

Operations Memorandum - SNAP OPS100702

July 26, 2010

SUBJECT: Card and Supply Ordering Procedure Changes
TO: Executive Directors
FROM: Joanne Glover, Director, Bureau of Operations

Purpose:

The purpose of this Operations Memorandum is to provide the County Assistance Offices (CAOs) with procedures on receiving Electronic Benefit Transfer (EBT) cards and ordering EBT printer supplies.

Discussion:

In the past CAOs would receive automatic shipments of EBT cards from headquarters on a yearly basis. In order to develop a more efficient process that also complies with EBT security procedures, the EBT card shipment process has changed. Effective of the issuance of this Operations Memorandum, the following procedures have been established:

EBT Card Delivery

- EBT cards and sleeves will be mailed to the CAOs on a quarterly basis directly from the manufacturer, Identocard.
- The number of cards and sleeves each CAO receives was initially determined based on a usage survey conducted with the CAOs. The Bureau of Program Support will conduct another survey in six months to ensure each CAO is receiving the appropriate amount of supplies.
- Cards will be shipped the first business day of the beginning month of each quarter, i.e., January, April, July and October. Note: For districted offices, the supplies are being sent to that district's headquarters location only. It will be the responsibility of the headquarters location to disperse the cards to their district offices accordingly.

EBT Card Receipt

Upon receipt of each shipment, CAOs should count the number of boxes, cards, and sleeves in each pack. The CAOs should then:

- Complete PA-1866 EBT Shipment Verification Log ([Attachment #1](#))
- Scan and email form to c-ebtsuppl@state.pa.us.

If there is a discrepancy:

- The CAO should investigate and attempt to resolve the discrepancy.
- If the discrepancy cannot be resolved (i.e. the boxes do not have the correct amount of cards or sleeves. A box should contain 200 cards and sleeves), the CAO should email the EBT Supply Resource Account at (c-ebtsuppl@state.pa.us), list the discrepancy in detail and cc the Executive Director on the email.

Procedure to Request additional EBT Cards and Sleeves:

Emergency Requests

- If a CAO is in need of an emergency shipment of cards or sleeves before the next quarterly supply (an emergency is defined as having less than 1 month's supply of cards), the CAO should:
- Complete and scan the PA 1880 -EBT Supply Request Form ([Attachment #2](#)) to the EBT Supply Resource Account (c-ebtsuppl@state.pa.us) with the following information:

§ The item required and the quantity needed.

§ Justification for emergency cards/sleeves (i.e. Community Outreach efforts, Natural Disasters, etc...)

Non-Emergency Requests

- If a CAO anticipates they will need additional cards and sleeves before the next quarterly shipment due to a unique circumstance, i.e., a new program initiative that may cause an increase in eligible individuals who need EBT cards; the CAO should:
- Complete and scan the PA 1880 -EBT Supply Request Form to the EBT Supply Resource Account (c-ebtsuppl@state.pa.us)

§ Identify the quantity needed.

§ Note: based on the volume of the request and the amount of supply in Headquarters, the request could take up to two to three weeks from the date of request to arrive. Please plan accordingly).

Procedure to Order EBT Supplies:

§ Complete PA-1880 EBT Supply Request form with the item required and quantity.

§ Scan and email form to c-ebtsuppl@state.pa.us

§ The supplies include:

- o Cleaning card sleeves
- o Cleaning Kits
- o Ribbons

NEXT STEPS

1. EBT cards are a controlled document. Review the EBT Security Guidelines in [OPS100501](#) with appropriate staff
2. Review with appropriate staff and begin using this policy immediately.
3. If you have any questions contact your Area Manager.
4. Please retain this memo until further notice.