

ATTACHMENT A

COST PROPOSAL TABLES AND INSTRUCTIONS

OVERVIEW

This attachment describes the required format and content of Bidders' financial proposals. Responses that do not provide all requested pricing information in the required format may be considered materially non-responsive. Costs shall reflect State ownership rights to all work performed under this contract. All prices, costs, terms and conditions outlined in the bid proposal shall remain fixed and valid for a minimum of 120 days commencing on the bid opening date and shall be firm for the duration of the contract executed as a result of this RFP including contract extensions.

Bidders are encouraged to identify means to reduce the costs of EBT services. As part of their cost proposals, Bidders should identify cost reduction factors, rationale for pricing, and optional services that would serve to produce cost savings to the State.

The State shall make monthly payments to the awarded vendor for services rendered during the previous calendar month. The awarded vendor shall prepare an invoice for services rendered following the last day of each calendar month. The invoice must be accompanied by supporting documentation that reflects monthly totals for the following, at a minimum:

- As applicable, start-up costs
- Number of active cases, by county, by program
- Applicable CPCM
- Number of ATM cash withdrawal transactions charged to the State
- Number of POS food stamp transaction fees charged to the State
- Number of check casher transaction fees charged to the State

2. PRICING METHODOLOGY

Bidders shall provide prices for services in the following categories of EBT-related functions and activities as specified in the RFP:

- A. **Prices for Start-up** are to include at a minimum the following costs to be incurred during the Design and Development Phase:
- Design and development deliverables, such as functional and detail design document, implementation plan, and test reports.
 - Software development and testing required for implementation of the EBT project, including system testing and TPP certification.
 - Training support, include development of EBT training video, and county and State staff training material and training.
 - Installation of EBT-only POS devices and other equipment during conversion.

Bidders shall detail exactly which costs are included in Start-up.

Bidders shall enter their prices for start-up costs in Schedule 1.

B. **Cost per Case Month (CPCM)** is the fixed cost to deliver the mandatory category of services to a single case for one month. Only months in which an issuance is posted to a case shall be counted as “case months”. Bidders shall detail component costs for CPCM. CPCM price quotations shall include all costs associated with operation of the EBT system for the core services and must include:

- Support for recipient EBT accounts, including transaction processing, settlement and reconciliation, help desk support, and account administrative support (account and benefit setup, benefit aging).
- Ongoing maintenance and supply costs of EBT-only POS equipment.
- EBT Card production and PIN selection support.
- Ongoing project management support costs.

No start-up costs may be included in CPCM pricing.

Pricing will be volume based (“tiered”) dependent upon the actual number of active cases on the EBT system. Active cases are those for which one or more issuances have been posted during the billing month. There shall be no charge to the State for cases that have had no issuance posted during the billing month.

Prices are to be provided for food stamp only caseload, cash only caseload, and combined food stamp and cash program caseload.

New Jersey caseload data is provided in Attachment C, and transaction statistics are provided in Attachment D. While this data may be useful to the Bidder in projecting caseload and transaction volumes for the duration of the contract, this caseload data does not represent guaranteed minimum caseload figures for the purpose of price determination. The national economy and welfare reform program changes are among the factors that affect State caseload volume.

Bidders shall use Schedule 2 to present their CPCM pricing. Prices must be entered for all columns for all caseload tiers.

C. **Fee for Service** pricing for alternative or optional services is to be presented on Schedule 3a Fee for Service options.

Schedule 1
Pricing Table for EBT Start-up Costs

Bidder: _____

Start-up Costs:

A. Design Stage: \$ _____

B. Development/Testing Stage: \$ _____

Total Start-up Costs: \$ _____
(A + B)

Note: Attach documentation to explain and support each stage's start-up costs.

Schedule 2
PRICING TABLE FOR EBT SERVICES/REQUIREMENTS
Food Stamps and Cash

PRICES SHALL BE FIRM FOR THE TERM OF THE CONTRACT.

BIDDER: _____

CASH and FOOD STAMP COST PER CASE PER MONTH

# Of Active Cases	Food Stamp Only CPCM	Cash Only CPCM	Combined Food Stamp and Cash CPCM
Up to 5,000			
5,001 – 10,000			
10,001 - 15,000			
15,001 - 20,000			
20,001 - 25,000			
25,001 - 30,000			
30,001 - 35,000			
35,001 - 40,000			
40,001 - 45,000			
45,001 - 50,000			
50,001 - 55,000			
55,001 - 60,000			
60,001 - 65,000			
65,001 - 70,000			
70,001 - 75,000			
75,001 – 80,000			
80,001 - 85,000			
85,001 - 90,000			
90,001 – 95,000			
95,001 - 100,000			
100,001 - 105,000			
105,001 - 110,000			
110,001 – 115,000			
115,001 – 120,000			
120,001 - 125,000			
125,001 - 130,000			
130,001 - 135,000			
135,001 - 140,000			
140,001 - 145,000			
145,001 - 150,000			
150,001 – 155,000			
155,001 – 160,000			

# Of Active Cases	Food Stamp Only CPCM	Cash Only CPCM	Combined Food Stamp and Cash CPCM
160,001 – 165,000			
165,001 – 170,000			
170,001 – 175,000			
175,002 – 180,000			
180,001 – 185,000			
185,001 – 190,000			
190,001 – 195,000			
195,001 – 200,000			

% of increase/decrease from the 195,001- 200,000 CPCM for each additional 5,000 cases over 200,000	%	%	%
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Estimated total 5-year CPCM price, using 150,000 active food stamp cases per month.	\$		
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# OF ACTIVE CASES	FOOD STAMP ONLY CPCM	CASH ONLY CPCM	Combined Food Stamp and Cash Caseload
Estimated total 5-year CPCM price, using 35,000 active food stamp and cash cases per month.	\$	\$	\$

Fee for ATM Cash Withdrawal (if proposed)

\$ _____

Schedule 3a

Pricing Table for Fee for Service

Reference		COST
3.05.01B	Contractor provides training video in additional language	\$
3.05.03	Contractor provides CBT	\$
3.10	Card stock, per card	\$
3.12.04	Cost to equip each card issuance office location	\$
3.16	Cost to provide one dial-up EBT POS terminal to a TPP location	\$
3.16	Pass-through of \$0.014 per transaction fee to TPPs	\$
3.18.1	Cost per call to client customer service from a pay phone	\$
3.27	Professional Services all inclusive hourly rates: Project Manager Technical Manager Database Specialist Programmer/Analyst – Sr. Programmer/Analyst – Jr. Software Test Specialist Technical Writer Other: Other:	 \$ \$ \$ \$ \$ \$ \$ \$ \$ \$
3.6	Ad Hoc reports	\$
Other (identify)		\$

ATTACHMENT B

CURRENT NEW JERSEY EBT SYSTEM ENVIRONMENT

Current New Jersey EBT System Environment

1. EBT Processor

The State of New Jersey has contracted with eFunds Government Services, Milwaukee, WI to provide EBT services through August 14, 2004.

2. Banking Services

The major ATM networks in New Jersey include MAC® (Money Access Service, Inc.), STAR® and NYCE®.

3. Retailer Management

Currently, New Jersey pays \$0.014 per food stamp withdrawal transaction to retailers who integrate EBT with commercial applications on their own equipment. eFunds pays the fees to eligible retailers/networks and bills the State for the fees on the monthly invoice.

4. Retailer Environment

The current New Jersey EBT system includes approximately 3,440 food stamp authorized retailers. EBT retailers fall into one of three categories:

1. Retailers who receive their equipment from eFunds (EBT only):	2649
2. Retailers who participate via third party processors (TPP):	756
3. Retailers who use off-line paper vouchers only:	<u>35</u>
	3440

5. Programs Currently on EBT

The Food Stamp Program. The Food Stamp Program is a federally funded program authorized by Section 2 of the 1977 Food Stamp Act. The program's purpose is to promote the general welfare and to safeguard the health and well being of the Nation's population by raising the levels of nutrition among low-income households

Temporary Assistance to Needy Families (TANF). The Federal Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, Public Law 104-193 established the Temporary Assistance for Needy Families block grant program, which ended the Aid to Families with Dependent Children (AFDC) program. TANF

6. Card Issuance

As of October 31, 2002 there are approximately 180,000 active EBT cards in New Jersey.

7. Client Charges

Clients receive three free ATM cash withdrawal transactions per month. After the three free transactions, clients are charged \$0.40 for each additional ATM withdrawal transaction in a month.

Clients cannot be charged for accessing their food stamp benefits.

CONVERSION FILES - To EBT Vendor from New Jersey (FAMIS)

During the initial conversion process the State will select and send two separate files. The first file will be the EBT Client/Case File, which will be used to set up the case and client information on the EBT database. This file will use the daily client/case file layout provided. The second file will be the Client Conversion Name/Address file, which will be used to create client letters.

The file layout below is the name and address file, which will be used to create client letters to inform clients of the change to their existing EBT accounts and schedule them to come in for a new card and training. All files will be transferred using FTP (File Transfer Protocol).

CLIENT CONVERSION NAME/ADDRESS FILE

LABEL RECORDS ARE STANDARD

DATA RECORDS ARE EBT-NAME-ADDRESS-HEADER-REC

EBT-NAME-ADDRESS-DETAIL-REC

EBT-NAME-ADDRESS-TRAILER-REC

EBT-NAME-ADDRESS-HEADER-REC

EBT-NAH-RECORD-TYPE	PIC X(002)
EBT-NAH-AGENCY-CODE	PIC X(006) NJDHS
EBT-NAH-NAH-FILE-TYPE	PIC X(016) (Conversion File)
EBT-NAH-FILE-CREATE-DATE	
EBT-NAH-DATE-CC	PIC 9(002)
EBT-NAH-DATE-YY	PIC 9(002)
EBT-NAH-DATE-MM	PIC 9(002)
EBT-NAH-DATE-DD	PIC 9(002)
EBT-NAH-TIME-HHMM	PIC 9(004)
EBT-NAH-FILLER-1	PIC X(111)

EBT-NAME-ADDRESS-DETAIL-REC

EBT-NAD-CASE-NUMBER	PIC X(011) Left justified right space filled.
EBT-NAD-CASE-WORKER-ID	PIC X(006) Required Two Alpha and Two numeric
EBT-NAD-COUNTY-CODE	PIC X (003) required 001 - 021
EBT-NAD-LANGUAGE-IND	PIC X (001) required
EBT-NAD-NAME	
EBT-NAD-FIRST-NAME	PIC X (015) required
EBT-NAD-MIDDLE-INIT	PIC X (001) Optional
EBT-NAD-LAST-NAME	PIC X (020) required
EBT-NAD-STREET-ADDR-1	PIC X (025) required
EBT-NAD-STREET-ADDR02	PIC X (025) Optional
EBT-NAD-CITY	PIC X (020) required
EBT-NAD-STATE	PIC X (002) required
EBT-NAD-ZIP-CODE	PIC X (010) required
EBT-NAD-PERSON-IND	PIC X (001) required Food Stamp and/or Cash Person Indicator
EBT-NAD-HOMELESS-IND	PIC X (003) Optional

EBT-NAME-ADDRESS-TRAILER-REC	
EBT-NAT-RECORD-TYPE	PIC X (002)
EBT-NAT-AGENCY-CODE	PIC X (006) NJDHS
EBT-NAT-CREATE-DATE	
EBT-NAT-CREATE-CC	PIC 9(002)
EBT-NAT-CREATE-YY	PIC 9(002)
EBT-NAT-CREATE-MM	PIC 9(002)
EBT-NAT-CREATE-DD	PIC 9(002)
EBT-NAT-CREATE-TIME	
EBT-NAT-CREATE-HH	PIC 9(002)
EBT-NAT-CREATE-MIN	PIC 9(002)
EBT-NAT-CREATE-SS	PIC 9(002)
EBT-NAT-CREATE-TH	PIC 9(002)
EBT-NAT-TOT-DETAIL-RECS	PIC 9(008)
EBT-NAT-FILLER-1	PIC X (111)

BENEFIT FILE - To EBT Vendor from New Jersey (FAMIS)

The State will transfer benefit records to the EBT Vendor to update the EBT database. The State must have the ability to add, place benefits on hold and/or cancel benefits through this daily batch file process. There are separate batches for cash and food stamp benefits. Each batch must consist of a header, followed by a trailer record and may contain multiple batches.

The benefit file will be transmitted using FTP between 8:45 and 9:30 p.m. local Eastern Time using the following layout.

The daily benefit information must be updated to the EBT database to be available to the client by the next day at 6 am local eastern time.

EBT-BENEFIT-BATCH-MAINTENANCE FILE

LABEL RECORDS ARE STANDARD

DATA RECORDS ARE EBT-BENEFIT-BATCH-HEADER-REC

EBT-BENEFIT-BATCH-DETAIL-REC

EBT-BENEFIT-BATCH-TRAILER-REC

EBT-BENEFIT-BATCH-HEADER-REC

EBT-BBH-RECORD-TYPE	PIC X (002)
EBT-BBH-AGENCY-UNIQUE	PIC X (015)
EBT-BBH-AGENCY-CODE	PIC X (006) NJDHS
EBT-BBH-MAINT-TYPE	PIC X (016)
EBT-BBH-FILE-CREATE-DATE	Required
EBT-BBH-CREATE-CC	PIC 9(002)
EBT-BBH-CREATE-YY	PIC 9(002)
EBT-BBH-CREATE-MM	PIC 9(002)
EBT-BBH-CREATE-DD	PIC 9(002)
EBT-BBH-FILE-CREATE-TIME	Required
EBT-BBH-CREATE-HR	PIC 9(002)
EBT-BBH-CREATE-MIN	PIC 9(002)
EBT-BBH-FILE-AVAIL-DATE	Date benefits are made available to client.
EBT-BBH-AVAIL-CC	PIC 9(002)
EBT-BBH-AVAIL-YY	PIC 9(002)
EBT-BBH-AVAIL-MM	PIC 9(002)
EBT-BBH-AVAIL-DD	PIC 9(002)
EBT-BBH-FILE-AVAIL-TIME	Time benefits are made available to client.
EBT-BBH-AVAIL-HR	PIC 9(002)
EBT-BBH-AVAIL-MIN	PIC 9(002)
FILLER	PIC X (017)

EBT-BENEFIT-BATCH-DETAIL-REC

EBT-BBD-REFRESH-ACTION	PIC X (001) required
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EBT-BBD-CASE-NUMBER	Addition or cancellation of benefit PIC X (011) required Left justified right space filled
EBT-BBD-BENEFIT-IND	PIC 9(003) Required This determines the dispense priority
EBT-BBD-AUTHORIZATION	PIC 9(009) Required This is the authorization number
EBT-BBD-AUTHORIZED-AMT	PIC 9(005) V99 Required
EBT-BBD-FILLER	PIC X (012)
EBT-BBD-DATE-CREATED	Required
EBT-BBD-DATE-CC	PIC 9(002)
EBT-BBD-DATE-YY	PIC 9(002)
EBT-BBD-DATE-MM	PIC 9(002)
EBT-BBD-DATE-DD	PIC 9(002)
EBT-BBD-COUNTY-CODE	PIC 9(003) Required 001 - 021
EBT-BBD-WORKER-ID	PIC X (006)
EBT-BBD-AVAILABLE-DATE	Date benefit will be available to the client.
EBT-BBD-AV-DATE-CC	PIC 9(002)
EBT-BBD-AV-DATE-YY	PIC 9(002)
EBT-BBD-AV-DATE-MM	PIC 9(002)
EBT-BBD-AV-DATE-DD	PIC 9(002)
EBT-BBD-AVAILABLE-TIME	Time benefit will be available to the client.
EBT-BBD-AV-TIME-HH	PIC 9(002)
EBT-BBD-AV-TIME-MM	PIC 9(002)
EBT-BBD-BENEFIT-TYPE	PIC X (001) required Daily vs. Monthly
EBT-BBD-BENEFIT-STATUS	PIC X (001) Identifies benefits on Hold
FILLER	PIC X (006)
EBT-BENEFIT-BATCH-TRAILER-REC	
EBT-BBT-RECORD-TYPE	PIC X (002)
EBT-BBT-TOT-DEATIL-RECS	PIC 9(009) Right justified left zero filled
EBT-BBT-NUM-OF-ADDS	PIC 9(009) Number of Add records
EBT-BBT-NUM-OF-CHANGES	PIC 9(009) Number of Change records
EBT-BBT-NUM-OF-DETELES	PIC 9(009) Number of Delete records
EBT-BBT-TOT-ADD-AMOUNT	PIC 9(009) V99 Total money amount for add records
FILLER	PIC X (031)

MONTHLY BENEFIT FILE - To EBT Vendor from New Jersey (FAMIS)

The State will transfer monthly benefits, via FTP, to the EBT Vendor twice monthly. For Cash and Food Stamps, the monthly file will be transmitted on the Saturday after the FAMIS monthly cutoff. (See FAMIS cutoff and DCS checkwrite schedule below). The file will be transmitted using FTP between 3 and 6 a.m. local eastern time. The exception to this is when cutoff is scheduled for a Thursday in which event the file will be transmitted Friday following cutoff.

