



General Information Memorandum

ISD-GI 17-27

TO: ISD Employees
FROM: Mary Brogdon, *MB* 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.

The screenshot shows the 'Address Information' form in the ASPEN system. It has two tabs: 'Physical' and 'Mailing', with 'Mailing' selected. The form contains the following fields:

- Address Line 1: 1234 Montgomery Blvd Ne X
- City: Albuquerque
- Residency County: Bernalillo
- Attn/Care Of: Michael York
- Verification: Client statement
- Address Line 2: Building A Apt 606 (highlighted in yellow with a red arrow pointing to it)
- State: New Mexico
- Zip Code: 87109 - 1295
- Questionable Comments: (empty text area)

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

Fig. 2.

The screenshot displays the FIS ebtEDGE Agency web interface. At the top, there is a navigation bar with links for Home, Services, Reports, Documentation, Training, and News. Below this, the user is logged in as webADMIN, viewing information for NEW MEXICO. A green notification box indicates that the client was updated successfully. The main section is titled 'Case Information' and shows details for client JOHN SANCHEZ, who is active and associated with agency NMHSD. Below this, there are tabs for Case, Client, Card, and Benefit. The 'Client' tab is selected, showing a form for 'Client Information' with fields for personal and contact details. The form is pre-filled with information for JOHN SANCHEZ, including his address in Albuquerque, NM, and his status as ACTIVE. The 'In Care Of' field is populated with 'MICHAEL YORK'.

FIS ebtEDGESM Agency

Home Services Reports Documentation Training News

webADMIN: - Currently viewing: NEW MEXICO Thursday, August 17, 2011
[Client / Transaction Search](#) [Create Account](#) [Help](#)

Client updated successfully.

Case Information [Back to Case / Client List](#) [Refresh](#)

Account #	Name: SANCHEZ, JOHN	Access	Available
Agency: NMHSD	Client Status: ACTIVE	Cash: PRIMARY	0.00
Case #:	Card #:	FS: PRIMARY	0.00

Case Client Card Benefit

[Add Client](#) [Repayments](#)

Client Information

First Name: JOHN Date of Birth: [] / [] / []
Middle Name: [] SSN: [] (Do not include dashes.)
Last Name: SANCHEZ Home Phone Number: [] - [] - []
Address 1: 1234 MONTGOMERY BLVD NE Security Code: []
Address 2: BLDG A APT 608
Address 3: [] Client Status: ACTIVE
City: ALBUQUERQUE Benefit Access: Select the appropriate benefit access
State: NM ZIP Code: 87109 - 1295 Cash: PRIMARY
In Care Of: MICHAEL YORK FS: PRIMARY
Optional ID: []
ID Type: NONE

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).

Fig 3.

The screenshot shows a web form titled "Address Information". At the top, there are two radio buttons: "Physical" (unselected) and "Mailing" (selected and highlighted in yellow). Below this, the form is organized into two columns. The left column contains fields for "Address Line 1" (text input with "Po Box 1445"), "City" (text input with "Santa Fe"), "Residency County" (dropdown menu with "Santa Fe" selected), "Attn/Care Of" (text input with "Leroy Brown" highlighted in yellow and a red arrow pointing to it), and "Verification" (dropdown menu with "Client statement" selected). The right column contains fields for "Address Line 2" (empty text input), "State" (dropdown menu with "New Mexico" selected), and "Zip Code" (text input with "87504" and a separate box for the extension "1445").

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.