OFFICE OF POLICY, PROCEDURES, AND TRAINING



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POLICY BULLETIN #19-42-SYS

VAULT CARD

Date:	Subtopic(s):			
August 9, 2019	D&C			
	to the Vault Card request and issuance process. The Automated Metrocard Issuance System (AMIS) will now be used to request temporary Vault Cards for immediate use to redeem benefits for individuals who are unable to wait for a permanent card in the mail. The new Vault Card process will be rolled out in phases to Job Centers as follows:			
	Centers as follows:			
	July 29Rider Job Center, Richmond Job CenterAugust 12Remaining Bronx Job CentersSeptemberQueens Job CentersOctoberManhattan Job CentersNovemberBrooklyn Job CentersThe Vault Card will be used as a temporary card for ExpeditedSupplemental Nutrition Assistance Program (E-SNAP), ImmediateNeeds or any Emergency Issuance until the applicants/re-applicantsreceive their Common Benefit Identification Card (CBIC) in the mail.The Vault Card will be issued by Disbursement and Collection (D&C)in every Job Center. The Vault Card is only good for 90 days. Overthe Counter (OTC) referrals are available for undomiciled persons orpersons without a permanent mailing address or if they are residingin a shelter.			
	To assist staff involved in the process, three separate attachments have been developed to outline and provide screenshots of system's processing based on staff roles:			
	 Vault Card request in AMIS for the JOS/Worker, Supervisor Vault Card Process in AMIS, Welfare Management System (WMS) and Electronic Benefits Transfer (EBT) for the D&C Staff. 			

HAVE QUESTIONS ABOUT THIS PROCEDURE? Call 718-557-1313 then press 3 at the prompt followed by 1 or send an e-mail to *FIA Call Center Fax* or fax to: *(917)* 639-0298 **Note:** Undomiciled applicants/re-applicants with a mailing address will receive their permanent CBIC via the mail.

Requesting the Vault Card

JOS/Worker

To request the Vault Card, the JOS/Worker must:

• Initiate a request in AMIS for an applicant's/re-applicant's Vault Card. If AMIS is not available complete a paper **W-607A** from eDocs.

Note: The JOS/Worker must verify that the appropriate Client Identification Number (CIN) and Case Number is linked and then must confirm the mailing address. If the address is incorrect, the JOS/Worker must change the address via the Paperless Office System (POS) as per current procedure.

• Refer to **Attachment A** for details on requesting a Vault Card via AMIS.

CMU Supervisor

The CMU Supervisor will approve or deny the JOS/Workers's request to issue a Vault Card.

• Refer to **Attachment B** for details on approving or denying a Vault Card request in AMIS.

D&C Staff

D&C Staff must:

- Access AMIS to process the JOS/Worker's request which includes the applicant's/re-applicant's photo-capture process;
- Access WMS to activate the Vault Card;
- Access the EBT system to allow the applicant/re-applicant to select a PIN;
- Enter the activated Vault Card Number into AMIS.

Note: The D&C Staff must have the applicant/re-applicant create a PIN number in the EBT system to ensure that the Vault card can be used.

 Refer to Attachment C for details on D&C Staff's process in AMIS, WMS and EBT.

The revised **W-607A** will be used until the form is available in POS.

D&C Staff	AMIS
	• If AMIS is not available, D&C will receive a paper W-607A from the JOS/Worker, and they must complete the form as follows:
	 select Pickup CBIC (at OTC Site) if applicant/re-applicant prefers an OTC referral. assure that the applicant signs the form.
	 take a photo of the applicant/re-applicant for the Vault Card, and process the card via WMS.
D&C Staff	WMS
	 Refer to Attachment C for details on WMS processing. Select Option 1 (Temp and Perm Card, Case Update) from the WMS Host Menu.
	 Enter CIN, Case Number and Suffix and Transmit and advance to the Individual Card Request and Case # Entry screen.
	• Select Function 4 (Permanent Card Only) from the WMS ID Card Menu and complete the fields on the screen.
	Note: After completing WMS processing, return to AMIS to enter the activated Vault Card Number. And have the applicant/re-applicant sign the vault card request in AMIS using the signature pad.
	EBT System Processing
	 D&C Staff must swipe or enter the activated Vault Card Number and have the applicant/re-applicant select a PIN. Refer to Attachment C for details on EBT processing.
	Effective August 9, 2019

Attachments:

Attachment A	JOS/Worker Vault Card Process				
Attachment B	Supervisor Vault Card Process				
Attachment C	D&C Worker Vault Card Process				
W-607A	Request for Identification Card/Temporary				
	Medicaid Authorization /Update Existing CBIC				
	(Rev. 08/09/19)				

Related Items:

D&C Manual PB #17-69-SYS PB #17-44-OPE The JOS/Worker must initiate a request to issue a Vault Card as follows:

AMIS LOGIN Screen

ISSUAR	CE SYST	EM		
		AMIS LOGIN		
				-
	SelectA U	ser	~	
	User ID:		Login	
	Password:		_	
		Forgot Password?	-	
			C	opyright Å© 2010 HRA. All Rights Reserverd

• Enter their **User ID** and **Password**, and click **Login** to advance to the **Select Item** screen.

NVC	HUMAN RESOURCES ADMINISTRATION Automated Metrocard Issuance System		Click here for Requests.
REQUESTS Name: Demo, C	MU Worker Unit: MIS QA Testing - CMU - Wor SELECT ITEM	Help Home LogOut ker July 11, 2019 04:55 PM	
	Please select items you would like to request for Client :	☐ Car Fare ✓ Vault Card	
S Think green	Continue	Copyright © 2010 HRA. All Rights Reserverd	

- Click on **Requests** drop down, select **Create Request**.
- Select Vault Card and press Continue to advance to the first Vault Card Request screen.
 - **Carfare** can also be selected

Vault Card Request Screen

AUTOMATE Issuance	ES ADMINISTRATION D METROGARD SYSTEM	
REQUESTS >	a ang sangan nga ang sangan nga a	Help Home LogOut
Name: Demo, CMU Worker	Unit: MIS QA Testing - CMU - Worker	July 11, 2019 04:57 PM
	VAULT CARD REQUEST	
Please Enter Case No/Suffi	c Continue	
🕉 'Think green before you print'		Copyright © 2010 HRA. All Rights Reserverd

• Enter the **Case Number** and **Suffix**, and click **Continue** to advance to the next **Vault Card Request Case Information** Screen.