The second monthly benefit file will contain Cash benefits for DCS payments. This file will be transmitted at approximately 1:30 am local Eastern Time on the scheduled checkwrite dates. (See schedule below)

NEED CHECKWRITE SCHEDULES HERE

The awarded vendor must be prepared to receive monthly authorizations and adjustments, but not to release the funds to the client until the Available Date supplied with each benefit batch. Monthly benefits will be made available on the 1st, 2nd, 3rd, 4th or 5th day of each month. FAMIS makes the determination of which day benefits will be available. The DCS will be made available on the 15th of each month. The monthly EBT benefit file will be transmitted using the same NJ copymember as detailed under the daily benefit section.

CLIENT/CASE FILE - To EBT Vendor from New Jersey (FAMIS)

During the conversion phase for the State, this file will be transmitted using FTP with the initial conversion client name/address files to set up the cases on the Vendor's EBT database.

Thereafter, this file will be transmitted daily using FTP with add, change, payee change and/or delete records for cases already established on the EBT system. This file will ensure that the EBT database is in sync with the FAMIS system. The State assigns client codes for each payee on a FAMIS case (possible 3 per case) which are transmitted in this record along with other client and case information. The following are definitions of the client codes: 0000 is Cash and Food Stamp Primary payee, 0010 is Cash only payee, 0090 is both Cash and Food Stamp alternate payee and 0080 is Food Stamp only payee. The awarded vendor will link the benefits to the appropriate client code as determined by a benefit indicator on the benefit file (description to follow). For example, all Cash benefits are linked to the Cash client codes (0000, 0010, 0090) established for that case. These records will be transmitted to the awarded vendor in batches. A single transmission may contain multiple batches. On an add request, if the case does not exist, a case record will be built. If the case does exist, the awarded vendor will compare their record and update any data that may be different. This will ensure that the EBT database will be a reflection of the FAMIS system.

On Change records (name, DOB, etc.) the awarded vendor will update the existing record or use it as an Add transaction if no record currently exists. On Payee Change records the awarded vendor will update the payee (either a client code change with a name change, or just a client code change).

On Delete records the awarded vendor will modify as follows:

- Remove the deleted individual from the case and stop access to their benefits.

- Add new individual to case and re-link all new and existing benefits according to the client code on the Add record. If no add record is sent during the same batch transmission, benefits must remain ready to be linked to the new client once sent by the State.

Records on the Client/Case File will be sent in the following order: Deletes, Payee Change, Change, Add. If more than one delete, change, add, etc. is present, all like transactions will be grouped together.

The Daily Client/Case file must be updated to the vendor's EBT database PRIOR to the update of the daily Benefit file. The Client/Case file will be transmitted using the following layout:

EBT-CASE/CLIENT MAINTENANCE FILE

LABEL RECORDS ARE STANDARD

DATA RECORDS ARE EBT-CASE-BATCH-HEADER-REC

EBT-CASE-BATCH-DETAIL-REC	
EBT-CASE-BATCH-CHANGE-REC	
EBT-CASE-BATCH-DELETE-REC	
EBT-CASE-BATCH-TRAILER-REC	
EBT-CASE-BATCH-HEADER-REC	
EBT-BH-RECORD-TYPE	PIC X (002)
EBT-BH-AGENCY-UNIQUE	PIC X (015)
EBT-BH-AGENCY-CODE	PIC X (006)
EBT-BH-MAINTENANCE-TYPE	PIC X (016)
EBT-BH-FILE-CREATE-DATE	Required
EBT-BH-DATE-CC	PIC 9(002)
EBT-BH-DATE-YY	PIC 9(002)
EBT-BH-DATE-MM	PIC 9(002)
EBT-BH-DATE-DD	PIC 9(002)
EBT-BH-FILE-CREATE-TIME	Required
EBT-BH-TIME-HH	PIC 9(002)
EBT-BH-TIME-MM	PIC 9(002)
EBT-BH-FILLER-1	PIC X (029)
EBT-CL/CASE-BATCH-DETAIL-REC	
EBT-REFRESH-ACTION	PIC X (001) The type of transaction add, delete, Change.
EBT-CASE-NUMBER	PIC X (011) Required. Left justified right Space filled.
EBT-CLIENT-CODE	PIC X (004) Required. Client codes 0000,0010, 0080, 0090.
EBT-COUNTY-CODE	PIC X (003) Required. 001- 021
EBT-DTL-FILLER-1	PIC X (013)
EBT-CLIENT-BIRTH-DATE	Required.
EBT-BIRTH-CC	PIC 9(002)
EBT-BIRTH-YY	PIC 9(002)
EBT-BIRTH-MM	PIC 9(002)
EBT-BIRTH-DD	PIC 9(002)
EBT-CLIENT-NAME	
EBT-CL-FIRST-NAME	PIC X (010) required
EBT-DTL-FILLER-1	PIC X (001)
EBT-CL-MID-INITIAL	PIC X (001) Optional
EBT-DTL-FILLER-3	PIC X (001)
EBT-CL-LAST-NAME	PIC X (014) required
EBT-CL/CASE-DATE-CREATED	The date should be the same as the create date on the Header.

EBT-DATE-CC	PIC 9(002)
EBT-DATE-YY	PIC 9(002)
EBT-DATE-MM	PIC 9(002)
EBT-DATE-DD	PIC 9(002)
EBT-DTL-FILLER-4	PIC X (004)
EBT-CARD-ISSUE-FLAG	PIC X (001)
	This will determine if a card will be issued.
EBT-CL/CASE-BTCH-CHANGE-REC	
EBT-CH-REFRESH-ACT	PIC X (001)
	Describes required action on this Update. Payee change, change
EBT-CH-CASE-NUMBER	PIC X (011)
	Required
EBT-CH-OLD-CLIENT-CODE	PIC X (004)
	Required. (0000,0010,0080,0090)
EBT-CH-NEW-CLIENT-CODE	PIC X (004)
	Required. (0000,0010,0080,0090)
EBT-CH-COUNTY-CODE	PIC X (003)
	Required. 001 - 021
EBT-CH-FILLER-1	PIC X (057)
EBT-CL/CASE-BTCH-DELETE-REC	
EBT-DL-REFRESH-ACT	PIC X (001)
	Describes required action on this Update. Delete
EBT-DL-CASE-NUMBER	PIC X (011)
	Required
EBT-DL-CLIENT-CODE	PIC X (004)
	Required. (0000,0010,0080,0090)
EBT-DL-CLIENT-NAME	
EBT-DL-FIRST-NAME	PIC X (010) required
EBT-DL-FILLER-1	PIC X (001)
EBT-DL-MID-INITIAL	PIC X (001) Optional
EBT-DL-FILLER-2	PIC X (001)
EBT-DL-LAST-NAME	PIC X (014) Required
EBT-DL-CLIENT-BIRTH-DATE	Required
EBT-DL-BIRTH-CC	PIC 9(002)
EBT-DL-BIRTH-YY	PIC 9(002)
EBT-DL-BIRTH-MM	PIC 9(002)
EBT-DL-BIRTH-DD	PIC 9(002)
EBT-DL-FILLER-3	PIC X(029)
EBT-CARD-BTCH-TRAILER-REC	
EBT-BT-RECORD-TYPE	PIC X (002)

EBT-BT-TOT-DETAIL-RECS	PIC 9(009)
EBT-BT-NUM-ISSUANCES	PIC 9(009)
EBT-BT-NUM-ADDS	PIC 9(009)
EBT-BT-NUM-CHANGES	PIC 9(009)
EBT-BT-NUM-OF-DELETES	PIC 9(009)
EBT-BT-FILLER-1	PIC X (033)

EBT DAILY HISTORY FILE - To New Jersey (FAMIS) from EBT Vendor

The EBT vendor will make available for transfer, via FTP (File Transfer Protocol), a history file containing daily EBT system activity. The records will be by county and case number and will summarize the daily activity of card use per benefit authorization. The following types of activities are to be reported on this file: (CL) Client transactions (POS and/or ATM withdrawals), (AT, AU, CT, CN) Authorizations and/or Cancellations made to cases through either FAMIS or on-line through the EBT vendor database, (CO) Food Stamp Conversions - EBT to paper, (AG) Aged benefits process to cancel unused benefits, (AD) System Adjustments of debits or credits, (RC) Repay Claims, (AH) Authorizations on Hold, (AR) Authorizations released from Held status etc. The EBT Daily history file will be made available for transfer to the State as per the following file layout:

EBT-DAILY-HISTORY-EXTRACT FILE

LABEL RECORDS ARE STANDARD

DATA RECORDS ARE EBT-DAILY-HISTORY-HEADER-REC

EBT-DAILY-HISTORY-DETAIL-REC

EBT-DAILY-HISTORY-TRAILER-REC

EBT-DAILY-HISTORY-SUMMARY-REC

EBT-DAILY-HISTORY-HEADER-REC

EBT-HH-RECORD-TYPE PIC X (002)

EBT-HH-AGENCY-CODE PIC X (006)

"NJDHS"

EBT-HH-FILE-TYPE PIC X (016)

EBT-HH-FILE-CREATE-DATE Required

EBT-HH-DATE-CC PIC 9(002)

EBT-HH-DATE-YY PIC 9(002)

EBT-HH-DATE-MM PIC 9(002)

EBT-HH-DATE-DD PIC 9(002)

EBT-FILLER PIC X (048)

EBT-DAILY-HISTORY-DETAIL-REC

EBT-HD-CASE-NUMBER PIC X (011)

Required. Right justified, left
Zero filled.

EBT-HD-AUTHORIZATION-NO PIC X (009)

Required

EBT-HD-UPDATE-TYPE PIC X (002)

Required. Identifies debit vs. credit

EBT-HD-BENEFIT-IND PIC 9(003)

Required. Dispense priority.

EBT-HD-REPORT-CATEGORY PIC X (002)

Required. Type of transaction.

EBT-HE-AVAIL-BALANCE	PIC S9 (7) V99 Amount of funds left to client After this transaction
EBT-HD-TRANSACTION-AMT	PIC S9 (7) V99 Net total of transaction amounts Within reporting category.
EBT-HD-TRANSACTION-DATE	Reporting date of the agency
EBT-HD-DATE-CC	PIC 9(002)
EBT-HD-DATE-YY	PIC 9(002)
EBT-HD-DATE-MM	PIC 9(002)
EBT-HD-DATE-DD	PIC 9(002)
EBT-HD-COUNTY-CODE	PIC 9(003) County code of authorization 001 - 021
FILLER	PIC X (024)
EBT-DAILY-HISTORY-TRAILER-REC	
EBT-HT-RECORD-TYPE	PIC X (002)
EBT-HT-AGENCY-CODE	PIC X (006) "NJ DHS"
EBT-HT-FILE-CREATE-DATE	Required
EBT-HT-DATE-CC	PIC 9(002)
EBT-HT-DATE-YY	PIC 9(002)
EBT-HT-DATE-MM	PIC 9(002)
EBT-HT-DATE-DD	PIC 9(002)
EBT-HT-FILE-CREATE-TIME	Required
EBT-HT-TIME-HH	PIC 9(002)
EBT-HT-TIME-MM	PIC 9(002)
EBT-HT-TIME-SS	PIC 9(002)
EBT-HT-TIME-TH	PIC 9(002)
EBT-HT-DETAIL-REC-CNT	PIC 9(008)
FILLER	PIC X (048)
EBT-DAILY-HISTORY-SUMMARY-REC	
EBT-HS-RECORD-TYPE	PIC X (002)
EBT-HS-BENEFIT-NAME	PIC X (008) Required. (ex. TANF, FS-NPA, FS-PA, DCS)
FILLER	PIC X (001)
EBT-HS-BEGINNING-BAL	PIC S9 (011) V99 Dollar amount for this benefit name At beginning of processing cycle.
FILLER	PIC X (001)
EBT-HS-ENDING-BAL	PIC S9 (011) V99 Dollar amount for the benefit name at The end of the processing cycle.

FILLER
EBT-HS-ACCUM-AUTH-AMT

PIC X (001)
PIC S9 (011) V99
Dollar amount of all authorizations
For this benefit name for the
Processing cycle.

FILLER
EBT-HS-ACCUM-CANCEL-AMT

PIC X (001)
PIC S9 (011) V99
Dollar amount of all cancelled
Authorizations for this benefit
Name for the processing cycle.

FILLER
EBT-HS-ACCUM-REFRSH-AMT

PIC X (001)
PIC S9 (011) V99
Dollar amount of all refresh
Authorizations for this benefit
Name for the processing cycle.

