

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

November 16, 2012

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WMS Coordinators

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

SUBJECT: Availability of Emergency Manual Vouchers for SNAP During Continued Outage of
EBT

EFFECTIVE DATE: Immediately

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The purpose of this GIS is to follow-up to GIS TA/DC028 issued earlier today, November 16, 2012. This GIS advises social services districts of the most recent development on the current EBT outage. Due to the prolonged nature of the situation, JP Morgan implemented an emergency manual voucher process permitting Supplemental Nutrition Allowance Program (SNAP) recipients access SNAP benefits.

The emergency manual voucher permits SNAP merchants to complete a \$40.00 SNAP transaction which guarantee payment to the vendor. The vendor will need to call the merchant helpline for authorization to record the voucher. The \$40.00 is per transaction, per retailer, per day, per client. The client could shop at another store on the same day for another \$40.00 voucher.