

**NCS Combined  
Statistics**

Updated 1-23-13

Monthly Information		Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
<b>Cash Benefit Issuance</b>	Number of Cash Case Months	955,803	498,661	391,791	410,943	447,731	384,816	399,343	380,101
	Number of Cash Benefits Issued (# Deposits)	1,497,539	971,542	835,175	866,300	904,373	842,103	849,730	825,970
	Total \$ in Cash Benefits Issued (Transacted)	134,094,710	122,968,766	114,975,781	124,270,458	117,958,213	120,843,860	116,978,480	115,448,928
<b>SNAP Benefit Issuance</b>	# of SNAP Case Months	2,377,902	2,382,092	2,390,120	2,431,226	2,426,491	2,433,109	2,454,120	2,452,874
	# of SNAP Benefits Issued (# Deposits)	2,439,817	2,432,708	2,434,015	2,549,590	2,482,968	2,484,659	2,534,448	2,507,219
	Total \$ in SNAP Benefits Issued (Transacted)	651,850,728	647,748,315	628,158,487	671,826,073	651,435,887	656,260,245	652,761,182	659,935,442
<b>Card Issuance</b>	Total Cards Issued (incl.MA only NYS specific)	229,443	228,477	211,871	263,347	228,720	235,170	241,019	224,393
<b>Client Calls</b>	Total # of Calls	11,533,365	10,780,574	8,436,571	9,193,743	9,394,184	9,855,330	9,641,356	10,530,761
	Total # to ARU	11,364,225	10,602,684	8,312,049	9,058,638	9,251,332	9,712,707	9,502,733	10,378,561
	Total # to Helpdesk	203,119	210,815	153,874	166,101	177,144	180,045	177,989	188,540
	Total # ARU Single Call PIN's	99,749	97,082	83,039	93,429	92,812	98,290	93,981	97,945
<b>Cardholder Customer Service</b>	Balance Inquiry	73,016	75,411	57,354	67,124	67,100	72,639	71,364	72,553
	Transaction Inquiry	15,804	15,658	11,929	15,114	14,658	15,968	15,645	14,896
	Card Status	20,804	18,217	17,881	20,451	19,189	19,883	21,577	20,251
	Benefit Availability	28,203	36,200	19,729	24,558	19,736	17,147	23,226	32,709
	No Voice/No Answer	21,271	21,898	15,282	19,908	18,717	23,373	23,784	23,516
	NYC Message ARU (NYS specific)	6,102	5,470	5,409	6,090	5,973	6,297	5,617	5,683
<b>WEB Portal</b>	Total Portal Users	155,558	158,259	114,154	138,843	134,846	135,919	125,491	125,030
	PIN Selection	5,884	4,599	5,189	5,583	5,193	5,069	5,267	5,293
<b>Merchant Calls</b>	Total # to ARU	12,300	9,793	9,800	10,746	10,858	13,743	11,224	11,349
	Total # to Helpdesk	3,859	3,679	3,759	3,994	3,918	3,636	3,691	4,219
<b>Merchant Manual Authorizations</b>	Merchant Authorization Calls	25,881	23,979	24,466	26,199	25,745	26,905	26,783	24,337
	Total # to ARU	23,705	22,386	22,600	24,225	23,432	24,571	24,521	22,563
	Total # to Helpdesk	901	771	832	866	1,247	1,346	990	766
<b>Transaction Statistics</b>	# of Transactions (Cash and FS)	26,725,691	25,323,513	24,152,969	27,562,044	26,762,166	28,184,778	28,219,340	28,721,965
	# of Transactions Over 2 Free	166,391	154,115	139,222	176,064	156,580	156,641	155,263	156,726
	# of Transactions Over 4 Free	6,758	7,910	5,917	7,757	6,970	8,504	10,937	9,779
	# of Balance Inquiries (POS & ATM)	1,051,547	941,202	835,457	931,406	922,534	972,019	940,079	967,237
	# of Reversed/Cancelled Trans. (POS & ATM)	721,454	678,981	645,023	737,311	715,788	786,030	741,390	798,514
<b>Direct Deposit</b>	Number of Direct Deposits	-	-	-	-	-	-	-	-
	Total \$ Deposited via Direct Deposit	-	-	-	-	-	-	-	-
<b>Static Information</b>		<b>Key</b>							
<b>Benefit Cycles</b>	Number of Cash Benefit Cycles Per Month	11	*Case Months - Number of Cash/SNAP cases invoiced by the contractor.						
	Number of SNAP Benefit Cycles Per Month	6	*Number of Cash/SNAP Benefits Issued - Total # of Cash/SNAP benefits deposited to cases each month.						
<b>Merchants (Nov. 2011)</b>	Number of FNS Authorized Merchants	28,711	*Amount of Cash/SNAP Benefits Issued - Total dollar amount of benefits transacted by recipients.						
	Number of EBT Only Merchants	16,085	*Card Issuance - Total # of cards created and issued to a person or case. Medicaid cards are included for NYS only.						
	Number of Commercial Connection (TPP and Direct Connect) Merchants	28,744	*Client Calls - Combined total number of calls received in the Automated Response Unit (ARU), or referred to Customer Helpdesk, then breakdown						
<b>Devices/Users (Nov. 2011)</b>	Number of EBT Only Terminals	17,386	*ARU Single Call PIN's - Personal Identification Numbers (PIN's) set through ARU						
	Number of ATM Locations (Represents " Surcharge Free" Cash Access ATM's)	14,452	*Cardholder Customer Service - Number of inquiry calls on balances, last transactiona, card status, or benefit availability, no voice/no answer (hang						
	Number of PIN Selection Terminals	309	*WEB Portal Users – Number of inquiries for balances, transactions, card status, or benefit availability via Internet.						
	Number of PIN Terminal Users	564	*WEB Portal PIN Selection – Number of Personal Identification Number selections via Internet.						
	Number of Administrative Terminal Users	1,717	*Merchant Calls- Number of general inquiry or miscellaneous calls received on the Merchant ARU system or Merchant Helpdesk.						
		*Merchant Manual Authorization Calls - Combined total # of Manual Authorization calls received in the ARU or referred to the Merchant Helpdesk							