EBT AGING FILE - To New Jersey (FAMIS) for EBT vendor

The EBT vendor will make available for transfer a monthly Aging file, via FTP, to the State. This file must be made available for transfer on the 13th of each month by 4 am. This file will report unused benefits within certain time frames. The Aging file must support three aging periods. The Aging File process would be as follows:

Begin process on the 10th of month
End processing and send file on the 14th of the month - (with that day's daily history and activated files, by 4 am local Eastern Time)
Aging period 1: benefits not accessed for one month
Aging period 2: benefits not accessed for two months
Aging period 3: benefits not accessed for three months

When a benefit reaches period 3, that benefit must also be sent on the same days' History file. The EBT Aging file will be transferred to the State as per the following file layout:

EBT-BENEFIT-AGING FILE

EBT-AGE-HDR

EAH-REC-TYPE	PIC X (002)
EAH-AGENCY-CD	PIC X (006)
	"NJDHS"
EAH-FIL-TYPE	PIC X (016)
EAH-FIL-CRE-DT	PIC 9(008)
EAH-FILLER	PIC X (048)

EBT-AGE-DTL

EAD-CASE-NUM	Required. Right justified, left zero filled.
EAD-CASE-NO*	
EAD-CSE-NO	PIC X (007)
EAD-CNTY-NO	PIC 9(003)
EAD-FILL	PIC X (001)
EAD-AUTH-NO	PIC X (009)
	Required.
EAD-BENEFIT-IND	PIC 9(003)
	Required. Dispense priority.
EAD-AGING-IND	PIC X (001)
	Required. 1 = period 1
	2 = period 2, 3 = period 3
EAD-AVAIL-BAL	PIC S9 (005) V99
	Amount of funds remaining on
	Benefit.
EAD-AVAIL DATE	PIC 9(08)
	Required. CCYYMMDD
EAD-FILLER	PIC X (041)

EBT-AGE-TRL

EAT-REC-TYPE	PIC X (002)
EAT-AGENCY-CD	PIC X (006)
	"NJDHS"
EAT-FIL-CRE-DT	PIC 9(008)
EAT-FIL-CRE-TIME	PIC 9(008)

EAT-TOT-DET-RECS
EAT-FILLER

PIC 9(008)
PIC X (048)

EBT CLIENT ACTIVATED FILE - To New Jersey from EBT vendor

The EBT Vendor will make available for transfer, via FTP, a Client Activated file. The file will be sent to the FAMIS system on a daily basis beginning with conversion to identify cases/clients that have received a new card and have selected a PIN. This file must be made ready for transfer along with the daily history file (to arrive no later than 3 am local Eastern Time). The EBT Client Activated file will be made ready for transfer to the State as per the following file layout:

EBT-CASE ACTIVATION FILE

LABEL RECORD ARE STANDARD

DATA RECORDS ARE: EBT-ACT-HDR
EBT-ACT-DTL
EBT-ACT-TRL

EBT-ACT-HDR

EAH-REC-TYPE	PIC X (002)
EAH-AGENCY-CD	PIC X (006) "NJDHS"
EAH-FIL-TYPE	PIC X (016)
EAH-FIL-CRE-DT	PIC 9(008)
CCYYMMDD	
EAH-FILLER	PIC X (048)
EBT-ACT-DTL	
EAD-CNTY	PIC X(003) Required
EAD-CASE-NUMBER	PIC X(011) Required
EAD-REASON-CD	PIC X(003) Reason code for the record, PIN select.
EAD-CARDHOLDER-NO	PIC X(025) (PAN) on card
EAD-CARD-SEQU-NO	PIC X(005)
EAD-FILLER	PIC X(033)

EBT-ACT-TRL

EAT-REC-TYPE	PIC X(002)
EAT-AGENCY-CD	PIC X(006) "NJDHS"
EAT-FIL-CRE-DT	PIC 9(008)
EAT-FIL-CRE-TIME	PIC 9(008)
EAT-TOT-DET-RECS	PIC 9(008)
EAT-FILLER	PIC X(048)

ATTACHMENT C

**INITIAL SUPPLY OF EBT CLIENT TRAINING BROCHURES
REQUIRED FOR ONGOING TRAINING**

**Client Training Brochures Required for Ongoing Training
(Sec. 3.5.1)**

COUNTY	English Brochures	Spanish Brochures
ATLANTIC	7,000	4,000
BERGEN	7,000	1,500
BURLINGTON	5,000	1,000
CAMDEN	15,000	5,000
CAPE MAY	2,000	500
CUMBERLAND	6,000	2,000
ESSEX	35,000	5,000
GLOUCESTER	4,000	500
HUDSON	10,000	5,000
HUNTERDON	1,000	100
MERCER	8,000	1,000
MIDDLESEX	8,000	3,000
MONMOUTH	8,000	1,000
MORRIS	2,000	500
OCEAN	6,000	1,000
PASSAIC	20,000	5,000
SALEM	2,000	500
SOMERSET	3,000	500
SUSSEX	1,000	500
UNION	10,000	2,000
WARREN	2,000	400
DFD@QBP	8,000	5,000
TOTAL	170,000	45,000

ATTACHMENT D

REQUIRED REPORTS

ATTACHMENT D

REQUIRED REPORTS

The awarded vendor must accommodate the informational needs of New Jersey by providing the information on-line. Seven categories of reports have been identified: Financial, Batch Processing, Support, Security, Statistical/System Performance, Billing, and Customer Service. The required reports for each category are described below. Any report that includes county data must be sorted by county and must show county totals as well as State totals.

1. FINANCIAL REPORTS

Financial reports include those reports the awarded vendor shall provide to the State in order to account, reconcile, and audit EBT system processing and operations. The following financial reports are required.

A. Daily Activity (Authorizations)

The awarded vendor will provide a daily report that identifies all authorization activity for each business day, including activity initiated through both batch processing and on-line. The source of the transaction activity must be identified.

B. Daily Activity (Terminals)

The awarded vendor will provide a daily report listing all benefit authorization withdrawals and refunds by case each business day, including all activity at ATM and POS terminals, balance inquiries via ARU and voluntary direct deposits processed from the batch refresh file.

C. Terminal Activity

The awarded vendor will provide daily reports showing a detailed listing of ATM, POS and voucher activity by terminal at each location.

D. Automated Clearing House (ACH) Activity

Provide detail and summary information on money movement initiated to settle client transaction activity (e.g., withdrawals and purchases). The detail must include all merchant deposits and direct deposits for each business day.

E. Clearing Statement

Provide detail and summary information on all financial activity and funds movement necessary from the State or Federal agencies to settle client transaction activity (e.g., withdrawals and purchases). Two clearing statements are required daily; a clearing statement by county (for each county) and a State clearing statement.

F. Adjustment Activity

G. Food Stamp Conversion

2. BATCH PROCESSING REPORTS

The awarded vendor will provide batch-processing reports to ensure the complete and accurate transfer of data during nightly batch processing. The reports must support the following criteria:

A. Batch Exception

The awarded vendor will provide a separate batch exception report for all batch files received from the State. Batch exception reports will contain a listing of all records received within a batch which were not processed by the vendor. Each record included in an exception report will have a corresponding reason code indicating the cause of the rejection (i.e. duplicate cases, duplicate benefits).

B. Existing Case/Card

The awarded vendor will provide a daily report which lists cases where a refresh action was modified to a change, which occurs only if the refresh transaction includes data different from the original transaction. The report must detail the fields that were actually changed on the database. The report will be sorted by county and listed by case number.

C. Inaccessible Benefits

The awarded vendor will provide a report which lists cases where an authorization has been posted for longer than 7 days and is not yet linked to a card/payee. The report will be sorted by county and listed by date the authorization was posted. The State total will show the total number of inaccessible benefits reported and the total dollar amount of inaccessible benefits reported and the total dollar amount of inaccessible authorizations.

3. SUPPORT REPORTS

A. Aging

The awarded vendor will provide monthly Aging Reports which provide detail and summary information on authorizations which remain unaccessed for one, two and three months. These include:

Aged Authorization Detail

This report must list cases with authorizations not accessed for one month, two months and three months. It must be sorted by case number within county and must include the following data:

- the last name of the cardholder;
- the available date of the aged authorization;
- the last date when the authorization was accessed;
- the benefit type;
- the authorization number;
- the original authorization amount; and
- the amount aged in Month 1, Month 2 and Month 3.

Aged Authorizations County Summary

This report must list the total number of aged authorizations by county, by benefit type (showing the total number of aged authorizations for each benefit type), and the total number and dollar amount of authorizations in each aging month.

Aged Authorization for Follow-Up

This report must list aging authorizations that have never been accessed, that is, those with a remaining balance equal to the original authorization amount. It must be sorted by county supervisor code in case number order.

B. CARD REPORTS

The awarded vendor will provide daily and monthly reports detailing card activity, such as a Card Replacement Summary, which reports by county, with State totals, the number of Families First cards replaced by reason, including categories such as lost, stolen, damaged, payee changed, etc

Card Replacement Analysis

The awarded vendor will provide a monthly report by county listing by case number the clients who were issued replacement cards during the month. The report will show the case number, client name, card number, date last replacement was issued, replacement fee charged, (or replacement fee waived/not collected), user ID of the issuer, and the total number of cards issued.

Card Replacement Analysis Summary

The awarded vendor will provide a monthly report that summarizes the number of cards replaced for each county. The report will list each county and show for each the number of clients who have been issued less than 3 cards, 3-5 cards, 5-10 cards, 10-20 cards, and more than 20 cards.

- **Card Replacement Monthly Summary**

The awarded vendor will provide a monthly report which summarizes the number of cards replaced by county, the replacement rate by county, and the reasons for replacement, such as lost card, stolen card, damaged card, name changed, etc. The report will also include fields showing the number and dollar amount of replacement fees collected by county as well as the number of replacements for which replacement fees were waived (not collected).

- **Card Status**

The awarded vendor will provide a daily report by county with detail of all cards statused each day. Cases will be listed by case number with detail including card number, date and time statused, user ID of individual who changed card status, and status reason.

- **Card Summary**

The awarded vendor will provide a daily report which summarizes the total number of cards statused for each status reason by county, with a month-to-date total and with a state total.

Manual Card Entries – County

The awarded vendor will provide a report by county listing all transactions where the PAN was manually key-entered.

Manual Card Entries – Terminal

The awarded vendor will provide a report by terminal location listing all terminal locations where the PAN is manually key-entered for 100% of transactions in a month.

Out-of-State Activity

The awarded vendor will provide a monthly report by county listing all ATM or POS transactions initiated by Families First cardholders at terminals located outside of New Jersey. The report must be sorted by case number within each county and must show the transaction date and time, the location (street address) of the terminal, the name of the terminal owner, the source of the transaction, the transaction type, the state in which the transaction occurred, the benefit type, the amount requested, and the amount of the completed transaction.

4. SECURITY

The awarded vendor will support the data requirements of Federal, State and County agencies responsible for ensuring the integrity and proper use of benefits to be distributed by the EBT system. The data requirements for security and fraud investigation have been divided into two categories; program fraud and compliance and internal agency security.

A. Internal Agency Security

The EBT system must provide for variety of user security profiles to enable the State to manage user access to the EBT system. Reports on users, including name, status, and security profile, must be available on-line

In addition, the EBT system must provide information on user activity to assist the State in the detection and investigation of internal fraud. The data must be available daily and include, at a minimum, user identification information (e.g., name, security identification number or code, supervisor and office location), the number failed terminal log-on attempts for a given user identification number or code, and the number and type of terminal functions (e.g., authorization increases, cards issued/replaced, and expedited or emergency benefit issuances) processed during a terminal session (e.g., business day).

5. STATISTICAL/SYSTEM PERFORMANCE REPORTS

System performance reports will be used by State and County Agencies to monitor the operations and performance of the EBT system. These reports will provide statistical information on the system utilization and response time. Data to be provided include but are not limited to, the following:

A. Daily Statistical

The awarded vendor will provide a daily summary of transaction activity on the system. Transaction activity is to be reported for each benefit type by county with State totals. Transaction types will include: aged authorization cancellations, authorizations, balance inquiries, cancellations, voids, withdrawals and reversals.

B. Conversion

Some unique data requirements will be necessary during the EBT system implementation. This data will be used by county agencies to identify those clients on the EBT system or scheduled for conversion to the EBT system. Data elements to be included in the conversion reports include, but are not limited to: Client name, case number, client code, card number, status (i.e., active, scheduled, awaiting card issuance or confirmation of receipt of card, number of those clients who did not attend scheduled card issuance, number of second letters sent, number of client who did not attend the second scheduled training, etc.).

C. Management Statistics

The awarded vendor will provide a monthly management statistics report showing each county's statistics and a separate report with statewide information. The report must include the following case statistics: active cases, inactive cases, total cases, cases added on-line and cases deleted.

The awarded vendor must report statistics on authorizations by benefit type. For each benefit type, the report must include statistics on the number of authorizations added via batch and the number added on-line. The report must provide statistics on transactions by source of transaction including: audio response unit, direct deposit, POS balance inquiries, POS cash transactions, POS food stamp transactions, ATM transactions and manual voucher transactions. Statistics must show the number of transactions approved and denied, the percent denied, and the average number of transactions per case by source.

D. Response Time Analysis

Response time analysis information including a statistical summary of response time by merchant terminal, ATM, third party, and network acquirers.

E. Transaction Frequency Report

The awarded vendor will provide a monthly report with statistics on the frequency of transactions per case by benefit for all possible transaction sources.

F. Transaction Statistics by Hour by Day

The awarded vendor will provide a monthly report summarizing transaction counts on an hourly basis for each day of the month.

G. Capacity Utilization

The Capacity Utilization report must identify vendor resource capacity as follows:

- NJ percentage to total capacity to all resources; and
- NJ percentage to specific resource

H. System Availability

To ensure compliance with the system availability requirements specified in this document, the FCS EBT Regulations, and the EBT Operating Rules, the Awarded Vendor will provide a monthly report of the system availability, including detailed documentation and explanation of both scheduled and unscheduled downtime or processing interruptions.

I. System Security Assessment

The Awarded Vendor shall provide a quarterly report on system and network vulnerability and a quarterly database risk assessment report.

6. BILLING REPORTS

A. Billing Detail

The awarded vendor will provide a monthly report with detailed counts and billing information by benefit type, showing, for example, the case counts and billing rates

B. Billing Summary

The awarded vendor will provide a monthly summary of billing information for each benefit type, including miscellaneous billing information, showing a net billed amount for the month.

C. Billing Case Summary

The awarded vendor will provide a cumulative monthly summary of billing counts and amounts by benefit type.

7. CUSTOMER SERVICE REPORTS

Customer service reports provide detail on the performance of the awarded vendor's customer service call centers for clients and retailers. Information on client customer service and retailer customer service shall be provided separately. Reports shall be provided monthly.

A. Overall Performance Summary

The awarded vendor will provide a monthly summary of activity including: total calls, total calls answered, percent of calls answered, total calls abandoned, percent of calls abandoned, total calls busy, percent of calls busy, average call length, average speed of answer and average speed abandon.

B. Recipient Call Types

The awarded vendor will provide a monthly report detailing the number and percentage of calls of each call type, for example, calls to report lost cards, etc.

C. Retailer Call Types

The awarded vendor will provide a monthly report detailing the number and percentage of calls of each call type, for example, calls about terminal function problems.

