

Susana Martinez, Governor Brent Earnest, Secretary Mary Brogdon, Division Director

General Information Memorandum

ISD-GI 17-27

TO:

ISD Employees

FROM:

Mary Brogdon Division Director for Income Support Division

RE:

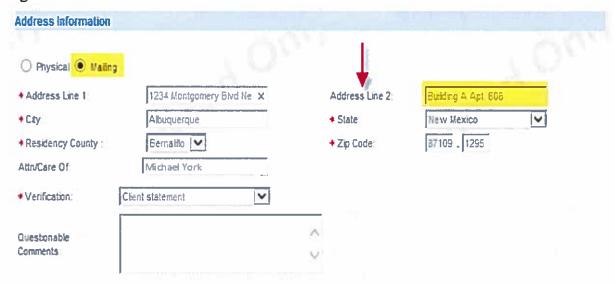
ASPEN Household Address Screen - 30 Character Rule

DATE:

September 1, 2017

This memorandum is to replace ISD-GI 16-80. This GI is to notify staff to enter the Apt, Space, and Trailer information on address line 2 in the ASPEN mailing address field (Fig 1). During the batch process from ASPEN to the FIS system, the EBT Vendor, Fidelity Information Services (FIS) only allows 30 characters per address line to include blank spaces on address line 1 and 2. Entering Apt., Trailer, and Unit numbers in ASPEN address line 2 will eliminate Apt. numbers etc., being cut off in the FIS system and EBT cards being returned as undeliverable.

Fig. 1.



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Address information will then batch to FIS as displayed in Figure 2.

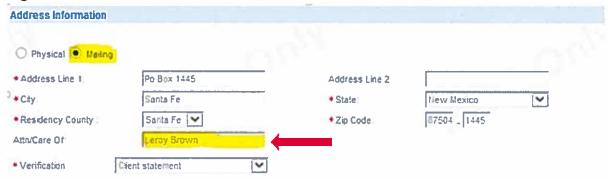
Fig. 2.



Please remember to always ask if PO Box addresses are registered in the recipient's name. If a PO Box is not registered in a recipient's name or they are not registered to the box, please request "In Care Of (C/O)" information and enter it in the ASPEN "In Care Of" field as this field will now be recognized by FIS. While reviewing or updating customer address information, please remove any existing "In Care Of" information currently in the ASPEN "Address Line 2" field and relocate to the "In Care Of" field. It is no longer necessary to type C/O, and only the name should be entered into the "In Care Of" field (Fig 3).

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Fig 3.



If the recipient is requesting an EBT card, please verify that the correct address is both in ASPEN and the FIS system. If incorrect in FIS, send an email to HSD-OTC-Requests@state.nm.us requesting an address update in the FIS system. The EBT unit will update the address in FIS and order a replacement card.

If you have any questions regarding this GI please contact EBT Staff Manager Janee Casaus by email at janee.casaus@state.nm.us.

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