



Using your **DIRECTION CARD** at the Store

To use your Ohio Direction Card at the grocery store follow these steps:

- ❶ Know your balance before you go grocery shopping. Find your account balance by checking your last receipt, calling Customer Service at 1-866-386-3071 or visiting the website at www.ebt.acs-inc.com.
 - There is no minimum dollar amount per food assistance transaction nor is there a maximum limit on the number of food assistance transactions that you can make.
- ❷ Most grocery stores in Ohio accept the Ohio Direction Card.
 - Look for the Ohio Direction Card logo where you shop.
 - If shopping outside of Ohio, look for the Quest logo.
 - If you are not sure if the store accepts the Ohio Direction Card, ask the clerk before you begin shopping.
- ❸ Shop for your groceries and take them to the check out lane.
- ❹ Hand your Ohio Direction Card to the clerk or swipe your card through the machine.
- ❺ Check to make sure the total amount entered is correct.
- ❻ Enter your secret 4-digit PIN on the PIN pad.
- ❼ The machine prints a receipt stating the date, merchant's name and location, transaction type, transaction amount, and remaining account balance. Take the receipt with you.
- ❽ Always keep your receipt. The next time you go shopping you can check your receipt for your available balance.
- ❾ Adjustments may be made to your account to correct for any errors that may occur. Call Customer Service at 1-866-386-3071 to report an error or if you have a question about a transaction.

DIRECTION CARD Customer Service

 **1-866-386-3071**