ATTACHMENT E

New Jersey Department of Human Services
Division of Family Development

EBT Disaster Response Plan

August 15, 2001

Introduction

The United States Department of Agriculture (USDA), Food and Nutrition Service (FNS), has stated in its EBT Disaster Plan Guide that responses to recent disasters have demonstrated that Electronic Benefits Transfer (EBT) can effectively deliver food stamp benefits during a disaster situation. The responses to the same disasters however, have also demonstrated the need for well-planned disaster EBT system designs and operational processes and procedures. As the only operational benefit delivery mechanism for most States, EBT systems will be called upon to deliver food stamp benefits during disasters.

In New Jersey, EBT is the standard operating system through which participants in the Food Stamp Program access their benefits. The purpose of this plan is to deliver food stamp benefits easily and expeditiously during a disaster situation, while successfully interacting with our eligibility system and our EBT contractor's system. Our EBT contracted processor is eFunds Government Services. It is our joint goal to provide eligible recipients access to their disaster food stamp program benefits as soon as possible. Ideally, this would require only one visit to the local food stamp office or disaster assistance location. But, if recipients must return to pick up their EBT cards and benefits, they will be available no later than the FNS expectation of 3 calendar days from the time of application approval.

New Jersey currently has in place a Food Stamp Disaster Plan. This document has been developed as a supplement to that strategy and is intended to serve as the EBT section (Chapter 6) of that plan. The specific focus here is the design and development of a Disaster EBT plan to function during those disaster situations which require the implementation and operation of the Disaster Food Stamp Program (FSP). That is, a Disaster declaration has been officially issued and FNS has approved implementing a Disaster FSP. This plan assumes that the appropriate response mechanisms and responsible agencies or personnel within the overall New Jersey Food Stamp Disaster Plan have been activated and are being put into place.

New Jersey also has an alternate manual EBT voucher procedure already in place and it will be employed in this plan. Attached are two "EBT Disaster Service Interruption" charts adapted specifically to serve this purpose, for use as a ready reference by retailers as well as county and State staff. One is a matrix for EBT-only retailers and one is a matrix for third party retailers (retailers using their own terminals or terminals supplied by a third party processor). These matrices describe possible system conditions that may occur as the result of a disaster service interruption and detail appropriate retailer actions or responses.

Levels of Disaster Response

The Food and Nutrition Service has requested that states examine disaster planning and response based on the severity of the disaster. FNS has developed a three-tier protocol

with Level III being the most severe and widespread. In many instances, Levels I and II may leave food stamp recipients in need of replacement benefits. The degree of these disasters, in most cases, may not reach the level where a Disaster Food Stamp Program is approved. It may be either an expansion of the expedited issuance service already in place, or a modified disaster food stamp program. In either case, it is expected that New Jersey's regular EBT system will most likely be sufficient to issue benefits as needed (including ongoing food stamps and cash assistance) and in most instances, the existing manual voucher system will be sufficient to address Level I disaster situations. However, depending on the severity of the disaster situation, some changes to standard operations may be necessary to effectively deliver food stamp benefits during a disaster situation.

In an effort to issue disaster benefits cost effectively, with minimal staff retraining and in a manner as compatible with our current EBT infrastructure and electronic benefit distribution procedures as possible, the State of New Jersey plans to use existing Families First card stock for issuance of disaster food stamp benefits. Supplies of NJ Families First Cards (embossed and encoded) are already stored in multiple, secure, designated locations throughout the State (the county welfare agencies). This card stock will be on hand at the county level, prepared for immediate disaster use. An additional supply of cards will also be stored at the State level, ready for immediate distribution if needed. The State office may also be set up as an emergency card issuance site if conditions require it. The use of our standard EBT cards is expected to provide participants with immediate, simple and direct access to disaster food stamp benefits. Eligible participants having EBT cards right away will also provide the State, its processor and its participating merchants with a tested and economical way to process off-line manual vouchers if the situation warrants their use. Returning to a complete EBT process in the affected area as soon as is possible and achievable will provide the fastest and most efficient food stamp transactions for all involved.

In most cases, FNS reports that telecommunications can be expected to be restored to a disaster area by the time a Disaster Program is approved and that experience shows that telecommunications are among the earliest services to be reactivated in a disaster area. Nonetheless, a number of disaster conditions or their resulting situations will likely remain unresolved for several days afterward, requiring continued eligibility and further necessitating EBT as the delivery vehicle of choice.

Level 1 Disaster Criteria includes:

- Limited demographic area(s) affected.
- Minimal number of clients affected.
- Limited power and telecommunications infrastructure impact – “spot outages”, restoration in one to three days.
- Benefit redemption points are available.

Level 2 Disaster Criteria includes:

- Larger, but well-defined area affected.
- Moderate number of clients affected.
- Power and telecommunications outages, restoration in three to seven days.

- Benefit redemption points available.

Level 3 Disaster Criteria includes:

- Catastrophic in scope.
- Widespread commercial and residential impact.
- Limited power and telecommunications service, outages expected to last longer than a week.
- Benefit redemption points not available, i.e. - unable to open, operate or secure sufficient amounts of food/supplies.

Notes regarding a Level 3 disaster: Until benefit redemption points become available, the EBT strategies contained in this document will defer to the overall NJ Food Stamp Disaster Plan. Serving crisis needs with supports such as emergency food networks, low income feeding sites and human comforts are addressed in the general Food Stamp Disaster Plan.

Also, at Level 3, the steps that follow should be taken in appropriate proportion to current need and at administrative direction, in an effort to prepare for the point in time when the food retailers/benefit redemption points become available.

General Procedures, Card & Benefit Issuance, EBT Response Options

- Communicate information and coordinate assistance response with Food Stamp Disaster Plan Coordinator.

For example, check on the activation or status of any EBT county-to-county mutual aid agreements that have been established to serve the effected area. What planned activities are they able to implement? What EBT equipment or resources do they have available and what do they need? Will access to resources maintained at the State level, such as additional card stock or card embossing, be necessary?

- Survey retailers as soon as possible for availability and operability. Perform status updates as needed or directed. FNS Field Offices will be gathering information on retailer availability as well, coordinate and compare findings. Keep eFunds client customer service informed of operational benefit redemption points so they will be able to direct cardholders to retailers. Be sure that any disaster-related DFD customer service hotlines have accurate and current information.
- Existing caseload:

For EBT cases already on the system, the disaster benefits can be added directly to the case. The client will then use their existing EBT card to access the disaster benefits.

If a replacement Families First Card is needed and the disaster circumstances prevent the CWA from generating one at the CWA site, and the recipient is also in immediate need, alternate disaster card issuance procedures may be followed.

Retailers will use the off-line food benefit voucher process if their POS terminals are not operable or if other power and telecommunications outages exist which would preclude an on-line EBT transaction. eFunds will place an announcement on the VRU, indicating that off-line vouchers for disaster benefits are in place.

- New applicant caseload:

Eligibility will have been determined through the use of the two page USDA Form FCS-447, "Application for Disaster Food Stamp Assistance", taken at the local CWA (County Welfare Agency) office or at emergency service sites. A pre-made Families First Card will be issued to approved applicant households at the time of eligibility determination. Information regarding the Personal Identification Number (PIN) will follow later in this document. The card can be used for the immediate purchase of food or, if an on-line EBT transaction cannot be completed due to disaster-related interruptions, it will verify program eligibility and can be used to access the off-line manual voucher system.

If a Families First Card cannot be issued to an approved household at the time of application and the recipient must return to pick up their card, the card shall be available no later than the FNS expectation of 3 calendar days from the time of application approval.

If the new applicant household feels that its eligibility for food stamp benefits is likely to continue beyond the period of the declared disaster emergency, it shall be given an opportunity to initiate a formal application at the earliest time possible. If a Disaster FSP household is found eligible for continuing food stamp assistance, the Families First Card issued at the time of the Disaster FSP approval can remain in use.

- Only New Jersey Families First cardholders will be allowed to use an off-line food benefit voucher. The existing EBT off-line voucher procedures for merchants will apply with two exceptions: 1) If a merchant has no phone service it is not necessary to call for voice authorization at the time of a purchase; however, when voice authorization cannot be obtained, Families First Card purchases are limited to \$40 per voucher/transaction; and 2) Retailers may be asked to wait for a period of 48 hours after the system comes back on line before attempting to clear the manual voucher. This will allow the critical time period needed to input, process and transmit the required case information. Other than the waiver of concurrent voice authorization and the request for the merchant waiting period, there are no new rules, limits or procedures that have been added to the EBT off-line voucher procedures.

- The 15-day time period in which retailers have to obtain a manual voucher authorization number and/or clear the voucher may be extended.
- An explanation of the EBT off-line voucher process for merchants is attached. See also the attached retailer action matrices for additional information and direction.
- Optional, temporary mobile (auto/van/tent) disaster program application sites – eligibility determination, disaster benefit card issuance, replacement card issuance and PIN details available directly from that outpost.
- Cash Program (WFNJ/TANF), EBT response options include:

Survey retailers for operability, update as needed or directed. Keep eFunds client customer service informed of operational benefit redemption points so they will be able to direct cardholders to retailers and financial institutions/network ATMs. Be sure that any disaster related DFD customer service hotlines have accurate and current information.

Optional, mobile ATM services if possible.

Card Handling & Security, Set Up & Features

As previously stated, New Jersey will be purchasing a supply of additional Families First Cards (embossed and encoded) from eFunds which will be stored in a secure, designated location at the State level.

The existing security procedures for handling and reconciling card storage and distribution will be employed. If it is determined at the time of a disaster that a local emergency assistance site(s) is necessary outside of the normal CWA facilities, the same security procedures will apply to any EBT cards that are temporarily housed at that location.

If further card stock is needed by the CWA at any time during a disaster food stamp program, the CWA EBT Liaisons will be instructed to contact the state EBT Project Manager. Arrangements will be made at the State level to transport a sufficient quantity of supplementary cards from the State's emergency supply to the point of need. Should it become necessary, a further supply of Family First Cards is also available to the State from the card vendor.

Families First Cards for Disaster FSP applicants will only be issued after a case is approved and will be distributed to recipients on site in the standard and familiar over-the-counter card issuance method. A uniform PIN strategy will be put into place by State and county staff as a part of the implementation phase of this plan. Cards will however, have a PIN prior to their being received by the participants. For security reasons information regarding the specific PIN selection will not be included here, but will be

shared with CWA staff at a later date and of course, with the recipient at the time of card issuance. As is the case with all Families First Cards, the recipient may change the PIN if they so choose. These cards will function at any device at which the standard NJ Families First card can be used.

Data Entry and Access

If the State's FAMIS system is operational, new and existing cases will be processed as expedited issuances with a unique disaster issuance pay type through the FAMIS system and transmitted to eFunds in the overnight batch process. Households can pick up their cards the following day. If the FAMIS system is not operational, cases can be created and benefits issued the same day using the eFunds administrative terminal provided electrical service and telecommunications are available.

If a disaster is limited to a specific geographical area of the State, such as one or two counties, and the FAMIS and eFunds systems are unavailable in that area, disaster food stamp applications will be completed on site and taken to either the DFD Office (if operational) or the closest operational CWA office, where the applications will be used to create a disaster food stamp case directly on the eFunds administrative terminal. The cases will be input to the administrative terminal by State and/or County staff who will receive special security clearance that will allow them to add the new disaster cases to the system. Once the case is created on the eFunds database a card can be assigned. A separate group of staff will be issued security to assign a new card for each new disaster case. Separate staff will implement a PIN-selection procedure. The new Families First Cards will then be transported back to the CWA or temporary site in the disaster area for distribution to the clients. Since the new disaster benefit cards will already have a PIN assigned, they can be issued on site at the disaster location without the need for electrical power or telecommunications.

Disaster Issuance Reconciliation and Reporting

Reporting and reconciliation is a critical piece of an EBT disaster relief system. New Jersey is preparing to meet the FNS reporting requirements and will report on the following aspects of a Disaster Food Stamp Program: number of new and ongoing households served, number of persons (new & ongoing), the value of benefits approved (new & ongoing), average benefit per household and the number of households denied.

Other reporting and reconciliation areas, unique to EBT systems, will be addressed as well: card delivery and issuance, benefit authorization and posting reconciliation, benefit expungement (residual disaster food stamp benefits will be subject to the normal benefit aging process) and FNS notification of disaster benefits issued.

Recipient and Retailer Training, Customer Service

There are no changes or revisions to the usual, ongoing EBT operations or procedures regarding the purchase of food stamp eligible items. However, the EBT off-line voucher procedures will be modified as described earlier in the plan.

- Recipient Training:

Additional EBT training brochures, available in English and Spanish, will be supplied by the State to all CWAs for distribution to new participants. VHS video cassettes are also currently available in English and Spanish, and have been used successfully in participant training sessions. The use of video of course, will be dependent upon the severity of local disaster conditions.

There are no unusual or revised policies affecting participants that were not in effect for the regular program. The emergency segment of the disaster program contains some minor revisions, but they do not affect the clients.

As many of the disaster program applicants are likely to be first-time recipients, basic information such as what constitutes eligible food stamp items for purchase as well as the process for purchasing food stamp eligible items with an EBT card and the eventual expungement of disaster benefits from a recipient's account, shall also be given a prominent place in the CWA training.

How, when, and where training will be deployed and carried out will be a local decision assigned to the individual CWA and these sessions will become a part of the training responsibilities currently assigned to them. In the NJ Food Stamp Disaster Plan, the Division of Family Development (DFD) Training Coordinator is responsible for establishing training plans and supervising the CWAs' implementation of those plans.

- Retailer Training:

There are no new card features that a retailer would be required to recognize, identify or remember under what may well be unusual or extraordinary disaster circumstances. The familiar design characteristics of the NJ Families First Card will not be altered, nor will an additional or different card be created specifically for Disaster FSP use.

The minor changes made to the merchant procedure for clearing off-line manual vouchers during a disaster food stamp program are the only new or revised conditions that participating merchants or retailers would need to be aware of.

There are no new floor limits on off-line manual vouchers for a disaster food stamp program; however, the maximum purchase that can be made by presenting a valid Families First Card when the merchant cannot call for voice authorization is limited

to \$40 per voucher. (The \$40.00 purchase guarantee will only be in effect in an officially declared disaster.)

There may be one additional modification to the off-line manual voucher process during a Disaster food stamp program. If disaster conditions warrant it, at the option of the State, the 15-day time period in which retailers have to obtain a manual voucher authorization number and/or clear the voucher may be extended.

These new features or revised procedures will be shared with the merchant community and/or their representatives, as well as the CWAs, once the EBT Plan is approved by FNS.

- Customer Service

We are in agreement with FNS in its expectation of a significant spike in customer service calls from both recipients and retailers, especially in areas where off-line vouchers for disaster benefits are in place. During and even prior to a disaster event, a State-administered EBT hotline number will be added to the existing resource of EBT Toll Free Service Numbers.

Additionally, the value of a thorough and efficient training for recipients and retailers will be emphasized as a way to lessen the amount of questions and calls that may come in to the customer service hotlines.