NVC AUTOMA ISSUAMO	TED METROGARD		
REQUESTS .		Help Home LogOut	
Name: Demo, CMU Worker	Unit: MIS QA Testing - CMU - Worker	July 11, 2019 05:00 PM	
	VAULT CARD REQUEST		
	CASE INFORMATION		
Case Name: Case No/Suffix: Case Status (CA): Case Category: Address:	NA FS 213 KLDSBROOKLYN - 11206		
Client Also Waiting For :	EBT Card Check Clothing Voucher Health & Safety Kit> Vault Card Please select Identity documents below to determ Name of Document Document Document U.S. Passport U.S. Passport Reset Reset	nime Vault Card Eligibility:	Click here to list documents and select two Enter the corresponding numbers here.
S Think green before you print	Continue	Copyright © 2010 HRA, All Rights Reserverd	

Vault Card Request Case Information Screen

• Click Vault Card.

Vault Card Request Case Information Screen (con't)

- Click on the **Drop-down** to list the various documents used to verify the applicants/re-applicant's identity.
- Select two documents from the **Drop-down** under the **Name of Documents** field.

Note: If applicant/re-applicant can't provide the documents, proceed and enter reasons

- Click **Reset** to erase information and start again.
- Click Add New to add more documents
- Enter the corresponding numbers in the **Document ID** field, click **Continue** to advance to the next **Carfare/Vault Card Request Select Supervisor** screen to select a Supervisor to approve the request.

Carfare/Vault Card Request Select Supervisor Screen

AUTOMA ISSUAN	CE SYSTEM	etroCari	
REQUESTS >		Help	Home LogOut
Name: Demo, CMU Worker	Unit: MIS QA Testing - CMU - Worker		July 11, 2019 05:03 PM
	VAULT CARD REQUEST SELECT SUPERVISOR		
Your Request will be directed to y	your immediate supervisor for approval. If you would like to different supervisor, please select from the drop down lis	redirect the requ t.	lest for approval to a
Select Supervisor:	Demo, CMU Supervisor		
	Back Continue		
🏅 Think green before you print'		Copyright © 2010	HRA. All Rights Reserverd

• Select a Supervisor and click Continue to advance to the Vault Card Request Please Confirm Your Request screen. Vault Card Request Please Confirm Your Request Screen

	apparently - standard	
ame: Demo, CMU Worker	Unit: MIS QA Testing - CMU - Worker	July 11, 2019 05:05 PM
	VAULT CARD REQUEST	
	Please Confirm Your Request	10
	Case Information	
Request Date:	07/11/2019 05:03 PM	
Case Name:		
Case No/Suffix:		
Case Status (CA):	NA	
Case Category:	FS	
Address:	213 KLDSBROOKLYN - 11206	
Client Also Waiting For :	Vault Card Documents Provided: Photo ID, Driver's License:987	7456, U.S. Pasaport 8996532
	Back Colonit Domant	
	back Submic Request	

• Review the information on the screen and if correct, click **Submit Request** and the **request** is forwarded to a Supervisor, and a confirmation screen appears indicating request was submitted successfully.

Vault Card Request (confirmation) Screen

ALGOLOTO P	2	and a second sec	neip nome Logo
Name: Demo, CMU Worker	ι	Jnit: MIS QA Testing - CMU - Worker	July 11, 2019 05:05
		VAULT CARD REQUEST	
	Your Requ	est has been submitted Successfully	
		Case Information	
Request Date:	07/11/2019 05:	03 PM	
Case Name:			
Case No/Suffix:			
Case Status (CA):	NA		
Case Category:	FS		
Address:	213 KLDSBROG	DKLYN - 11206	
Client Also Waiting For :		Vault Card Documents Provident - Photo ID - Document License St	STARS II C Davaged SQGRED
		Add Another Request	
Client Also Waiting For :		Vault Card Documents Provided: Photo ID, Driver's License:3 Add Another Request.	87456, U.S. Pasaport 8996532

• Click Add Another Request if requesting another vault card.

Cancel Request Process

Home Page



• Click on **Requests** and select **Cancel Request** to advance to the **Cancel Request** List screen.

ISSI ISSI	Inder St	Metrocard Istem	Merrorit		
			Help	Home LogOut	
Name: Demo , Test		Unit: MIS TEST FIA - CMU - We	orker	July 15, 2019 04:59 PM	
		CANCEL REQUEST LIST	500	eren and	
			Disp	laying 1 to 2 of 2 records	
Carefio/Suffix	Case Name	Amount Requested	Request Date	Input Uner	
		\$2.50	07/15/2019 11:35 AM	Demo , Test	
	•	50.00	07/15/2019 04-58 PM	Demo, Test	Soloct the case
					to cancel.
Thick green before you	pre		Copyright @ 201	HRA, All Rights Reserverd	

• Select a case to cancel to advance to the View Request screen.



• Click **Cancel Request** and a **View Request** screen appears with a message indicating the request was cancelled.

Edit Request Process

Home page

Note: A request can only be edited prior to a Supervisor's approval.

HUMAN RES AUTOMA ISSUAN	OURGES ADMINISTRATION A TED METROGARD IGE SYSTEM	Metrocar I	
REQUESTS >		Help	Home LogOut
Name: Demo , Test	Unit: MIS TEST FIA - CMU - Worker		July 15, 2019 05:31 PM
	WELCOME		
View Archived Announcements	No New Announcements Found		
Think green before you print		Copyright © 2010 H	RA. All Rights Reserverd

• Click on **Requests** and select **Edit Requests** to advance to the **Edit Request List** screen.

