

General Information Memorandum

ISD-GI 16-80

TO: ISD Employees
FROM: Sean Pearson, Deputy Secretary, Income Support Division
RE: ASPEN Household Address Screen – 30 Character Rule
DATE: December 12, 2016

This memorandum is to notify staff to enter the Apt, Space, Trailer, or In Case Of (In C/O) information on address line 2 in the ASPEN mailing address field. During the batch process from ASPEN to the Fidelity Information Services (FIS) system, the EBT Vendor, FIS, only allows 30 characters per address line to include blank spaces on address line 1 and 2. Entering Apt., Trailer, 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.



Address Information

Physical Mailing

• Address Line 1: 1234 Montgomery Blvd

• Address Line 2: Building A Apt 605

• City: Albuquerque

• State: New Mexico

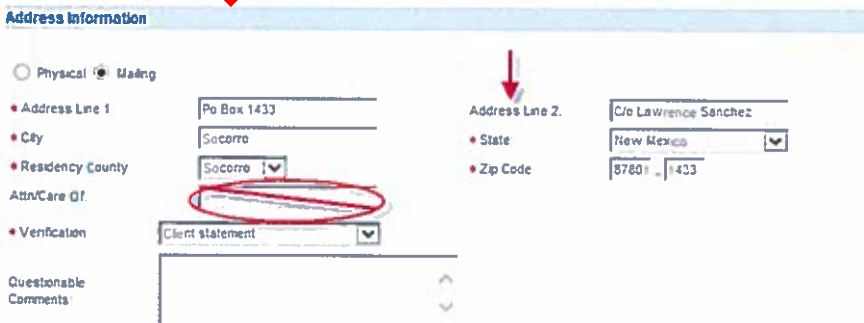
• Residency County: Bernalillo

• Zip Code: 87109-1295

• Verification: Client statement

Questionable Comments:

Fig 2.



Address Information

Physical Mailing

• Address Line 1: Po Box 1433

• Address Line 2: C/o Lawrence Sanchez

• City: Socorro

• State: New Mexico

• Residency County: Socorro

• Zip Code: 87801-1433

• Verification: Client statement

Questionable Comments:

Please ask that PO Box addresses are registered in the recipient's name by verbally asking the customer during the interview process. If the PO Box is not registered in the recipient's name, please request In Care Of (C/O) information and enter it in the ASPEN household address screen in the address line 2 field (Fig. 2). Do not enter any information in the Attn/Care of field as this does not batch into the FIS system. Address information will then batch to FIS as displayed in Figure 3.

Fig. 3.

Home Services Reports Documentation

webADMIN:- Currently viewing: NEW MEXICO
[Client / Transaction Search](#) [Create Account](#) [Help](#)

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

Account #:	Name: SANCHEZ, LAWRENCE	Access:	Available
Agency: NMHSD	Client Status: ACTIVE	Cash:	PRIMARY 0.00
Case #:	Card #:	FS:	PRIMARY 33.17

Case Client Card Benefit

[Add Client](#) [Hold Flags List](#) [Repayments](#)

Client Information

First Name: LAWRENCE Date of Birth: []/[]/[]
 Middle Name: [] SSN: [] (Do not include dashes.)
 Last Name: SANCHEZ Home Phone Number: 000 - 000 - 0000
 Address 1: PO BOX 1433 Security Code: []
 Address 2: C/O LAWRENCE SANCHEZ Client Status: ACTIVE
 Address 3: [] Benefit Access: Select the appropriate benefit access
 City: SOCORRO Cash: PRIMARY
 State: NM Code: 87701 - 1433 FS: PRIMARY
 In Care Of: []
 Optional ID: []
 ID Type: NON []

Updated By: NMDMUDI Last Updated: 10/08/2015 22:15 Update

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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 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.