EBT Staffing

We are prepared to increase staffing at disaster intake and issuance sites by utilizing a number of human resource and personnel measures. Much of this procedure, as well as specific DFD personnel, are already in place and identified as part of the overall contact strategy contained in the existing NJ Food Stamp Disaster Plan.

Each CWA will be expected to mobilize its own staff or team(s), incorporating benefit issuance (EBT) personnel. CWA responsibilities include obtaining and training disaster personnel including certification workers, bilingual staff, security guards, volunteers and medical staff. The CWA will determine the functions and duties of each staff category in accordance with CWA established Civil Service titles and personnel practices. Training staff at the local level are responsible for identifying training needs, developing training plans and periodically conducting the training.

The State will mobilize the DFD workforce (operations and technical) in other areas of the State which are unaffected by the disaster(s). A list of emergency contact numbers for key staff is maintained and updated regularly. As some local county workers may be as seriously affected by the disaster as local residents, administrative personnel at DFD will work with CWA management in identifying and scheduling staff as well as

coordinating transportation needs to the disaster site(s). DFD has official automobiles and vans available for immediate use in locations throughout the state.

DFD will also encourage and promote mutual aid agreements among CWAs not only for the transfer of county personnel, but for the loaning of equipment as well. This may also serve to improve communication and be helpful in finding and assisting disaster benefit recipients who may have been temporarily housed outside the disaster area in another county.

In a number of Level 3 or Level 2 disaster conditions, it may be advisable for DFD to develop a contingency process for relocating DFD staff solely for the purpose of key entering disaster data in order to reduce the data input backlog as quickly as possible. Furthermore, this may best be accomplished at a site(s) outside the disaster area, since onsite equipment may be compromised or inoperable and may require considerable time to bring back on line. The timely entry of case information into the system will be a key factor in enabling a return to normal EBT operations and processing as rapidly as possible.

On-going Caseload Benefit and Card Replacement

The ongoing caseload will be served through the continued use of their Families First Cards whenever and wherever possible. As described earlier in this plan, if disaster conditions will not allow participants or merchants to use and/or process EBT cards, the existing EBT off-line manual voucher procedures for merchants will be activated. The participant's valid Families First Card will allow them appropriate access to a manual voucher and, with the card present, the merchant or retailer will be able to process the voucher in the usual manner. eFunds will place an announcement on the VRU indicating that off-line vouchers are in place.

If a replacement Families First Card is needed, the request shall be processed immediately by the CWA and the replacement card will be generated and issued on site as soon as possible. However, if the disaster circumstances prevent the CWA from generating one, a pre-made Families First Card from the disaster stock may be issued to the participant. A lost Families First Card issued from the disaster stock may be replaced as well.

It is not the normal practice in New Jersey to mail EBT cards to recipients and that procedure will carry over here. EBT cards will not be mailed. If a card is not available shortly or if the recipient cannot wait for the card, they will have to return to the site to pick it up. In extraordinary circumstances, such as a solitary participant with a disability or handicap, some replacement cards may be hand delivered. It will also be suggested to the CWAs that they consider the processing of ongoing participant replacement requests as a separate group and in a different area of the disaster assistance site, particularly if disaster-related assistance is being provided outside the confines of the CWA office, where unit locations or client service routines are not already established.

In the case of repeated requests for benefit replacement, or of questionable information provided by a client at any point during the disaster program, the overall FSP offers guidance regarding the prevention of program abuse. It states that, "Clients without verification or who provide inconsistent information will be referred to an investigator from the fraud unit who will be maintaining a conspicuous presence at the application site. The fraud unit will investigate the questionable case for eligibility and will advise the certification worker on whether or not the case should be certified. No questionable case will be certified without the clearance of the fraud unit." So, questionable replacement requests would be referred to the fraud unit investigator before issuing benefits.

This plan has been prepared and submitted at the request of Mr. Joseph Weingart, Director of the Food Stamp Program for the Mid-Atlantic Region of the United States Department of Agriculture, Food and Nutrition Service. While revisions are not expected, modifications to the plan at the request of USDA/FNS may occur and it is also subject to unanticipated change during the implementation phase. Questions regarding its content or requests for additional information may be directed to Ms. Patricia Cary, EBT Project Manager, Division of Family Development, New Jersey Department of Human Services.

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New Jersey Department of Human Services
Division of Family Development

**EBT Disaster Service Interruption
Retailer Action Matrix**

EBT-Only Retailers (POS Terminals supplied by EBT Contractor)

System Condition	Initial Action to be Taken by Retailer	Follow-up Steps by Retailer with POS Terminal	Follow-up Steps by Non-Traditional Retailer (no POS Terminal)	Retailer Liability	eFunds Liability
1. POS: DOWN eFunds: UP Phones: UP	Prepare manual voucher and call 1-800-831-5235 for Authorization Number. Have customer sign and date the voucher.	Clear manual voucher when POS is back up, within 15 days of transaction date.	Mail manual voucher to eFunds to arrive within 15 days of transaction date.	None on an approved transaction amount.	None on an approved transaction amount.
2. POS: DOWN eFunds: UP Phones: DOWN	Prepare manual voucher up to \$40.00 without Authorization Number. Have customer sign and date voucher.	Once phones are back in service, call 1-800-831-5235 for Authorization Number, hold 48 hours then clear manual voucher over POS terminal within 15 days of transaction date.	Once phones are back in service, call 1-800-831-5235 for Authorization Number, then mail manual voucher to eFunds to arrive within 15 days of transaction date.	None on manual vouchers of \$40.00 or less.	None on manual vouchers of \$40.00 or less.
3. POS: UP eFunds: DOWN Phones: UP	Prepare manual voucher up to \$40.00 per transaction without Authorization Number. Have customer sign and date voucher.	When eFunds host is available, call 1-800-831-5235 for Authorization Number, hold 48 hours then clear manual voucher through POS terminal.	When eFunds is available, call 1-800-831-5235 for Authorization Number, then mail manual voucher to eFunds.	None on manual vouchers of \$40.00 or less.	Maximum of \$40.00 per transaction.
4. POS: DOWN eFunds: DOWN Phones: DOWN	Prepare manual voucher up to \$40.00 per transaction without Authorization Number. Have customer sign and date voucher.	When phones are back in service and eFunds host is available, call 1-800-831-5235 for Authorization Number, hold 48 hours then clear manual voucher through POS terminal within 15 days of transaction date.	When phones are back in service and eFunds host is available, call 1-800-831-5235 for Authorization Number, then mail manual voucher to eFunds to arrive within 15 days of transaction date.	None on manual vouchers of \$40.00 or less.	Maximum of \$40.00 per transaction.

New Jersey Department of Human Services
Division of Family Development

**EBT Disaster Service Interruption
Retailer Action Matrix**

Third Party Retailers

(Retailers using their own terminals OR terminals supplied by a Third Party Processor)

System Condition	Initial Action to be Taken by Retailer	Follow-up Steps by Retailer with an eFunds POS Terminal	Follow-up Steps by Retailer without an eFunds POS Terminal	Retailer Liability	eFunds Liability	State Liability
1. TPP POS: DOWN eFunds POS: UP eFunds Host: UP Phones: UP	Determine that store POS is down, but eFunds POS and eFunds host are available.	Process transaction using the Tranz 330 POS terminal supplied by eFunds.	Call 1-800-831-5235 for Authorization Number, then clear manual voucher over store terminal within 15 days of transaction date.	None on an approved transaction amount.	Approved transaction amount.	None.
2. TPP POS: DOWN eFunds POS: DOWN eFunds Host: UP Phones: UP	Prepare manual voucher and call 1-800-831-5235 for Authorization Number, enter card number, have customer sign and date voucher.	Hold for 48 hours then clear manual voucher over POS terminal within 15 days of transaction date.	Hold for 48 hours then clear manual voucher over store POS terminal within 15 days of transaction date.	None on approved cardholder transaction amount.	Approved transaction amount.	None.
3. TPP POS: DOWN eFunds POS: DOWN eFunds Host: DOWN Phones: UP	Prepare manual voucher without Authorization Number up to \$40.00 per transaction, enter card number, have customer sign and date voucher.	When eFunds host is available, call 1-800-831-5235 for Authorization Number, hold for 48 hours then clear manual voucher through POS terminal within 15 days of transaction date.	When eFunds host is available, call 1-800-831-5235 for Authorization Number, hold for 48 hours then clear manual voucher through POS terminal within 15 days of transaction date.	None on manual vouchers of \$40.00 or less.	Maximum of \$40.00 per certificate.	None.
4. TPP POS: DOWN eFunds POS: DOWN eFunds Host: UP Phones: DOWN	Prepare manual voucher without Authorization Number up to \$40.00 per transaction, enter card number, have customer sign and date voucher.	When phones are back in service, call 1-800-831-5235 for Authorization Number, hold for 48 hours then clear manual voucher over POS terminal within 15 days of transaction date.	When phones are back in service, call 1-800-831-5235 for Authorization Number, hold for 48 hours then clear manual voucher over POS terminal within 15 days of transaction date.	None on manual vouchers of \$40.00 or less.	None.	Maximum of \$40.00 per case.
5. TPP POS: DOWN eFunds POS: DOWN eFunds Host: DOWN Phones: DOWN	Prepare manual voucher without Authorization Number up to \$40.00 per transaction, enter card number, have customer sign and date voucher.	When phones are back in service and eFunds is available, call 1-800-831-5235 for Authorization Number, wait 48 hours then clear manual voucher through POS terminal within 15 days of transaction date.	When phones are back in service and eFunds is available, call 1-800-831-5235 for Authorization Number, hold 48 hours then clear manual voucher through POS terminal within 15 days of transaction date.	None on manual vouchers of \$40.00 or less.	Maximum of \$40.00 per transaction.	None.

ATTACHMENT F

COUNTY WELFARE AGENCY OFFICES (with Data on Current Card Issuance Equipment)

New Jersey County Welfare Agency Offices

(September 2002)

Local Office Name And Address	Current Number of POS PIN Select Devices	Current Type and Number of Datacard Embosser(s)
Atlantic County Department of Family and Community Development 1333 Atlantic Avenue Atlantic City, NJ 08401-8297	1	150I - 3
Bergen County Board of Social Services 216 Route 17 North Rochelle Park, NJ 07662-3300	2	150I - 2
Burlington County Board of Social Services Human Services Facility 795 Woodlane Road Mount Holly, NJ 08060-3335	3	150I - 1
Camden County Board of Social Services Aletha R. Wright Administration Building 600 Market Street Camden, NJ 08102-8800	6	280 – 1 150I - 1
Cape May County Board of Social Services Social Services Building 4005 Route 9 South Rio Grande, NJ 08242-1911	4	150I - 1
Cumberland County Board of Social Services 13 Northeast Boulevard Vineland, NJ 08360	2	150I – 1
Cumberland County Board of Social Services 518-520 North Pearl Street Bridgeton, NJ 08302	1	150I - 1
Cumberland County Board of Social Services 1601 North Second Street 1800 Suites, Building A Millville, NJ 08332	1	

Essex County Department of Citizen Services Division of Welfare 18 Rector Street, 9 th Floor Newark, NJ 07102	11	280 – 2 150I - 2
Gloucester County Board of Social Services 400 Hollydell Drive Sewell, NJ 08080	2	150I - 1
Hudson County Division of Social Services John F. Kennedy Office Building 100 Newkirk Street Jersey City, NJ 07306	8	280 – 1 150I - 4
Hunterdon County Division of Social Services Community Services Center 6 Gauntt Place, P. O. Box 2900 Flemington, NJ 08822-2900	1	150I - 1
Mercer County Board of Social Services 200 Wolverton Street, P. O. Box 1450 Trenton, NJ 08650-2099	2	150I - 2
Middlesex County Board of Social Services 181 How Lane, P. O. Box 509 New Brunswick, NJ 08903	2	150I – 1
Middlesex County Board of Social Services 252 Madison Avenue Perth Amboy, NJ 08861	2	150I - 1
Monmouth County Division of Social Services Kozloski Road, P. O. Box 3000 Freehold, NJ 07728	4	150I - 1
Monmouth County Division of Social Services 1900 Corlies Avenue Neptune, NJ 07753	1	
Morris County Division of Employment and Temporary Assistance Program Services 1719C Route 10, P. O. Box 900 Morristown, NJ 07963-0900	2	150I - 1
Ocean County Board of Social Services 1027 Hooper Avenue, P. O. Box 547 Toms River, NJ 08754-0547	2	150I - 1

Passaic County Board of Social Services 80 Hamilton Street Paterson, NJ 07505-2060	3	150I - 2
Passaic County Board of Social Services 19 Henry Street Passaic, NJ 07055	1	
Passaic County Board of Social Services 1232 Main Street Clifton, NJ 07011	1	
Passaic County Board of Social Services 200 Wanaque Avenue Pompton Lakes, NJ 07442	1	
Passaic County Board of Social Services 317 Pennsylvania Avenue Paterson, NJ 07503	1	
Salem County Board of Social Services 147 S. Virginia Avenue Penns Grove, NJ 08069-1797	2	150I - 1
Somerset County Board of Social Services 73 E. High Street, P. O. Box 936 Somerville, NJ 08876-0936	3	150I - 1
Sussex County Division of Social Services 18 Church Street, P. O. Box 218 Newton, NJ 07860-0218	2	150I - 1
Union County Division of Social Services 342 Westminster Avenue Elizabeth, NJ 07208-3290	3	150I - 2
Warren County Division of Temporary Assistance and Social Services Court House Annex Second & Hardwick Streets, Box 3000 Belvidere, NJ 07823-3000	2	150I - 1

Total Datacard 280 embossers - 4

Total Datacard 150i embossers - 37

ATTACHMENT G

QUARTERLY BLANK CARD STOCK DELIVERY DATA

Atlantic	6,000	Atlantic County Department of Economic Assistance & Community Development Division of Economic Assistance 1333 Atlantic Ave. Atlantic City, NJ 08401	Michelle Taylor	609-348-3001 x-2782
Bergen	1,800	Bergen County Board of Social Services 216 Route 17 North 17 Park Office Center, Bldg. A Rochelle Park, NJ 07662-3300	Scott Modery Fiscal Department	201-368-4293
Burlington	1,200	Burlington County Board of Social Services Human Services Facility 795 Woodlane Rd. Mount Holly, NJ 08060-3316	Tom Fillmyer	609-261-1000 x-4707
Camden	5,000	Camden County Board of Social Services County Administration Building 600 Market St. Camden, NJ 08101	Sandy Moore	856-225-8930
Cape May	300	Cape May County Board of Social Services Social Services Building 4005 Route 9 South Rio Grande, NJ 08242-1911	Ed Senlick Fiscal Officer	609-886-6200 X-240
Cumberland	2,000	Cumberland County Board of Social Services 13 Northeast Blvd. Vineland, NJ 08360	Debbie Peacock	856-691-4600 x-300
Essex	10,000	Essex County Department of Citizen Services Division of Welfare 18 Rector St., 8 th Floor Card Issuance Unit Newark, NJ 07102	Frank Eagan	973-733-5551
Gloucester	1,000	Gloucester County Board of Social Services 400 Hollydell Dr. Sewell, NJ 08080	Trisha Ailiff	856-256-2245

