

DSS ADMINISTRATIVE LETTER NO. ECONOMIC INDEPENDENCE 13-2003

(Food Stamps)

TO: County Directors of Social Services

ATTENTION: Food Stamp Supervisors

DATE: June 19, 2003

RE: Expedited EBT Card Delivery

EFFECTIVE

DATE: Upon Receipt

I. GENERAL INFORMATION

North Carolina's EBT vendor, eFunds, has the capability of providing expedited EBT card delivery for counties. This is a service that can assist in providing timely delivery of EBT cards in situations where applications are not processed in time to meet the required timeframes for card delivery. Current policy states that households should be able to purchase food within thirty days from the date of application (or seven days for expedited cases).

II. PROCEDURES

eFunds can provide expedited cards using the following procedures:

- A. Contact the eFunds State Support Help Desk on the same day the food stamp application is approved and request an expedited card. Provide all pertinent information.
- B. eFunds will contact the card manufacturer and request that the EBT card be pulled from the regular production run and delivery system.
- C. The EBT card will be shipped to the client via FedEx.
- D. The requesting county will be billed \$20 per card shipped in this manner. The State Agency will not absorb any of the expenses for these cards.

If you have any questions regarding this information, please contact your Food Assistance and Energy Program Representative.

Sincerely,

Suzanne W. Marshall, Chief

Food Assistance and Energy Programs

SWM/RRM/bh