monthly on-line report of all MD DHR users, showing the last time they logged into the EBT system and indicating those where it has been greater than 60 days since they logged into the system.

**Administrative Terminal Failed Logon (Monthly)**

Provide a daily report of all MD DHR users who entered an invalid password for their user ID while trying to log onto the EBT system.

**Access Definition Report**

The Access Definition Report provides a daily account of all users of the EBT system with the roles identified. The report shall include, the date user was added, Login ID, Name, Role ID, Role Name, and Status (date changed or deleted). The report shall also show each role with the privileges’ of each role.

1. **PROGRAM MANAGEMENT REPORTS**

**Out of State ATM Activity Report (Monthly)**

The Out-Of-State Activity Report identifies all transactions that occur outside of the state. The state would like to have the ability to type in a date range but for the date range requested only the consecutive months the EBT card was used for the date range typed. For example: card #001 is on the report because the card was used out of state a minimum of at least once a month for 7 consecutive months. Card #002 is not on the report because it was used 010101, 030101 and 060101 out of state (this would not be on the report due to it not being consecutive).

The report does not include transactions that occurred in Maryland and Border States e.g. Delaware, Pennsylvania, Virginia, DC, and West Virginia.

**Transaction Fee Report (Monthly)**

The Transaction fee Report provides a daily report summary of fees charged against an EBT account.

**Repayment Report (Daily)**

Provide a daily report that details repayments made by customers for SNAP benefits, repayment on cash is not allowed.

**Voucher Authorization Report (Monthly)**

The Voucher Authorization Report details the voucher authorizations performed during the month. The report includes FNS retailer number, voucher authorization number, dollar amount, and date/time.

**Voucher Expiration Report (Daily)**

The Voucher Expiration Report is a daily report that details the voucher authorizations that have expired. The report includes FNS retailer number, voucher authorization number, dollar amount, and date/time.

**Voucher Settlement Report (Daily)**

The Voucher Settlement Report is a daily report that details the vouchers that have cleared.

The report includes FNS retailer number, voucher authorization number, dollar amount, and date/time.

**Large Account Balance Report (Monthly)**

The Large Account Balance Report lists all customers with a large balance in the SNAP and/or Cash account. The report will list all cases with a balance of $1,000 or more dollars in the EBT account.

**Large Dollar Transactions Report (Monthly)**

The Large Dollar Transactions Report lists transactions made during the month, SNAP only, for

$100 or more. The $100 amount is a configurable parameter, and can be changed in the future if

desired. Do not include large stores where large transactions occur frequently. Report shall have the ability to provide data from a date range entered.

**Even Dollar Transactions Report Monthly)**

The Even Dollar Transactions Report contains a list of even dollar transactions made during the month -SNAP only ($100.00 or more). Report shall have the ability to provide data from a date range entered.

**Rapid or Repeated Transactions Report (Monthly)**

The Rapid or Repeated Transactions Report lists the transactions made during the month, SNAP only, where a client performs two or more transactions within three minutes of each other at the same store. Three minutes is a configurable parameter.

**Redemption of Entire Benefit in One Transaction Report (Monthly)**

The Redemption of Entire Benefit in One Transaction Report lists transactions made during the month, SNAP only, for $200 or more, where the account balance after completion of the transaction is $0. The $200 amount is a configurable parameter, and can be changed in the future if desired. Report can be queried to pull more than one month to look for pattern.

**Multiple Transactions on the Same Day – Retailer Report (Monthly)**

The Multiple Transactions on the Same Day – Retailer Report lists transactions made during the month, SNAP only, for $50 or more, where two or more transactions occur at the same store on the same day, performed by the same or multiple cardholders. The two transactions and the $50 amount are both configurable parameters, and may be changed in the future if desired.

**Retailer Manual Key Entered Transaction Report (Monthly)**

The Retailer Manual Key Entered Transaction Report provides a monthly report that details all of the SNAP transaction manual entries occurring at a retailer location.

**Retailer Terminal Activity Report (Daily)**

The Retailer Terminal Activity Report provides a detailed listing of ATM, POS and voucher activity by terminal at each location.

**POS Supply ACH (Monthly)**

The POS Supply ACH is a monthly report that details the amount of funds sent to retailers for POS supply credit reimbursement.

**Reversal Activity Report (Daily)**

The Reversal Activity Report provides a daily report of all reversal transactions.

**Customer Portal Activity Report (Monthly)**

The Customer Portal Activity Report provides a monthly report showing how many times the Customer Portal is accessed.

**Authorized Representative Report (Ad-Hoc)**

The Authorized Representative Report provides a list of all authorized representative in the EBT system. Fields to include, but limited to, are Authorized Representative Name, Customer Name, Client ID, Card # and sorted by Date and Jurisdiction.

1. **SYSTEM PERFORMANCE REPORTS**

System performance reports will be used by the State to monitor the operations and performance of the EBT system, Customer Service operations, and the Integrated Voice Response System (IVRS). These reports will provide statistical information on the system utilization and response time.

**Host Response Time Analysis Report (Monthly)**

The Host Response Time Report provides analysis information including a statistical summary of response time by retailer terminal, ATM, third party, and network acquirers.

**Capacity Utilization (Based on Change in the Allocation of Resources)**

Provide a Capacity Utilization report to identify vendor resource capacity as follows:

1. Maryland percentage to total capacity to all resources
2. Maryland percentage to specific resource

This report will generate whenever a change in the allocation of resources (i.e., new machine added, new user added etc.) occurs and will be submitted to the State EBT Director.

**System Availability (Monthly)**

The System Availability Report provides a monthly report of system availability, including detailed documentation and explanation of both scheduled and unscheduled downtime or processing interruptions. This report is to ensure compliance with the system availability requirements specified in this document, the FNS EBT Regulations, and the EBT Operating Rules.

**MCSC Retailer Redemption Data (Daily)**

Provides detailed daily SNAP redemption data to the FNS Minneapolis Computer Support Center (MCSC). The data format and requirements of this file will be specified by FNS. At a minimum, data elements required in this file include:

1. FNS retail merchant authorization number
2. Date of Food Stamp redemption
3. Total daily amount of Food Stamp redemptions by retailer

**Customer and Retailer’s Customer Service Call Center and IVRS Activity Report (Monthly)**

Provide the following IVRS data on a monthly basis:

1. Total number of call
2. Total minutes spent on IVRS
3. Average call duration
4. Total calls transferred to Customer Service Representative (CSR)
5. Percent of calls transferred to CSR

Provide the following CSR data on a monthly basis:

1. Total number of calls received
2. Number of calls answered
3. Number of abandoned calls
4. Average time of abandoned calls
5. Average speed of answer
6. Average talk time