Hudson	4,000	Hudson County Division of Social Services John F. Kennedy Office Building 100 Newkirk St., Rm 705 Jersey City, NJ 07306	George Hagopian Fiscal Officer	201-420-3031
Hunterdon	75	Hunterdon County Division of Social Services Community Services Center 6 Gauntt Place Flemington, NJ 08822	Evelyn Daniel Supervisor of Accounts	908-806-4234
Mercer	2,000	Mercer County Board of Social Services 200 Woolverton St., 2 nd Floor Room N-215 C Trenton, NJ 08650-2099	Nelda Gunnell Supervisor of Accounts Fiscal Unit	609-989-4478
Middlesex	3,325	Middlesex County Board of Social Services 181 How Lane New Brunswick, NJ 08903	Al DeJames	732-745-4409
Monmouth	2,000	Monmouth County Division of Social Services Kozloski Rd. Freehold, NJ 07728 (Building Is Located On The Drive Behind The Police Academy. It Is Set Back From The Other Buildings.)	John Hutcheson Fiscal Officer or Geraldyn Schneider	732-431-6195 732-431-6147
Morris	700	Morris County Board of Social Services 340 West Hanover Avenue Morristown, NJ 07960	Steve Toth Fiscal Officer	973-326-7876
Ocean	1,100	Ocean County Board of Social Services 1027 Hooper Ave. Toms River, NJ 08754-0547	Mario Brown Fiscal Officer	732-914-5106
Passaic	3,250	Passaic County Board of Social Services 80 Hamilton St. Paterson, NJ 07505-2057	Patrick Lazzaro Fiscal Officer	973-881-3189
Salem	1,000	Salem County Board of Social Services 147 S. Virginia Ave. Penns Grove, NJ 08069	Carol Monks Administrative Supervisor of Income Maintenance	856-299-7200 x-219

Somerset	450	Somerset County Board of Social Services 73 E. High St. Somerville, NJ 08876	Rita Amorosa Document Control Coordinator	908-526-8800 x-5107
Sussex	200	Sussex County Division of Social Services 18 Church St. Newton, NJ 07860-0218	Sharon Spangenberg	973-383-3600 x-30
Union	2,100	Union County Division of Social Services 342 Westminster Ave. Elizabeth, NJ 07208-3290	Tim Brown Chief Fiscal Officer	908-965-3702
Warren	500	Warren County Welfare Board Court House Annex Second & Hardwick Sts. Belvidere, NJ 07823-3000	Denise Ritter	908-475-6305

TOTAL 47,225

Updated 2/19/03

Atlantic	6,000	Atlantic County Department of Economic Assistance & Community Development Division of Economic Assistance 1333 Atlantic Ave. Atlantic City, NJ 08401	Michelle Taylor	609-348-3001 x-2782
Bergen	1,800	Bergen County Board of Social Services 216 Route 17 North 17 Park Office Center, Bldg. A Rochelle Park, NJ 07662-3300	Scott Modery Fiscal Department	201-368-4293
Burlington	1,200	Burlington County Board of Social Services Human Services Facility 795 Woodlane Rd. Mount Holly, NJ 08060-3316	Tom Fillmyer	609-261-1000 x-4707
Camden	5,000	Camden County Board of Social Services County Administration Building 600 Market St. Camden, NJ 08101	Sharon Hall	856-225-8878
Cape May	300	Cape May County Board of Social Services Social Services Building 4005 Route 9 South Rio Grande, NJ 08242-1911	Ed Senlick Fiscal Officer	609-886-6200 X-240
Cumberland	2,000	Cumberland County Board of Social Services 13 Northeast Blvd. Vineland, NJ 08360	Debbie Peacock	856-691-4600 x-300
Essex	10,000	Essex County Department of Citizen Services Division of Welfare 18 Rector St., 8 th Floor Card Issuance Unit Newark, NJ 07102	Frank Eagan	973-733-5551
Gloucester	1,000	Gloucester County Board of Social Services 400 Hollydell Dr. Sewell, NJ 08080	Trisha Ailiff	856-256-2245
Hudson	4,000	Hudson County Division of Social Services John F. Kennedy Office Building	George Hagopian Fiscal Officer	201-420-3031

		100 Newkirk St., Rm 705 Jersey City, NJ 07306		
Hunterdon	75	Hunterdon County Division of Social Services Community Services Center 6 Gauntt Place Flemington, NJ 08822	Evelyn Daniel Supervisor of Accounts	908-806-4234
Mercer	2,000	Mercer County Board of Social Services 200 Woolverton St., 2 nd Floor Room N-215 C Trenton, NJ 08650-2099	Nelda Gunnell Supervisor of Accounts Fiscal Unit	609-989-4478
Middlesex	2,000	Middlesex County Board of Social Services 181 How Lane New Brunswick, NJ 08903	Al DeJames	732-745-4409
Monmouth	2,000	Monmouth County Division of Social Services Kozloski Rd. Freehold, NJ 07728 (Building Is Located On The Drive Behind The Police Academy. It Is Set Back From The Other Buildings.)	John Hutcheson Fiscal Officer or Geraldyn Schneider	732-431-6195 732-431-6147
Morris	700	Morris County Board of Social Services 340 West Hanover Avenue Morristown, NJ 07960	Steve Toth Fiscal Officer	973-326-7876
Ocean	1,100	Ocean County Board of Social Services 1027 Hooper Ave. Toms River, NJ 08754-0547	Mario Brown Fiscal Officer	732-914-5106
Passaic	4,000	Passaic County Board of Social Services 80 Hamilton St. Paterson, NJ 07505-2057	Patrick Lazzaro Fiscal Officer	973-881-3189
Salem	1,000	Salem County Board of Social Services 147 S. Virginia Ave. Penns Grove, NJ 08069	Carol Monks Administrative Supervisor of Income Maintenance	856-299-7200 x-219
Somerset	450	Somerset County Board of Social Services 73 E. High St. Somerville, NJ 08876	Rita Amorosa Document Control Coordinator	908-526-8800 x-5107
Sussex	200	Sussex County Division of Social Services	Sharon Spangenberg	973-383-3600

		18 Church St. Newton, NJ 07860-0218		x-30
Union	2,100	Union County Division of Social Services 342 Westminster Ave. Elizabeth, NJ 07208-3290	Tim Brown Chief Fiscal Officer	908-965-3702
Warren	500	Warren County Welfare Board Court House Annex Second & Hardwick Sts. Belvidere, NJ 07823-3000	Denise Ritter	908-475-6305

Updated 12/04/02

TOTAL 46,100

ATTACHMENT H

NEW JERSEY CASELOAD DATA

FAMIS EBT Caseload by Month For 2002

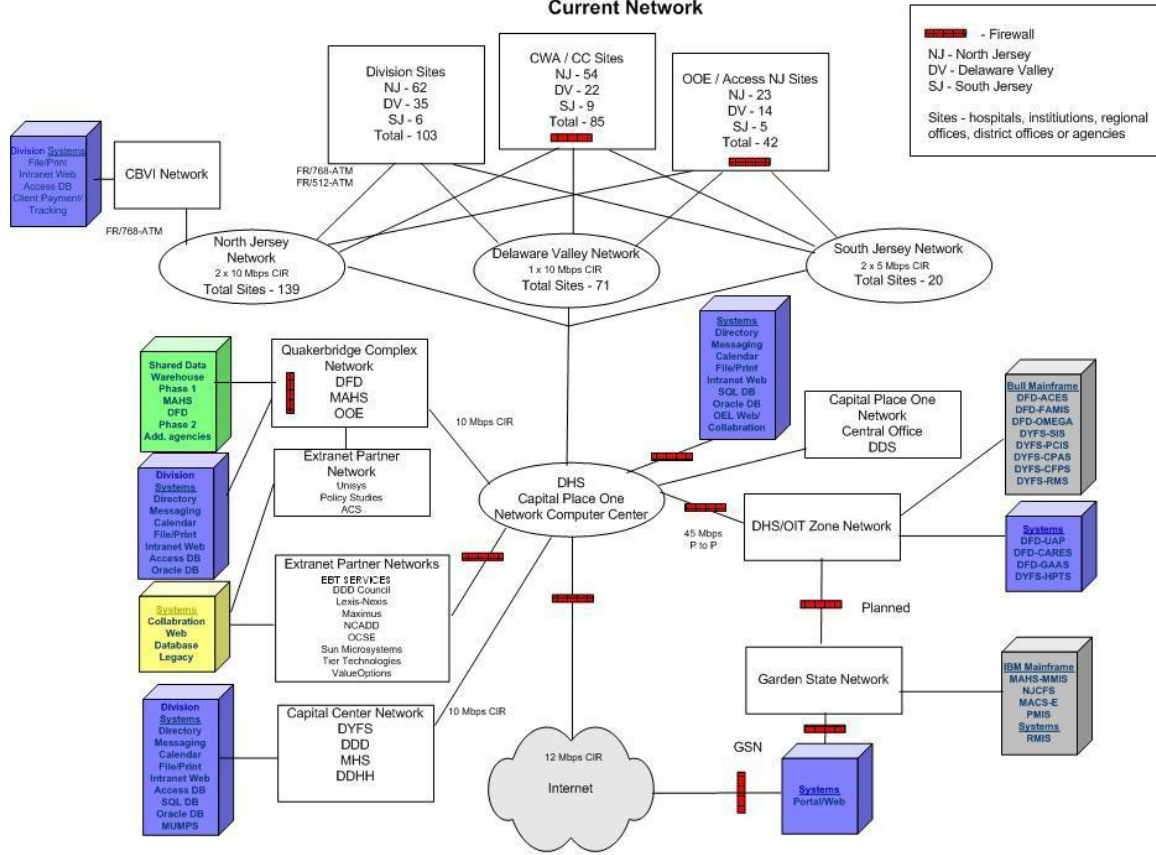
	January 2002	February 2002	March 2002	April 2002	May 2002	June 2002	July 2002	August 2002	September 2002	October 2002	November 2002	December 2002
Cash	45,771	45,102	45,093	44,405	43,931	43,536	43,180	43,573	43,171	43,808	43,711	43,688
Food Stamps	148,678	148,254	150,264	149,977	150,206	150,150	149,985	151,132	150,692	152,237	153,222	154,711
TOTAL	194,449	193,356	195,357	194,382	194,137	193,686	193,165	194,705	193,863	196,045	196,933	198,399

Source: FAMIS Report FM696-01

ATTACHMENT I

NEW JERSEY DEPARTMENT OF HUMAN SERVICES CURRENT NETWORK ARCHITECTURE

State of New Jersey Department of Human Services Current Network



ATTACHMENT J

NEW JERSEY EBT TRANSACTION STATISTICS

TOTAL EBT TRANSACTIONS FOR 2002
(includes both Approved and Denied transactions)

	EBT-only Food Stamp Transactions	EBT-only Cash Transactions	EBT Gateway Food Stamp Transactions	EBT Gateway Cash Transactions	EBT Gateway ATM Transactions	TOTAL
January	661,861	75,980	505,554	61,479	114,726	1,419,600
February	641,677	71,186	492,594	54,290	112,633	1,372,380
March	686,609	74,261	534,038	58,717	115,320	1,468,945
April	703,348	74,980	526,454	61,964	113,445	1,480,191
May	706,314	74,647	537,349	59,340	114,407	1,492,057
June	706,961	73,719	537,042	60,295	115,406	1,493,423
July	721,794	74,564	557,331	61,077	114,531	1,529,297
August	723,330	76,435	553,035	60,628	118,394	1,531,822
September	697,960	73,504	539,668	60,750	116,623	1,488,505
October	702,205	74,499	561,259	61,113	116,248	1,515,324
November	663,195	71,487	558,460	61,859	117,475	1,472,476
December	670,201	71,910	552,807	60,606	117,332	1,472,856
TOTAL	8,285,455	887,172	6,455,591	722,118	1,386,540	17,736,876
Average	690,455	73,931	537,966	60,177	115,545	1,478,073

Specifications for the Submission of the ALERT EBT Detail Transaction File

The U.S. Department of Agriculture's Food and Nutrition Service's (FNS') Anti-fraud Locator of EBT (Electronic Benefit Transfer) Retailer Transactions (ALERT) Subsystem utilizes a file of retailer EBT transactions provided by the states' contracted EBT processors. This file should be submitted once a month to FNS so that it is received by the fifteen day of the calendar month. The monthly file should contain all of the retailer Food Stamp Program EBT transactions for the prior calendar month. The record layouts are shown (with validation criteria) on the following pages.

There are two basic changes: **1)** Officially, moving from the 3480 tape cartridge to the less expensive and far more efficient compact disk technology for transmitting bulk data, and **2)** Requiring a trailer record starting with November tape submissions (October data) which most providers are including already.

The file should be submitted on one of the following media types:

1. Compact Disk (CD) – preferred
2. IBM 3480 tape cartridge (**will be obsolete by February, 2002**)
3. 4mm DAT tape (DDS-1 @ 2GB uncompressed)

For data submitted on tapes, the Labeling must be an IBM standard label. Each set of monthly data for a state should be submitted in ASCII or EBCDIC format on a separate tape volume and if necessary, in one file on multiple tape volumes. The record length is 99 bytes and the records should be blocked using a factor of 100 records per block.

Records delivered on CD's need to be delimited by a carriage return (X'13) and a line feed (X'10) in ASCII format with record length of 99 bytes. The data files need to be compressed and password protected using the WinZip v7.0 utility and multiple state files may be submitted on a single CD. The ALERT Help Desk at 703-305-2273 should be contacted to arrange for passwords.

Each state/month submission should have external (gummed) labels on the tapes/CD that identify the following information:

- EBT Processor
- State
- Month, Year
- Volume ID
- File name – format "SSMMMYYY" where
 - SS = alphabetic state code
 - MMM = alphabetic abbreviation for Month
 - YY = numeric year (i.e. 2001 would be 01)
- Tape __ of __ (sequential number of tape in multi-volume files)
- Format type (ASCII or EBCDIC)

Lastly, as identified in the Detail Transaction Layout Specification, the detail transactions must be sorted using a character sort in ascending order by Store ID - Auth # (pos. 1 - 7), Household

Written October 1, 2001

Specifications for the Submission of the ALERT EBT Detail Transaction File

Acct # (pos. 18 - 31), Transaction Date (pos. 51 - 58) and Transaction Time (pos. 59 - 64). In addition, "Void last" or Reversals (Transaction Type 30) must follow the transaction being voided. The Header Transaction should always be the first record in the file, and the Trailer Transaction is required must be the last record in the file.