QUESTS >				Hel	Home LogOut	
ime: Demo , Test		Unit: MIS TEST FI	A - CMU - Worker		July 15, 2019 05:17 PM	
		EDIT REQUE	STLIST			
Fracking No.	Case Name	Amount Requested	Request Date	Input User	CMU/CSIC Supervisor	Click her
		\$2.50	06/11/2019 03:19 PM	Demo Test	VV CMU Supervisor	select ca
		\$2.50	06/19/2019 01:53 PM	Demo Test	VV CMU Supervisor	editing.
		\$0.00	07/15/2019 12:03 PM	Demo Test	VV CMU Supervisor	
		\$2.50	07/15/2019 04:15 PM	Demo Test	VV CMU Supervisor	
		\$0.00	07/15/2019 04:58 PM	Demo Test	VV CMU Supervisor	

• Select a case based on Tracking number to advance to the **Select Item** screen.

Select Item Screen

NVB	HUMAN RESOURCES ADMINISTRATION AUTOMATED METROGARD ISSUANCE SYSTEM	Metrocasi ET
REQUESTS >		Help Home LogOut
Name: Demo , Te	est Unit: MIS TEST FIA - CMU - Worke	r July 15, 2019 05:15 PM
	SELECT ITEM	
	Please select items you would like to request for Client :	☐ Car Fare ✓ Vault Card
	Continue	
🍯 Think green	before you print'	Copyright © 2010 HRA. All Rights Reserverd

• If attempting to add Carfare, click on Carfare, then click **Continue** and advance to the **Edit Request View Case Information** screen.

Edit Request View Case Information Scree	en
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lame: Demo , Test		Unit: MIS TEST FIA -	MU - Worker		July 15, 2019 05:19 Pt
		COTT REQUEST A	ALC NO.		
		EDIT REQUEST			
		CASE REDRIGATI	08		
Tracking No: 071520 Case Name: Case No/Suffic Case Status (CA): Case Category: Address:	1916585432585	AP FA 1210 CHURCH ST, APT 30, BROOKLVN, 112203000			
Purpose of Carlare I	s suance 'Appointmen	CARTANEAUTROINA CHU, SUSAR - ZY64294G Special Assessment	A TRON		
		No of Metrocard	ik:		
Card Type	So of Cards	Salt-Total	Persons	STREET, STREET	Appointments
\$2.50	1 🔍	\$ 2.50	CHU, SUSAN - ZVEA25	990 🗸	AddEdit-1
Select One 💙	Select One 💙	1	Select One	~	N/A
Select One 💙	Select One	5	Select One	~	NA
Select One 💙	Select One	5	Select One	~	N/A
Select One	Select One	5	Select One	~	NA
Select One 💙	Select One 🛩	5	Select One	~	NA
TOTAL REQUESTED: Client Also Walting F	of 2	s 2 50 EBT Card Check Clothing Voucher Heath & Safety Kt Vout Card Please select Klentky documents Xenne of Bocoment	Document 80	t Card Elgibility	
		Photo ID, Driver's License 🔽	052309		
		U.S. Passport 🔍	987456		
			Reset		Add New
		Continue	8		

Click on the drop-downs listed under **No of Cards** and select one from each drop-down list.

• Select Card Type, Number of Cards, Number of Persons, Appointment and click Continue and advance to the Carefare and Vault Card Request (Select Supervisor) screen.

AUTOM ISSUAL	ATED METROGARD	MetroCari	
REQUESTS >		Help	Home LogOut
Name: Demo , Test	Unit: MIS TEST FIA - CMU - Worker		July 15, 2019 05:26 PM
Your Request will be directed to	SELECT SUPERVISOR o your immediate supervisor for approval. If you would lik different supervisor, please select from the drop dow	e to redirect the req vn list.	uest for approval to a
Select Supervisor:	VV, CMU Supervisor 🗸		
	Back Continue		
Think green before you print		Copyright © 201	0 HRA. All Rights Reserverd

• Select a Supervisor and click **Continue** to advance to the **Carfare and Vault Card Request** (confirm your request) screen. Carefare and Vault Card Request (Confirm Your Request) Screen

EQUESTS .			Help	Home LogOu
ame: Demo , Test		Unit: MIS TEST FU	A - CMU - Worker	July 15, 2019 05:27 F
		CARFARE AND VAULT	CARD REQUEST	
		Please Confirm Yo	ur Request	
Contract of the second s		Case Inform	ation	
lequest Date:		07/15/2019 05:26 PM		
ase Name:				
ase Norsumoc	3			
Case Category		ia.		
ddress:		210 CHURCH ST. APT 3D. BROOK	LVN 112203000	
		Carfare Author	rization	312
himone of Cartana In	unana di naniatmani			
urpose of carrare is	suanceooppontmen	(a.	Special Assessment	
		Metrocards Info	ritiation	
Card Type	No of Carda	Seb-Total	Name of Person	Appointment
\$2.50	1	\$2.50	CHU, SUSAN - ZY64291G	View-1
TOTAL REQUESTER	D:	\$2.50		
	-	Vault Card		
Client Also Waiting	For:	Documents Provi	ded: Photo ID, Driver's License \$52369, U.S. F	assport.987466
		Rack Sube	uil Decenter	
		Contraction of Contractor	CONTRACTOR AND A DESCRIPTION OF	

• Confirm your request by clicking on **Submit Request** and the screen is returned with a message indicating the request was submitted successfully to the Supervisor.