All statistical and fiscal information contained in this RFP, including any addenda or attachments, reflects data and records available to the NCS at the time they were prepared. The NCS does not warrant the accuracy of any such information.

\*Number of Transactions - Total number of SNAP and Cash debit transactions.

\*Transactions Over 2/4 Free - The number of ATM transactions in a month over the State's free transactions.

\*Balance Inquiries at Point of Sale (POS) device or at Automated Teller Machine (ATM).

\*Reversed/Cancelled Transactions - The number of transactions that are rejected due to insufficient funds, invalid PINs, invalid cards etc.

\*Number of Direct Deposits - The number of deposit transactions done through a direct electronic deposit.

\*Total \$ Deposited via Direct Deposit - Total amount of benefits deposited via direct deposit.

\*Number of Cash Benefit/SNAP Benefit Cycles - The number of cycles each State uses to issue benefits in a month. Not to be confused with stagger

\*Number of FNS Authorized Merchants - Total merchants that are authorized to accept SNAP benefits.

\*EBT-Only Merchants - Count of merchants that use government issued terminals.

\*Commercial Connection Merchants - Count of merchants (not locations) that utilize Third Party Processors (TPP) or connect directly for transaction

\*NA - Not applicable, \*not available= specific breakdown of data not accessible

al and Historical Data

Aug-11	Sep-11	Oct-11	Nov-11	Total	Average Monthly Workload
381,185	379,812	380,946	666,462	5,677,594	473,133
845,732	865,440	850,165	1,076,591	11,230,660	935,888
116,536,150	124,172,512	116,981,487	116,413,389	\$1,441,642,735	\$120,136,895
2,459,921	2,497,652	2,480,721	2,095,544	28,881,772	2,406,814
2,518,223	2,811,560	2,679,633	2,797,399	30,672,239	2,556,020
662,074,038	686,764,379	699,485,045	690,438,413	\$7,958,738,233	\$663,228,186
242,216	222,718	207,161	194,633	2,729,168	227,431
10,117,339	11,148,330	11,374,363	11,204,754	123,210,670	10,267,556
9,969,823	10,982,099	11,218,913	11,052,798	121,406,562	10,117,214
189,506	202,772	198,630	196,687	2,245,222	187,102
98,292	106,359	107,394	100,007	1,168,379	97,365
77,085	80,431	76,684	77,605	868,366	72,364
16,828	16,797	16,700	15,402	185,399	15,450
22,435	23,944	22,949	21,413	248,994	20,750
32,401	39,298	42,536	40,915	356,658	29,722
28,233	28,814	27,921	34,064	286,781	23,898
5,191	5,606	5,886	5,254	68,578	5,715
107,698	122,355	37,216	132,910	1,488,279	124,023
5,756	5,811	5,708	5,755	65,107	5,426
11,880	11,500	13,277	9,026	135,496	11,291
4,378	4,443	4,663	3,340	47,579	3,965
26,541	29,498	31,200	26,686	318,220	26,518
24,401	26,791	28,399	24,574	292,168	24,347
755	623	712	630	10,439	870
28,290,755	28,451,038	28,751,208	28,476,442	329,621,909	27,468,492
158,695	168,181	156,849	154,396	1,899,123	158,260
10,604	7,983	9,069	6,961	99,149	8,262
960,992	986,966	981,488	977,295	11,468,222	955,685
781,551	796,721	808,655	785,548	8,996,966	749,747
-	-	-	-	0	0
-	-	-	-	0	0

of ARU only and Helpdesk only.

up), and specific to NYS only, NYC Messages on ARU.

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