TO: All ISD Staff

FROM: Ted Roth, Director
Income Support Division

SUBJECT: Changes to EBT Card Procedures

Effective August 11, 2012, there will be a change to the JP Morgan EBT system that allows automatic issuance of an EBT card only if the following conditions exist:

1) A client reapplies for services after two years without SNAP/TANF debit activity.

2) An Applicant that is new to the EBT system and does not have any SNAP/TANF history.

It is important for field staff to ask the individual who is reapplying if they have an EBT card. Clients that have used their EBT card within the last two years of reapplication will not be automatically sent an EBT card. The client must call JP Morgan’s 24 hour service at 1-800-843-8303 or the EBT Help Desk at 1-800-273-4465, Monday through Friday, to order a replacement EBT card, activate and/or to re-pin the card.

Continue to follow the over the counter process and procedures if needed, for issuing EBT cards in emergency situations. Also, do not enter an “H” in APPL-EBT-SEND-CARD on the registration screen (Function A) as this could still cause a delay in mailing a card based on the nightly batching.

If you have any questions regarding this change please contact Diane Valdez at the EBT Help desk at (505)222-6705.

Attachment:
*** REGISTRATION ***
*** APPLICANT DATA ***

GEO-CNTY: 26  ADMIN-CNTY: 00  SUPV-CODE: 00  EW-CODE: 00

NAME: FIRST:  MI:  LAST:  
ADDR-LINE-1:  ADDR-LINE-2:  
CITY:  ST:  ZIP:  PHON: (505)

CASEHEAD:

RESIDENT-ADDRESS:
ADDR-LINE-1: Income support  ADDR-LINE-2:  
CITY: santa fe  ST: nm  ZIP: 87505  PHONE: (505)

MAILING-ADDRESS:
ADDR-LINE-1: Income Support  ADDR-LINE-2:  
CITY: santa fe  ST: nm  ZIP: 87505

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