			Help	Home LogO
ame: Demo , Test		Unit: MIS TEST FIA	- CMU - Worker	July 15, 2019 05:27
		CARFARE AND VAULT	CARD REQUEST	
		Your Request has been subr	mitted Successfully	
		Case Informa	ibon	
lequest Date:	07	/15/2019 05:26 PM		
Case Name:				
ase No/Suffix:				
case Status (CA):	A	0		
ase Category:	12		100 412222220	
ouress	14	TO CHORDE ST, APT 30, BROOK	-TR, 112203000	
wrpose of Carfare Iss	uance/Appointments	1	Special Assessment	
		Metrocards info	rmation	weenur se
Card Type	No of Cards	Sub-Total	Name of Person	Appointmen
\$2.50	1	\$2.50	CHU, SUSAN - ZY64291G	View-1
TOTAL REQUESTED	e .	\$2.50		
		Vault Card		
Client Also Waiting	For :	- Your Care		
•		Documents Provid	fed: Photo ID, Driver's License 852369, U.S. I	Passport.907455
		Add Another R	rouest	

• Click Add Another Request to edit another request.

View Request Function

All requests can be reviewed by JOS/Worker before submitting for approval.

• Select Requests, then View Requests.

AUTOMA ISSUAN	URGES ADM TED MI CE SYS	INISTRATION ETROCARD TEM	Metrolari ET E
REQUESTS > ORDERS > REPORTS	•		Help Home LogOut
Name: Demo, D&C Custodian	Uni	t: MIS QA Testing - D&C - Custodian	July 12, 2019 01:55 AM
		VIEW REQUEST	
Please select any one criteria to view	v requests.		
Enter Case No./Suffix :			
		OR	
Enter Date Range :			1
From Date:	7/1/2019		
To Date:	7/12/2019		
	5	earch Reset	
🍯 Think green before you print'			Copyright © 2010 HRA. All Rights Reserverd

• Enter Case Number, Suffix or a Date Range and click Search to advance to the View Request List screen.

View Request List Screen

ame: Demo, D&C Cus	todian	Unit: MIS C	A Testing - D&C - Custodi	an July 12, 2019 01:59 AM	
		VIEW	REQUEST LIST		
Selected Criteria:	7/1/2019 to	7/12/2019	Incest Date	Displaying 1 to 2 of 2 records	Click here change
07102019101943884		\$0.00	7/10/2019 10 18:44 AM	Pending Supervisor Approval	Status.
		\$0.00	7/10/2019 2:49:37 PM	Pending Supervisor Approval	

The Request is displayed with the Status "Pending Supervisor Approval."

• Click **Status** to change the view i.e., to **Issued**.

View Request List Screen (different status)

ame: Demo, D&C Cus	todian	Unit: MIS QA 1	Festing - D&C - Custodia	n	July 12, 2019 01:59 AM	
Selected Criteria:	7/1/2019 to 7	12/2019	QUESTICIST	Displayin	na 1 to 6 of 6 records	Status change
Tracking No	Case Name	Amount Requested	Input Date	Status baued		Issued.
07052019141819078	1	\$0.00	7/0/2019 2:18:00 PM	Insued		
07052019143018879	1	\$0.00	7/6/2019 2:30:10 PM	baued		
07092019161837881	1	\$2.75	7/9/2019 4:16:49 PM	insued		
07092019165105883	1	\$2.75	7/9/2019 4:50:56 PM	lasued		
07102019143426895	1	\$0.00	7/10/2019 2:34:18 PM	Issued		
07112019170629910	1	\$0.00	7/11/2019 5:03:57 PM	Issued		

The View Request List screen shows requests with the updated Status of Issued.

• To see the details for each request, click on the desired **Tracking Number** to advance to the **View Request Case Information** screen.



The Supervisor must approve the Vault Card request as follows:

AMIS LOGIN Screen

ISSUANCE S	YSTEM	
	AMIS LOGIN	
	Salact A Liner	
-	Selectri Obel	
Us	er ID:	Login
Pa	ssword:	
	Forgot Password?	
		Copyright Å© 2010 HRA. All Rights Reserve

• Enter their User ID and Password, and advance to the Approve Request screen.



- Click on Requests and select Approve Request.
- Click on **Tracking No** to advance to the **Approve Request View** screen to open the details of the request.

Approve Request View Case Information Screen



- Review the case information and if it is correct, click **Approve Request** and the confirmation screen appears below with message "Request Processed Successfully," and the request will be forwarded to D&C Staff.
 - If the information is not correct click **Reject Request**.

Unit: MIS QA Testing - CMU - Supervisor	r:	July 12 2019 12-15 AL
		and 15, 5919 (519 M
Approve Request		
Request Processed Succesfully.		
CASE INFORMATION		
F	lequest Status: Pending	Supervisor Approval
emo, CMU Worker / 07/11/2019 05:03 PM		
emo, CMU Supervisor / 07/11/2019 05:06 PM		
A		
5		
13 KLDS, BROOKLYN, 11206		
Vault Card		
Documents Provided: Photo ID, Driver's Licer	nse:987456, U.S. Passport.8	996532
	Approve Request Request Processed Successfully. CASE INFORMATION Proceeding Control (CASE INFORMATION) Proceeding Control (CASE INFORMATION) Proceeding Control (CASE INFORMATION) A S IS KLDS, BROOKLYN, 11206 Vasilit Card Documents Provided: Photo ID, Driver's Lice	Approve Request Request Processed Successfully. CASE INFORMATION Request Status: Pending emo, CMU Worker / 07/11/2019 05:03 PM emo, CMU Supervisor / 07/11/2019 05:06 PM A 5 13 KLDS, BROOKLYN, 11206 • Vault Card Documents Provided: Photo IO, Drivers License: 987455, U.S. Passport 8

Request Denial Screen

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CO Di Inte Swebdeva AMELTRAIN/Requent/Requent/	eriaLauge/NerposetE2:000805tatusceR&Actions:Report	🔎 = 🙃 🥥 Automated Metrocard Is	nie X	n + 0	
File Edit View Fevorites Tools Help					
🙀 🖉 Supervisor Main Page 🗿 Supported Sites 🔹 🗿 Web Si	ice Gallery 🔹 🛞 Q-Flow 6 🕵 Show Password				
	AUTOMA ISSUAN	CHECG ADMINISTRATION	Mercin ET L	^	
	REQUESTS .		Help Home LogOut		
	Name: Training, CMU Supervisor	Unit: MIS Training - CMU - Supervisor	June 12, 2019 05:03 PM		
		REQUEST DENIAL			- Select a reason
	Select Denial Reason:	Select One Appointments are unavailable in system Carfare amount(s) issued are incorrect			for denial
	Denial Comments: (Max. 1000 Characters)	Client ineligible to receive carfare Director/Supervisor requests re-issuance Other (Specify comments) System Down			
		Back Continue			
	Think green before you print		Copyright © 2010 HRA. All Rights Reserverd		
	in the green be duy to part.				
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- If **Reject Request** is selected, AMIS returns the request to the JOS/Worker along with the denial reason.
 - If **Other** is selected, the following screen appears.

