

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

November 16, 2012

Page: 1

TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners, TA and SNAP Directors, Finance Directors,
WMS Coordinators

FROM: Phyllis Morris, Acting Deputy Commissioner Center for Employment and Economic
Supports

SUBJECT: Availability of EBT

EFFECTIVE DATE: Immediately

CONTACT PERSON: Al Rios, 518-473-9696

The purpose of the GIS messages is to inform you that JP Morgan has reported a systems problem that prevents EBT transactions from being processed statewide (and in all other JPMorgan EBT states). In addition PIN machine communications are not available for assigning PIN's to EBT cards. Also, the EBT Administrative system used to research EBT account information and daily reconciliation is not available. We are working with JPMorgan to resolve these problems, and you will be advised when the issues are resolved.