EBT Detail Transaction Header Record Validation Requirements

R/O:	Required/Optional	TYPE:	Character/	Numeric	C/W:	Critical/Warning
R/O	Description	Type	Length	Sort	C/W	Validation/Processing Requirement
R	State Code	C	2		C	Valid alphabetic state code for the data file, that should match state code on external label of the tape.
R	File Year	N	2		C	Year of the EBT data in the file, that should match year on external label of the tape.
R	File Month	N	2		C	Month of the EBT data in the file, that should match month on external label of the tape.
R	Total Detail Count	N	9		C	Will be zero value. Trailer record contains the actual count.
R	Submitting Vendor	C	30		C	The name of the vendor submitting this file and must not be all blanks.
R	Tape Generation Date	N	8		C	Valid Date in CCYYMMDD format
R	Period Start Date	N	8		C	Valid Date in CCYYMMDD format
R	Period End Date	N	8		C	Must be the first calendar day of the same month as the Period End Date
R	Period End Date	N	8		C	Valid Date in CCYYMMDD format
R	Period End Date	N	8		C	Must be the last calendar day of the same month as the Period Start Date
O	Filler	C	30			
Header Transaction Length			99			

EBT Detail Transaction Detail Record Validation Requirements**R/O:** Required/Optional **TYPE:** Character/ Numeric **C/W:** Critical/Warning

R/O			Length	Sort¹		
R	Store ID - Auth #	N	7	1	C	Numeric and must match a valid FNS store authorization number
R	Store State	C	2		C	Valid alphabetic state code and must match the state where the store is located
R	POS Terminal ID	C	8		C	Cannot be spaces, low-values, high-values, or all zeroes
R	Household Acct #	C	14	2	C	Cannot be spaces, low-values, high-values, or all zeroes
R	Card Account #	C	19		C	Must contain up to 19 numeric digits (left justified). If less than 19 numeric digits, the remaining positions must contain blanks.
R	Transaction Date	C	8	3	C C C	Valid Date in CCYYMMDD format Must be < or = Header Period End Date Must be > or = Header Period Start Date
R	Transaction Time	C	6	4	C	Valid time in HHMMSS format (24 hour clock)
R	Transaction Amount	N	6		C C	9(4)V99, Numeric, Must be > 0 if Transaction Type (NN) = (10, 20) and Response Code = "000"
R	Transaction Sign	C	1		C	Must be "+" for a credit (refunds or void last) or "-" for a debit amount (purchases). Ignored for Balance Inquiry transactions

¹ Transactions Encoded as "Void Last Transaction" must immediately follow the transaction being voided where the Household account, card account number and the absolute value of the Transaction Amount match the Transaction being reversed, as well as, the "Prior Balance" amount must correctly reflect the balance prior to the reversal.

R/O			Length	Sort ¹		
R	Transaction Type	C	5		C C C	Format = XXNNY XX : 00 - FSP NN: 10 - Purchase 20 - Refund 30 - Void last Transaction 40 - Balance Inquiry Y: 0 - Electronic swipe 1 - key entry 2 - paper voucher 3 - store & forward
R	Response Code	C	3		C W	See Table 1 for valid combinations Alphabetic, blanks or any non-numeric data is not allowed Numeric but invalid combination values are issued "warnings"
R	Available Balance prior to transaction	N	6		C C	9(4)v99, Numeric, Must be > or = Transaction Amount, if Transaction Type (NN) = '00' and Response Code (X) = '0'
O	Filler	C	14			value is optional, data is never looked at, since it is reserved for future use

EBT Detail Transaction Trailer Record Validation Requirements

R/O:	Required/Optional	TYPE:	Character/	Numeric	C/W:	Critical/Warning
R/O	Description	Type	Length	Sort	C/W	Validation/Processing Requirement
R	State Code	C	2		C	Valid alphabetic state code for the data file, that should match state code on external label of the tape.
R	File Year	N	2		C	Year of the EBT data in the file, that should match year on external label of the tape.
R	File Month	N	2		C	Month of the EBT data in the file, that should match month on external label of the tape.
R	Total Detail Count	N	9		C	Must match the total count of detail transactions in the file.
R	Submitting Vendor	C	30		C	The name of the vendor submitting this file and must not be all blanks.
R	Tape Generation Date	N	8		C	Valid Date in CCYYMMDD format
R	Period Start Date	N	8		C	Valid Date in CCYYMMDD format
R	Period End Date	N	8		C	Must be the first calendar day of the same month as the Period End Date
R	Period End Date	N	8		C	Valid Date in CCYYMMDD format
R	Period End Date	N	8		C	Must be the last calendar day of the same month as the Period Start Date
O	Filler	C	30			
Trailer Transaction Length			99			

The use of a trailer record is required and contains the accumulated detail transaction count at the end of the file. The Total Detail Count in the header record should be zero and all other field values should match in the header and trailer records.

Table 1 – Valid Response Code Combinations

Response Code	ISO Code² (bit 039)	Response Description
000	00	Accepted/Approved
110	51	Insufficient funds
	61	Return exceeds benefit authorization
120	55	Invalid PIN/PIN not selected
121	75	PIN Tries Exceeded
130	03	Bad FNS Status for Merchant/Invalid Merchant
140	41	Lost Card
	43	Lost/Stolen Card
141	42	No Account
	52	No Account on File
142	54	Expired Card
150	56	Card Number not found
151	59	Fraud (Return Card)
152	62	Restricted Card
160	05	General Denial
180	A1	Invalid Voucher ID/Invalid Authorization Number
	06	Invalid Transaction
	12	Invalid Transaction Type
	13	Invalid Amount Field
	14	Invalid Card Number
	19	Re-enter Transaction
	23	Unacceptable Transaction Fee
	30	Format Error
	31	Card has Invalid ISO Prefix
	40	Function Not Available
	58	Invalid Transaction
	76	Key Synchronization Error
	80	Voucher Expired
	86	Invalid Security Code
190	90	Processor not logged on
	91	Authorizer Not Available
	96	System malfunction

² From the “EBT ISO Processor Interface Technical Specifications Manual”

AMA - Record Format for Batch Issuance File from Processor

FILE Formats (INCOMING)FILE Formats (INCOMING)

Each batch issuance file received by AMA must be in the format specified below in order for data to be successfully processed.

Issuance FilesIssuance Files

Processors may send batch files that contain issuance data. Each file is required to have a File Header Record and a File Trailer Record. If the file contains only a File Header Record and File Trailer Record, then the file trailer's File-Record-Count must be 000002 and the file will be treated as an empty file.

If the file is not empty it must contain at least one project header record, at least one effective date detail record for each project header record, one to five unique detail transaction records for each effective date record, and a project trailer record for each project header. The records should be sequenced in the following manner:

Project Header Records should appear in ascending order based on the combination of Agency-Location-Code, Region-Code, Recipient-Organization-ID, Program-Year-Code, and Letter-Of-Credit-Code.

Detail Effective Date Records should appear in ascending order within each project based on Effective-Date.

Detail Transaction Code Records should appear in ascending order within each effective date based on Transaction-Code.

The following depicts the format of this file:



File is fixed block



Record size is 80 characters

AMA - Record Format for Batch Issuance File from Processor

File Header Record

Field	Length/Type	Value/Description
Record Type	PIC X(02)	ⒶFH
Processor ID	PIC 9(08)	Number which uniquely identifies a processor; FRB Operations will provide this number to each processor before the processor begins transmitting issuance files
File Number	PIC 9(06)	 Begins at 000001 and incremented by 1 for each new file Must be unique for the Project (If a processor handles more than one state, the beginning file number may vary)
File Creation Date	PIC 9(08)	ⒶCCYYMMDD format
File Creation Time	PIC 9(06)	ⒶHHMMSS format
Filler	PIC X(50)	SPACES

Project Header Record (Duplicate Project Header Records are not allowed within a file.)

Field	Length/Type	Value/Description
Record Type	PIC X(02)	ⒶPH
Agency Location Code	PIC X(08)	Ⓐ12350001'
Region Code	PIC X(02)	Ⓐ09'
Recipient Organization ID	PIC 9(07)	Recipient Organization ID for the project
Program Year Code	PIC X(04)	Ⓐ0080'
Letter of Credit Code	PIC X(04)	Letter of Credit Code for the

AMA - Record Format for Batch Issuance File from Processor

Index Code	PIC X(12)	project
Filler	PIC X(41)	9S6008 ' SPACES

AMA - Record Format for Batch Issuance File from Processor

Detail Record - Effective Date (Duplicate Effective Date Records are not allowed within a project.)

Field	Length/Type	Value/Description
Record Type	PIC X(02)	ⒶPD
Detail Type	PIC X(02)	ⒶED
Effective Date	PIC 9(08)	ⒶCCYYMMDD format
Filler	PIC X(68)	SPACES

Detail Record - Transaction Code (Duplicate Transaction Code Records are not allowed within an effective date.)

Field	Length/Type	Value/Description
Record Type	PIC X(02)	ⒶPD
Detail Type	PIC X(02)	ⒶPB
Transaction Code	PIC X(02)	ⒶIO (issuance other) ⒶIS (issuance) ⒶRC (return coupon) ⒶRE (return expungement) ⒶRO (return other)
Transaction Amount	PIC 9(12)V(02)	
Filler	PIC X(60)	SPACES

AMA - Record Format for Batch Issuance File from Processor

Project Trailer Record

Field	Length/Type	Value/Description
Record Type	PIC X(02)	ⒶPT
Agency Location Code	PIC X(08)	Ⓐ12350001'
Region Code	PIC X(02)	Ⓐ09'
Recipient Organization ID	PIC 9(07)	Must match the Project Header Record
Program Year Code	PIC X(04)	Ⓐ0080'
Letter of Credit Code	PIC X(04)	Must match the Project Header Record
Index Code	PIC X(12)	Ⓐ9S6008
Filler	PIC X(06)	SPACES
Project Total Amount	PIC 9(12)V(02)	Sum of all transaction amounts for current project (will be positive number since each transaction amount is positive)
Project Record Count	PIC 9(06)	Count of all records for current project including Project Header and Project Trailer records
Filler	PIC X(15)	SPACES

File Trailer Record

Field	Length/Type	Value/Description
Record Type	PIC X(02)	ⒶFT
Processor ID	PIC 9(08)	Must match the File Header Record
File Number	PIC 9(06)	Must match the File Header Record
File Create Date	PIC 9(08)	Must match File Header Record
File Create Time	PIC 9(06)	Must match File Header Record
File Record Count	PIC 9(06)	Count of all records in file including File Header and File Trailer records

AMA - Record Format for Batch Issuance File from Processor
Filler PIC X(44) SPACES

SAMPLE FILE

```
***** Top of Data *****
FHXXXXXXXXX00000010000229003710
PH1235000109NNNNNNN0080YYYY9S6008
PDED20000228
PDPBIS000000000255055
PDED20000229
PDPBIS000000003006507
PT1235000109NNNNNNN0080YYYY9S6008      00000003261562000006
FTXXXXXXXXX00000010000229003710000008
***** Bottom of Data *****
```

XXXXXXXX - Processor ID
NNNNNNN - RO-ID
YYYY - Letter of Credit Code for the Project

ATTACHMENT K

FILE SPECIFICATIONS FOR FEDERAL SYSTEM INTERFACES (ALERT, REDE)

REDE START-UP PACKAGE

In support of EBT implementation, the Food and Nutrition Service (FNS) determined that an automated process was required to notify the EBT Processors, contracted by each state (and possibly by each county), of any changes to the data for the Food Stamp Program (FSP) retailers to which they provide service.

FNS has established requirements that the automated process will:

- A. **Provide Detailed State Retailer Data for State EBT Processors.** FNS will provide a file of data for each retailer within a state to EBT processors. An EBT processor may request a file for multiple states. Changes to this retailer file, which contains additions and deletions of retailers, as well as changes to the basic information, will be provided on a daily basis, Monday through Friday. A full file of the retailer data for each state will be provided on a monthly basis. This full file will allow the EBT processor to verify that no retailer changes have been missed.
- B. **Process the Confirmation of Changes from State EBT Processors.** The EBT processor will provide a confirmation file on a weekly basis as an audit trail showing the retailer data additions, deletions, and changes that were received and implemented by the processor. The file will also serve as a means for the EBT processor to provide retailer data to FNS that is in addition to the data stored in the Store Tracking, Authorization and Redemption Subsystem (STARS) database. This data will include such information as the EBT processor's identification code for the retailer and the number of point-of-sale (POS) devices installed. A future enhancement will allow the EBT processors to report feedback on any appropriate retailer information that they may discover from a source other than FNS.
- C. **Monitor the Compliance of EBT Processors.** A method of monitoring the EBT processors' compliance with the actions of implementing or removing a participating retailer needs to be developed. The method will involve verifying that the confirmation dates submitted by the EBT processors for these actions are within the required time period from the notification date. The user groups that have access to this monitoring function will consist of the personnel from the field offices, regional offices, FNS headquarters and state agencies..
- D. **Provide National Retailer Data for Interoperability Between States.** FNS will initially provide, to each EBT processor, a file of limited data for each authorized retailer in the FSP. This file will be used to allow for the inter-operability between states and EBT processors for the EBT redemption process. Changes to this file (additions and deletions of retailers) will be provided on a daily basis, Monday through Friday. A complete file of the limited retailer data for the entire FSP will be provided on a monthly basis. The complete file will allow the EBT processor to verify that no retailer changes have been missed.

REDE Start-up Package

The REDE Subsystem, a software application in the Information Technology System 2000 (ITS2000) Program, was developed by ALTA Systems, Inc. under contract task to FNS. REDE facilitates the exchange of retailer data between FNS and the EBT processors. REDE replaces the manual process which required a field office to fax the changes for a store to the EBT processor. It should also help to reduce the EBT processors' submission of incorrect authorization numbers with redemption data which must then be manually researched by FNS staff at the Benefit Redemption Systems Branch (BRSB), and at FNS regional offices and field offices.

The REDE Subsystem facilitates the exchange of retailer data between FNS and the EBT processors. The most critical exchange is FNS' notification of EBT processors concerning newly authorized EBT retailers and EBT retailers who have been withdrawn or disqualified as participants in the FSP. The EBT processor is responsible for setting up a newly authorized EBT retailer to participate in the EBT redemption process within 15 to 30 days of notification from FNS and generally completes the setup within 2 weeks of this notification. The EBT processor is also responsible for removing a withdrawn or disqualified retailer from the EBT redemption process within 2 days of notification from FNS. The EBT processor must be notified initially of newly authorized retailers and must be updated continually concerning any changes to the data for the retailers, such as location, mailing address, telephone number, hours of operation, and/or business type. The REDE Subsystem's first phase, which this package addresses, provides the mechanism for notifying the EBT processors of any changes to retailers authorized for EBT processing. The second phase of implementation will enable FNS to monitor the redemption activity of retailers and assess whether the state and/or EBT processor may have failed to act within the time frame established by regulations and could be considered liable for the unauthorized redemption amounts. As a final note, the REDE Subsystem is not intended to replace the EBT I through IV reports that are provided prior to the implementation of the EBT system in a state, but is intended to facilitate the post-implementation exchange of retailer data for an operational EBT state.