C () () Ittp://webdewa/AAVISTRAIN/Requests/RequestDenial.asp/i	RequestID+81685tatus=R8Action=Reject	P = C S Automated Metrocard Issu ×		n * a
File Edit View Favorites Tools Help			-	
🙀 🗃 Supervisor Main Page 进 Suggested Sites 👻 🎒 Web Slice Gallery	 • • • Q-Flow 6 K Show Password 			
	AUTOMAT ISSUANG			^
	EQUESTS >		Help Home LogOut	
N	kame: Training , CMU Supervisor	Unit: MIS Training - CMU - Supervisor	June 12, 2019 05:03 PM	
		REQUEST DENIAL		
	Select Denial Reason:	Other (Specify comments)		
le l	Denial Comments: Max. 1000 Characters)		Û	
		Back Continue		
	🍯 'Think green before you print'	C	apyright © 2010 HRA. All Rights Reserverd	
<				>

• Enter comments in free text to explain what Other reasons there are.

View Request Function

All requests can be reviewed by Supervisor.

• Select Requests, then View Requests.

HUMAN RESO AUTOMA ISSUAN		MINISTRATION ETROCARD TEM	Metrocal DI La Com
REQUESTS > ORDERS > REPORTS			Help Home LogOut
Name: Demo, D&C Custodian	U	nit: MIS QA Testing - D&C - Custodian	July 12, 2019 01:55 AM
		VIEW REQUEST	
Please select any one criteria to view	v requests.		
Enter Case No./Suffix :			
		OR	
Enter Date Range :			
From Date:	7/1/2019		
To Date:	7/12/2019		
		Search Reset	
🍯 'Think green before you print'			Copyright © 2010 HRA. All Rights Reserverd

• Enter Case Number, Suffix or a Date Range and click Search to advance to the View Request List screen.

View Request List Screen

anve: Demo, Date Castoon	fian	Unit: MIS C	A Testing - D&C - Custod	ian July 12, 2019 01:59 AM	
		VIEW	REQUEST LIST		
Selected Criteria:	7/1/2019 to	7/12/2019		Displaying 1 to 2 of 2 records	Click here
Tracking No (Case Name	Amount Requested	Imput Date	Status Pending Supervisor Approva	change
07102019101943554		\$0.00	7/10/2019 10:18:44 AM	Pending Supervisor Approval	Status.
07102019145024696		50.00	7/10/2019 2:49:37 PM	Pending Supervisor Approval	

The Request is displayed with the Status "Pending Supervisor Approval."

• Click **Status** to change the view i.e., to **Issued**.

View Request List Screen (different status)

ame: Demo, D&C Cus	todian	Unit: MIS QA 1	Testing - D&C - Custodia	in	July 12, 2019 01:59 AM	
Selected Criteria:	7/1/2019 to 7	/12/2019		Displ	aying 1 to 6 of 6 records	0
Tracking No	Case Name	Amount Requested	Input Date	Sternes Insued		Status
07002019141819078	8	\$0.00	7/5/2019 2:18:00 PM	Insued		change
07052019140016879	4	\$0.00	7/6/2019 2:30:10 PM	lasued		Issued.
07092019161837881	1	\$2.75	7/9/2019 4:16:49 PM	issued		
07092019165105883	A	\$2.75	7/9/2019 4:50:56 PM	lasued		
07102019143426895	r	\$0.00	7/10/2019 2:34:18 PM	Issued		
67112019170629910	8	50.00	7/11/2019 5:03:57 PM	issued		

The View Request List screen showss requests with the updated Status of Issued.

• To see the details for each request, click on the desired **Tracking Number** to advance to the **View Request Case Information** screen.

	STRUCK	- Aller	and a second	-0-
Name: Demo, D&C Custodian	Unit: MIS GA Testing - D&C - Custodian	- Hereb	July 12	2019 02:09 AM
	VIEW REQUEST			
	CANE INFORMATION			
Tracking No: 07082019141019870 CMU Worker/Request Date: CMU Approval Supervisor/Approval Date: DAC Insued Custoflam/Insuance Date: Case Name: Case Noi Suffie: Case Satus (CA) Case Category: Address: Client Requested: Client Requested:	Demo, Test / 67/06/2019 62:18 PM GA, CMU Supervisor / 07/06/2019 62:18 PM GA, D&C Custodes / 67/06/2019 62:29 PM 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ee 7896541, U.S. Per	Request St	atus: Issued
Client Signature:	POSS	Copyright @ 2	1918 HRA. AR RIG	rits Reserverd

The D&C Worker must process the Vault Card request as follows:

Note: If the applicant/re-applicant is requesting a Vault Card, the D&C Worker must have the individual create a PIN (Personal Identification Number) in the EBT system to ensure that the Vault Card can be used. Refer to PD #16-19-SYS for PIN details.

AMIS Processing

• Login using their **User ID** and **Password** and advance to the **Approve Issuance** screen.