The REDE Subsystem supports interoperability, which allows a Food Stamp Benefit recipient from one state's (or county's) program to make EBT purchases in another state (or county). Interoperability is supported through the notification of all EBT processors concerning changes in any FSP retailer's authorization status. The REDE Subsystem provides this data not only to the state and/or county EBT processors, but also to organizations that may provide Gateway services to multiple EBT processors and/or to any other FNS-approved organizations. The data provided on each store authorized to accept FSP EBT transactions is limited to only that data which allows the basic identification of the store as an authorized retailer.

Operations.1.5 Operations

REDE processing includes standard (regularly scheduled) nightly and monthly operations and ad hoc operations. Both types of REDE operations are performed at the Benefit Redemption Systems Branch (BRSB) in Minneapolis, MN using the IBM 9221 central processing facility. The standard nightly operations are performed nightly, Monday through Friday, and create the state and national

REDE Start-up Package

retailer data update files. The standard monthly operations are performed monthly (on the first Saturday of the calendar month) and create the full state and national retailer data files. The state retailer data update files are used to update the Retailer EBT Data Exchange (REDE) database. Ad hoc operations are performed as requested when a State Agency and/or EBT processor requests a start-up copy of a state or national retailer update file.

Standard Operations.1.5.1 Standard Operations

The REDE Subsystem will create state retailer data update files and a national retailer data update file on a nightly basis, Monday through Friday. The exceptions to this are federal holidays that fall on a weekday. A full state retailer data file and national data file, which contain authorized stores, will be created on a monthly basis during the first full weekend of a calendar month. These files will be readied for transmission to authorized recipients of each state's file and the national file who will be given the choice of accessing these files using either a mainframe-to-mainframe (via ConnectDirect) solution or a personal computer (PC)-to- NT server(Dial-up to BRSB NT Server) solution.

Creation of State Retailer Data Update Files..1.5.1.1 Creating State Retailer Data Update Files.

Each night, the REDE Subsystem will utilize the current and prior night's Retailer Extract File to create the state retailer data update files for those states that the State Agencies and/or EBT processors have included in a file of requested states. The state retailer data update files contain the retailer data update transactions for each state's retailers. These transactions identify when a retailer has been added to, removed from, or re-activated into the Food Stamp Program and identify if certain key retailer data has changed. If a state incurs no changes to its retailers' data, a file will still be created for that state and will contain a header record and trailer record which identify that no detail records were included in the file. The creation of a file for each of the requested states will improve security and integrity as the authorized data files recipients from each state will always get a file, even when it does not contain any updates.

Creation of National Retailer Data Update Files.1.5.1.2
Data Update Files**Creating National Retailer**

The national retailer data update files are also created by REDE on a nightly basis and will be readied for access in the same manner as the state retailer data update files. Each file will identify if a retailer has been removed from, or added to, the set of retailers authorized to perform EBT processing for the FSP. While additions and deletions are the primary types of transactions, there is also a modify transaction that identifies whether the first ten characters of the retailer name have changed, or whether the state within which the retailer resides, has been changed or whether the business type has been changed. Ideally, the state change should occur only if someone miskeys the information into the primary retailer database and then later corrects it. The national retailer update file may be sent to entities other than the state EBT processors; for example, it may also be provided to some independent processors that support a national EBT retailer database for the state EBT processors. As with the state file, if there are no changes to any retailers in the nation, a file containing a header record and a trailer record will be created which identify that no detail records were included in the file. This will ensure that all authorized recipients are aware that there were no changes to the nation's retailers for that period.

Creation of Full State and National Retailer Data Files.1.5.1.3
and National Retailer Data Files**Creating Full State**

On a monthly basis, the REDE Subsystem will create a full file of all of the state retailer data files and the national retailer data file using the most current Retailer Extract File. These files will be readied for access in the same manner as the update files. The primary purpose of these files is to ensure that updates have not been missed and that all updates were received by the authorized recipients of each file.

Ad-hoc Operations.1.5.1 Standard Operations

As a new state starts up under EBT and only upon request by a State Agency or EBT processor, the REDE Subsystem will create a Full State Retailer Data File for that state and/or a National Retailer Data File of authorized stores. These files will be readied for transmission to the requesting State Agency or EBT processor who will be given the choice of accessing these files using either a mainframe-to-mainframe (via ConnectDirect) solution or a personal computer (PC)-to- NT server (Dial-up to BRSB NT Server) solution.

Creation of Start-up State and National Retailer Data Files.1.5.1.3
State and National Retailer Data Files**Creating Full**

When requested by a newly implemented EBT state or that state's EBT processor, the REDE Subsystem will create a set of start-up files consisting of a full state retailer data file and/or full national retailer data file. The files will be created using the most current Retailer Extract File and will be readied for access in the same manner as the standard monthly files. These start-up files are provided for a state and an EBT processor to use when the state's EBT implementation

REDE Start-up Package

does not coincide with the creation and transmission of the standard monthly Full State Retailer Data Files and National Retailer Data File.

The tables shown below and on the following pages list the file layouts and data elements for retailer information currently available via download to the State Agencies and/or EBT processors.

STATE RETAILER FILE**State Retailer File Header Record**

FIELD DESCRIPTION	FIELD TYPE	FIELD WIDTH	FIELD POSITION	COMMENTS
Transaction Type Code	Char	1	1	Blank
State Code	Char	2	2 - 3	Alphabetic state code where stores are located
Date Range				Date range for effective dates of retailer update transactions
Beginning Date	Char	8	4 - 11	Beginning date of date range in CCYYMMDD format. When both the beginning date and ending date are the current date, it indicates that this is a full file.
Ending Date	Char	8	12 - 19	Ending date of date range in CCYYMMDD format. When both the beginning date and ending date are the current date, it indicates that this is a full file.
Transaction Count	Num	7	20 - 26	Count of detail records in the file
Filler	Char	54	27 - 80	Blanks

State Retailer File Trailer Record

FIELD DESCRIPTION	FIELD TYPE	FIELD WIDTH	FIELD POSITION	COMMENTS
Transaction Type Code	Char	1	1	'T' - Trailer record
State Code	Char	2	2 - 3	Alphabetic state code where stores are located
Date Range				Date range for effective dates of retailer update transactions
Beginning Date	Char	8	4 - 11	Beginning date of date range in CCYYMMDD format. When both the beginning date and ending date are the current date, it indicates that this is a full file.
Ending Date	Char	8	12 - 19	Ending date of date range in CCYYMMDD format. When both the beginning date and ending date are the current date, it indicates that this is a full file.
Transaction Count	Num	7	20 - 26	Count of detail records in the file
Add Transaction Record Count	Num	7	27 - 33	Count of "add" transaction records in the file
Delete Transaction Record Count	Num	7	34 - 40	Count of "delete" transaction records in the file
Modify Transaction Record Count	Num	7	41 - 47	Count of "modify" transaction records in the file
Re-activate Transaction Record Count	Num	7	48 - 54	Count of "re-activate" transaction records in the file
Filler	Num	8	55 - 62	Numeric filler for backwards compatibility - will eventually be spaces
Filler	Char	18	63 - 80	Blanks

State Retailer Detail Records

FIELD DESCRIPTION	FIELD TYPE	FIELD WIDTH	FIELD POSITION	COMMENTS
Transaction Type Code	Char	1	1	'A' if a new store was added or 'M' if an existing store was modified or 'D' if an existing store was removed from the program or 'R' if a store is reinstated into the program
State Abbreviation	Char	2	2-3	Alphabetic State Code
Store Number	Num	7	4 - 10	STARS Authorization Number
Store Name	Char	33	11 - 43	Full name of store
Telephone Number	Num	10	44 - 53	Full telephone number with area code
Open 24 Hours Indicator	Char	1	54	'Y' if open 24 hours; otherwise 'N'
Registers Count	Num	5	54 - 59	Total number of check-out registers in store
County Code	Char	3	60 - 62	Code indicating county within state where store resides
Business Type Code	Char	2	63 - 64	Code indicating type of store - see Figure 1
Address Number	Char	8	65 - 72	Address number on street where store is located
Street Name	Char	25	73 - 97	Full name of street where store is located
City Name	Char	15	98 - 112	Full name of city where store is located
State Code	Char	2	113 - 114	Alphabetic state code where store is located
Zip Code	Num	5	115 - 119	5 digit zip code where store is located
Zip 4 Code	Num	4	120 - 123	4 digit zip code suffix where store is located

REDE Start-up Package

FIELD DESCRIPTION	FIELD TYPE	FIELD WIDTH	FIELD POSITION	COMMENTS
				store is located
Authorization Status Code	Char	2	124 - 125	Code indicating current authorization status of store - see Figure 2
Authorization Status Date	Num	8	126 - 133	Effective date of current authorization status
Authorization Withdrawal Reason Code	Char	2	134 - 135	Reason for withdrawal - see Figure 3
Re-certification Status Date	Num	8	136 - 143	Date that store was re-certified (re-authorized) as authorized under FNS regulations based on updated data supplied by the retailer.
Ownership Type Code	Char	1	144	'1' if sole proprietorship or '2' if partnership or '3' if privately-held corporation or '4' if publicly owned corporation or '5' if cooperative or '6' if government or 'C' if commercial kitchen or 'P' if private kitchen
Owner's Name Format	Char	1	145	'1' if a person's name or '2' if an organization's name (corporation, company, government, etc.)
Owner's Name	Char	33	146 - 178	Organization or primary person that owns the retailer (if person's name, the first 13 characters contain the first name and middle name or initial, and the last 20 characters contain the last name)
Mailing Address Number	Char	8	179 - 186	Address number on street on store mailing address
Mailing Street Name	Char	25	187 - 211	Full name of street on store mailing address
Mailing City Name	Char	15	212 - 226	Full name of city on store mailing address

REDE Start-up Package

FIELD DESCRIPTION	FIELD TYPE	FIELD WIDTH	FIELD POSITION	COMMENTS
Mailing State Code	Char	2	227 - 228	Alphabetic state code on store mailing address
Mailing Zip Code	Num	5	229 - 233	5 digit zip code on store mailing address
Mailing Zip 4 Code	Num	4	234 - 237	4 digit zip code extention on store mailing address
Filler	Char	43	238 - 280	Blanks

NATIONAL RETAILER FILE

National Retailer File Header Record

FIELD DESCRIPTION	FIELD TYPE	FIELD WIDTH	FIELD POSITION	COMMENTS
Transaction Type Code	Char	1	1	Blank
Creation Date	Char	8	2 - 9	Date this file was created in CCYYMMDD format..
File Type	Char	1	10 - 10	File type indicator where "D" = daily change file, "F" = full replacement file.
Transaction Count	Num	7	11 - 17	Count of detail records in the file
Filler	Char	18	18 - 35	Blanks

National Retailer File Trailer Record

FIELD DESCRIPTION	FIELD TYPE	FIELD WIDTH	FIELD POSITION	COMMENTS
Transaction Type Code	Char	1	1	"T" - Trailer record
Creation Date	Char	8	2 - 9	Date this file was created in CCYYMMDD format.
File Type	Char	1	10 - 10	File type indicator where "D" = daily change file, "F" = full replacement file.
Add Transaction Count	Num	7	11 - 17	Count of "add" detail records in the file
Delete Transaction Count	Num	7	18 - 24	Count of "delete" detail records in the file
Modify Transaction Count	Num	7	25 - 31	Count of "modify" detail records in the file
Filler	Char	4	32 - 35	Blanks

National Retailer File Detail Record

FIELD DESCRIPTION	FIELD TYPE	FIELD WIDTH	FIELD POSITION	COMMENTS
Transaction Type Code	Char	1	1	'A' if store was added or 'D' if store was deleted or 'M' if state code, first ten characters of store name or business type code were modified
Store Identification	Num	7	2 - 8	STARS Authorization Number
State Code	Char	2	9 - 10	Alphabetic state code where store is located
Store Name	Char	10	11 - 20	First ten characters of the store name
Business Type Code	Char	2	21 - 22	Code indicating type of store
Filler	Char	13	23 - 35	Blanks

Code Definitions For Business Type and Authorization Status

The values for the Business Type, Authorization Status Codes, and Authorization Withdrawal Reason Codes used in the record layouts are as listed in Figures 1, 2, and 3 below:

Business Type Code: XX	
AD	Combination Treatment Center
AT	Alcohol Treatment and Rehabilitation
BC	Non-Profit Food Buying Co-op
BR	Bread Route
BW	Battered Women's Shelter
CB	Grocery / Bar
CG	Grocery / Gas Station
CM	General Store
CO	Other Grocery Combination
CR	Grocery / Restaurant
CS	Convenience Store
DT	Drug Addiction, Treatment and Rehabilitation
FM	Multi-Stall Farmer's Market
GL	Group Living
GS	Medium or Small Grocery
HF	Health or Natural Food Store
HP	Homeless Meal Provider
HR	Homeless Restaurant
MC	Military Commissary
MR	Milk Route
ND	Public or Private Non-Profit Meal Delivery Service
NP	Public or Private Non-Profit Communal Dining Facility
OF	Other Food Store
OR	Other Route
PD	Private Meal Delivery Service
PR	Produce Route
PS	Produce Stand
RE	Private Communal Dining Facility
SF	Specialty Food
SM	Supermarket
WH	Wholesaler

Figure 1. Business Type Code List

Authorization Status Code: XX

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01	Authorized
03	Withdrawn
04	Disqualified
05	Reinstated
07	Permanent Disqualification

Figure 2. Authorization Status Code List

Authorization Withdrawal Reason Code: XX	
01	Voluntary Withdrawal
02	Involuntary Withdrawal
03	W.I.C. Withdrawal
04	Involuntary Withdrawal - Does not meet Criteria A or Criteria B

Figure 3. Authorization Withdrawal Reason Code List

Additional Information for State Retailer File

1. A modify transaction will contain all of the current data for a retailer. It does not **just** identify the elements that have changed.
2. The Zip 4 Code field will contain zeroes if the zip code is unknown.
3. If the retailer's mailing address is the same as the location address, the mailing address's character type fields will contain spaces and its numeric type fields will contain zeros. There are some retailers in the file, however, where the same information is reflected in both fields.
4. The initial file, which will be sent at start up, will contain one add transaction for each authorized retailer within the state that is in the STARS database. An authorized retailer will have an authorization status code of "01" (Authorized) or "05" (Reinstated). A de-authorized retailer would have an authorization status code of "03" (Withdrawn) or "04" (Disqualified).
5. There are a few retailers that do not have a street address. This is a valid situation in certain cases. For instance, it is possible that the store is not on a street. Such as on an Indian Reservation.
6. Retailers that are involuntarily removed from the Food Stamp Program will be given a five-day grace period after the removal date prior to the notification of the EBT processor. This

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grace period potentially allows for any appeals of the removal. The exception to this grace period is for permanent disqualifications (an authorization status code of "07") where there is no suspension of the disqualification pending the outcome of an appeal.

7. Retailers that have been added to STARS as a new retailer, with an open date some time in the future, **will be** sent in the daily State Update File as soon as they are entered into STARS. However, these future dated stores **will not be** included in the daily National Update File **until 3 days prior to the entered open date.**