ISSUAI	ICE SYST	EM		
1		AMIS LOGIN		
	Select A Us	ser	~	
	1000 1000 1000 1000 1000 1000 1000 100			
	User ID:		Login	
	Password:			
		Forgot Password?		
				-
			Ci.	pyngnt A©2010 HRA. All Rights Reserver

Approve Issuance Screen

ESTS DRDERS REPORTS e: Demo, D&C Custodian	2 3	Unit: MIS QA Tes	ting - D&C - Custodian	Help H	ome LogOut dv 12, 2019 01:09 AM
		APPROVE	ISSUANCE		
Show Only Messenger Request				Displaying	1 to 7 of 7 records
veNo-Suffix / Cane Name	Am	ownt Request Date	Requested By	Supervisor (Approver)	Client Waiting For
	N/A	07/10/2019 10:23 AM	Demo , Test	QA, Deputy Director	Vault Card
	N/A	07/10/2019 11:08 AM	CMU Supervisor, UATTEST2	CMU Supervisor, UATTEST4	Vault Card
	NA	07/10/2019 11:14 AM	CMU Worker, UATTEST1	CMU Supervisor, UATTEST2	Vauit Card
	N/A	07/10/2019 02:21 PM	CMU Worker, UATTESTI	QA, Deputy Director	Vault Card
	\$2.7	5 07/10/2019 02:55 PM	CMU Worker, UATTEST1	CMU Supervisor, UATTEST4	Vault Card
	r NA	07/10/2019 02:59 PM	CMU Worker, UATTEST1	CMU Supervisor, UATTEST4	Vaut Card
	1000			manual manual manual states	14440

Select the last case approved by a Supervisor.

- Click on **Request** and select **Approve Issuance**.
- Select the case listed last by a Supervisor to advance to the below **Approve Vault** Card Issuance Case Information screen.

Approve Vault Card Issuance Case Information Screen

Name: Demo, D&C Custodian	Unit: MIS QA Testing - D&C - Custodian	July 12, 2019 01:11 Al
	APPROVE VAULT CARD ISSUANCE	
in the second	CASE INFORMATION	
Tracking No: 07112019170629910		Request Status: Pending D&C Issuance
CMU Worker/Request Date:	Demo, CMU Worker / 07/11/2019 05:03 PM	
CMU Approval Supervisor/Approval Date:	Demo, CMU Supervisor / 07/12/2019 12:16 AM	
Case Name:		
Case No/Suffix:		
Case Status (CA):	NA	
Case Category:	FS	
Address:	213 KLDS, BROOKLYN, 11206	
Client Waiting For:	Vault Card Documents Provided: Photo ID, Driver's Licens	e:987455, U.S. Passport 8996532
	Back Continue Reject Issuance	
Think green before you print		Copyright © 2010 HRA. All Rights Reserver

- Review information on the screen and if information is correct, click **Continue** to advance to the next **Approve Vault Card Request** screen.
 - If information on the screen is not correct, click **Reject Issuance** and return it to the Supervisor.

Approve Vault Card Request Screen

REGRESTS & ORDERS & REPORTS &			Help	Northe	LogOut	
Name: Demo, 66C Custodian	Unit: MIS QA Testing - D&C - Co	valiodan		July 12, 2	013 01:14 AM	
and the second	APPROVE CARFARE REQU	EST				
	CASE INFORMATION					
Tracking No: 0712/01970029910 CMU Worker Request Date: CMU Approval Sopervision/Approval Date: Case Rame: Case Solution: Case Solution: Case Category: Case Category: Address:	Owen, CARL Warker / 07/11/00/19 05 03 Owen, CARL Supervisor / 07/12/07/19 12 RA, FS 213 KLDS, BROOK, VN, 112/05	No Pol 116 ANI	iquest Slatus; Pi	ending D&	Cisnuance	
Client Walting For:	Vault Card Verify Cleant's Identity document Remot Of Document Prote 6, Diver's Loose U.S. Respont	15 provided to C	NU Worker Vermy Confirm V	•		
These green before you, got	Bach Contanue Reject 1	loome e	Copyright © 2010 H	IRA. AN RIG	ta Reserverd	Confirm documen here.

- Review the documents listed to confirm if they are correct.
- If documents are correct, take the applicant/re-applicant photo.

Approve Vault Card Request (Activate Camera) Screen



- Click on Activate Camera and Capture Photo or enter Comments if can't complete photo process and click Continue.
- Place the Vault Cards in sequence and access WMS to activate the Vault Card.

REGUESTS . ORDERS . REPORTS	•	Help Home LogOut
lame: Demo, D&C Custodian	Unit: MIS GA Testing - D&C - Custo	dian July 12, 2019 01:18 A/
	APPROVE CARFARE REQUEST	
Please fix	this Camera Error and click Activate button: No o	camera was detected.
	CASE INFORMATION	
raccong vice of Alberty Foogastio CAN Worker/Regisest Date: CAN Approval Supervision/Approval Da Case Name: Case No/Suffic: Case Status (CA): Case Category: Address:	Demo, CMU Worker / 07/11/2019 05:03 PM Demo, CMU Supervisor / 07/12/2019 12:16 A NA PS 213 KLDS, BROCKLVN, 11206	Welgiest Satury Pending Day, Insulance
Client Waiting For:	Vault Card Decements Provided Photo ID Driver's	Lowing 967456 U.S. Parason 8904532
	Reminder: Please Process Vault Card	in WMS
Client's Photo:	Reminder: Please Process Vault Card	in WM2 OK re Capture Photo
Client's Photo:	Reminder: Please Process Vault Card	m WMS

WMS Processing

- Select Option 1 (Temp and Perm Card Case Update) from the WMS Host Menu.
 - Enter the CIN, Case Number and Suffix and click Transmit to advance to the Individual Card request and Case # Entry screen.

Individual Card Request and Case # Entry Screen

Revise Mailing Address? (Enter X) _ here. Phone # 718-555-5555 Ofc 556 Wrkr KHBA PA/FS Purge Date PA/FS Payee Enter V here for Individual Card: Reason Code (Enter Value) Photo (Y/N)	assure /ee ars
for Individual Card: Reason Code (Enter Value) Photo (Y/N)	
ADD (A) or DELETE (D) Individual as PA/ES Payee for Case #: TTCase #Suffix 01 ADD Vault (V) Card or DELETE (D) ID Card for Use: TT V Card # 600486 2001030010400	ault Card re.

- Enter **V** for Vault Card and the **Vault Card Number** or swipe Vault Card.
- Check to make sure the Payee Name is listed.

Note: After completing the process for selecting a temporary Vault Card, JOS/Workers must complete the next step below using Function **4** to request a permanent card.

• Select Function 4 (Permanent Card Only) from the **WMS ID Card Menu** and complete the fields on the screen.

EBT System

• Swipe the new Vault Card and have applicant/re-applicant select a PIN#.

AMIS Processing (cont.)

• Return to AMIS to enter the activated Vault Card Number and have the individual sign the Vault card request.

Approve Issuance Screen (Signature Pad)

REQUESTS & ORDERS & REPORTS &	A REAL PROPERTY AND A REAL	Help Home LogOut	
Rame: Demo, 06C Custodian	Unit MIS GA Testing - D&C - Custodian	July \$2, 2019 01:27 AM	
100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100	APPROVE ISSUANCE	and the second se	
Please confirm request b	y clicking done. Click on manual issuance if E-oginat	ire is not functional.	
	- CASE INFORMATION		
Tracking No: 07112019170629910	R	rquest Status: Pending D&C Issuance	
Call Borner Regard Date:	Center, Cally Warner / Environment of the College of the		
Case Rame:	vene, uno aspertete raintadarte ta le All		
Case Bollaffar			
Case Matus (CA):	54		
Case Category:	15		
Address	213 KLDS, BROOKLYN, 11206		
Client Waiting For:	Vault Card. ecolests120083525008 Decuments Provided. Photo IO, Driver's License 387	455. U.S. Pauport 2006532	
Comments For Manual Issuance:			
	1		
Client's Signature:		▲	Applicant/re-applica
			signs nere.
Note" Signature Pad is automatically active	ted. No need to click activate signature pad.		
Point Cleant Records	other lineshes had	Cannod Insurance	
Introductional L	installing and the second se	named consecuted	

- Click Activate Signature Pad if not already activated and have applicant/reapplicant sign in the Client Signature field.
- Click **Print Client Receipt** and click **Done** and this will end the Vault process.
 - If there is no Signature Pad, click Manual Issuance. The W-607A is the manual alternative when AMIS is not available.

BERTANAN BERTANAN	S Mavesser Statum	
REGULATE & CHECKIE & REPORTS &		Relp Rome LogDut
Name: Demo, D&C Castodian	SHE MIS GA Teeting - D&C - Custodian	July 51, 2019-01(27 AS
	APPROVE ESSUANCE	
	Regent Approved Successfulls.	
	CASE SPORMATION	
Tracking No: 67112010170629918 CNU Morker Regional Date: CNU Approval Topervision Approval Date: Case Name: Case Name:	Deme, CAV Histor / 87110218-05-02 PA Deme, CAV Supervisor / 87120219 12:16 AM	Request Status Pending D&C Issuance
Case Notes (CA):	84	
Case Category	11	
Address	213 KLOS, 8800KLVN, 11298	
Client Walting For	Visuit Cand society (2005)(2005) Decuments Provided: Price C. Driver's Line	ne 987408, U.S. Paneseri \$1098522
Comments For Manual Issuance:	no signature ped	0
Client's Signature:	Manu	al Issuance
Note": Signature Pad is extended any active	nteel, for need to click activate signature part.	Ar a
and the second sector was said		Capangin & 2010 Mills, Ad Rights Reserved

• Enter comments for manual issuance

Vault Card Reports

Vault Card Report Screen



- To access reports, select Reports and then Vault Card Reports.
- Select Date Range and click on Generate Report.

Applicant/Re-applicant Photo Report



• Click on the Icon to display the actual photo of the applicant/re-applicant along with Name, Case Number and Vault Card Number.

View Request Function

All requests can be reviewed by D&C Staff.

• Select Requests, then View Requests.

REQUESTS > ORDERS > REPORTS		9000	Help Home LogOut
Name: Demo, D&C Custodian	ι	Init: MIS QA Testing - D&C - Custodian	July 12, 2019 01:55 AM
2		VIEW REQUEST	
Please select any one criteria to vie	w requests.		
Enter Case No./Suffix :		-	
		OR	
Enter Date Range :			
From Date:	7/1/2019		
To Date:	7/12/2019		
		Search Reset	
Think green before you print			Copyright © 2010 HRA. All Rights Reserverd

• Enter Case Number, Suffix or a Date Range and click Search to advance to the View Request List screen.

View Request List Screen

lame: Demo, D&C Cus	todian	Unit: MUS C	A Testing - D&C - Cestod	an July 12, 2019 01:59 AM	
		VILW	REQUEST LIST		
Selected Criteria:	7/1/2019 10	7/12/2019		Displaying 1 to 2 of 2 records	Click here
Tracking tin	Case Barter	Amount Requested	Ingest Date	Elistus Pending Supervisor Approval V	change
17102010101043884	2	\$0.00	NA 44-51:01 8102017	Pending Supervisor Approval	Status.
02102010140024890		\$0.00	7/10/2019 2:49:37 PM	Pending Supervisor Approval	

The Request is displayed with the Status "Pending Supervisor Approval."

• Click **Status** to change the view i.e., to **Issued**.

View Request List Screen (different status)

ame: Demo, D&C Cus	todan	UNIC BRE GAT	leating - D&C - Custoda OUEST LIST		July 12, 2019 01:59 AM	
Selected Criteria	710019167	//220/9		Display	ing 1 to 6 of 6 records	
Tracking Bo	Case Name	Amount Respected	Ingral Bala	Theirs Mood	~	
07062010141019676		\$2.00	762019 2 10:00 PM	lasued		Status
1062010140018879		98.90	7/6/2019 2:30:10 PM	haued		changed
1947281818192995		\$2.75	7/9/2019 4:18.49 76	Issued		lasuad
1202210100100000		\$2.75	T/9/2019 4 50 56 PM	Issued		issued.
1102010140420005		50.00	D10001923418PM	Issued.		
0100206110120610		\$0.00	Tr1100195.03.57 PM	lasued		

The View Request List screen shows requests with the updated Status of Issued.

• To see the details for each request, click on the desired **Tracking Number** to advance to the **View Request Case Information** screen.

NO AUTORATE	Metroini) BY B Collins			
MOMENTE & CHORNE & MEPOWITE &	and the second se	Help Borne Logbut		
Rame: Demo, D&C Contodian	Unit MIS GA Teating - D&C - Customan	Juny 12, 2019 02:08 AM		
	VIEW REQUEST			
 Manual content of the state of	CAM INFORMATION	2010/01/02/05/05/00/02/02/02		
Tracking No. 07002019141819978 CMID Workwellegeant Date CMID Approval Separation Approval Date DATe Search Castellandersenance Date Case Northet Case Northet Case Status (CA) Case Calegory Address Address	David, Teal / E7/08/0018 52:18 PM GA: CR0 Superview / E7/05/0018 62:18 PM GA: DAC Controller / 07/05/0018 62:29 PM NA: PS 213 SLD5, BIDONL V1, 11206	Hisperii Satur Issani		
Client Requested Cleve's Photo:	Vault Card Decemants Provided: Photo ID, Drivers Liters Photo Takes	a 195641, U.S. Pasquet 9525259		
Cherre Signatures	12035			
These great before you prof		Copyright @ 3010 Hillin, All Highlis, Reserved		



Department of Social Services Human Resources Administration Department of Homeless Services

Family Independence Administration

Request for Identification Card/ Temporary Medicaid Authorization/Update Existing CBIC

Prepare in the following situations:		
 Replacement of CBIC or Medicaid card Update CBIC 	 Undomiciled applicant/participant Issuance of Immediate Needs/Expedited Supplemental Nutrition Assistance Program (SNAP) Grant 	 Authorized representative (payee) case Temporary Medicaid Authorization for applicant before case is on WMS

Section I: (To be completed by JOS/Worker)

To: Reception/Disbursement and Collections Unit	From: Job Center/Supplemental Nutrition Assistance Program (SNAP) Office: Caseload:				
Case Name:	Applicant/Participant's Signature:				
	Picture				
Authorized Representative (Payee) Name (print):	Authorized Representative (Payee) Signature:				
	Picture				
Fingering Imaging/Photo/Signature Applicant/Participant Completed	Applicant/Participant Case Type/Case No./ Registry No./Suffix:				
Check Reason for Action:	dentification documents witnessed for applicant/participant or				
01 Lost card 06 Surrendered	authorized representative; the same two pieces must be presented to the Disbursement and Collections (D&C) Unit.				
02 Stolen 09 First card/never received					
03 Defective CBIC update (no CBIC					
04 Mutilated referral required					

Section II: Reason for Request (To be completed by JOS/Worker)

 Photo card? No Yes 	☐ Is the mailing add ☐ No ☐ Yes If yes, complete I Care of Name	Iress different than that o	n WMS?	 Is applicant receiving expedited SNAP benefits and/or an immediate needs grant? No Yes Is the payee correctly established? No Yes If No: Delete current payee
	Street		Apt. No.	
				Add new payee
	City	State	Zip	
Mail Permanen (CBIC menu fu	I It Card and Temporary nction 1)	Medicaid Card (LDSS-4	113-2)	- CIN
Over-the-Coun (CBIC menu fu	ter Permanent Card Rent Rent Card Rent Rent Rent Rent Rent Rent Rent Rent	equest (LDSS-4113-2)		
Vault Card and	Mail Card (CBIC Men	u Option 1)		

Section II: Reason for Reque	st (To be comple	eted by JOS/Wor	ker)					
Authorized Representative	Card (CBIC me	nu function 3)						
Be sure to send authorize	ed representative	to the AFIS Unit	for phot	to and	d signature only			
Check one: 🗌 Agency	oickup (at OTC S	ite) 🗌 Mail	ı 🗌	Vau	lt Card			
Authorized Representative:								
Fi	st Name	N	I.I. Last I	Name				
Temporary Medicaid Auth	orization (I DSS.	2831-A) Comple	ete Sect	ion I\	/			
JOS/Worker's Signature	Da	te	Supervis	or's S	Signature		Da	te
	Du		superne	0.00	ignatare		Du	
Section III: Signature Verific:	tion (To be com	inleted by D&C o		Rece	ntion)			
Vault card (Temporary) is	sued	picted by Date o		<u>INCCC</u>				
Permanent card mail requ	est processed (to	o be decided by I	D&C or {	SNAF	Reception)	Picku	D CBIC	(at OTC Site)
Applicant/Participant's Signatu	re Da	te /	Authorize	ed Re	presentative (P	avee)Sig	nature	Date
						, 0		
Signature(s) verified and do	cuments listed i	n Section I seer	า.					
SNAP Reception/D&C or Card	Producer's Sign	ature:						Date:
				_		_		1
To be Completed by Job Ce	iter ONLY					,		
Section IV: Additional informa	ion for Tempora	Medicald Auth	orization	1 (L D S	SS-4113-2/LDS	S-2831A) (To be	completed by
Name Last	Name Last							
	$\searrow \mu$		`////					
Address Street		<u> </u>	//					
City		State	Zip	Code				
			<u></u>	╶╁╴				j
Enter 7-digit case	Leave blank					lf e	enrolled	in HIP or HMO plan,
number and 1-digit suffix	Leave blank					ente	er "P." Fo	or all others, enter "A."
1	1				Enter insurance	e code	I I	
\downarrow	\downarrow				available leave	blank.	\downarrow	
Case Number		Category					1	
							\downarrow	
						•	·	
			Sax		oto of Dirth	Ins.	Cov.	CON
	ie i	-irst name	Sex		ate of Birth	Code	Code	5514
			<u> </u>	<u> </u>				
			<u> </u>	<u> </u>				

If temporary Medicaid card (LDSS-2831A) is issued, please also give the Applicant/Participant_ From _____