

EIS Address Screen (ADDR)

The Address Screen (ADDR) must be properly completed to ensure clients receive their benefits and notices. Several common problems with completing the ADDR screen are described below.

1. Worker presses the PF-9 key after entering the address during registration

- Pressing the PF-9 key exits the screen without saving the address
- When a case is newly registered, an address is required to send the IVR notice
- Workers will receive an email from the Benefit PAA in Systems Operations (Sys Ops) that the IVR notice was rejected if there is no address
- Workers need to input the address and the IVR notice will be sent out the following work day

2. Worker enters an out- of- state address in the residence field for a Food Stamps case

- Food Stamp cases must have an Alaskan residence to receive Alaskan Food Stamps
- If a worker uses an out-of-state address in the RESIDENCE field on the ADDR, the FS benefit will reject and the Sys Ops Benefit PAA will contact the worker
- When a client moves out of state, record the new out-of-state address in the MAILING ADDRESS field only; this allows notices to be mailed to the new out-of-state address
- Leave the prior Alaskan address in the RESIDENCE field
- Enter the Alaskan address on the ADD2 screen in the FS BEN ADDRESS field
- Both the RESIDENCE field and the FS BEN ADDRESS field must have an Alaskan address for Food Stamps to be issued

3. Using the ADD2 screen

- ADD2 may be used when it is necessary to mail benefits to an address different than the mailing address shown on ADDR
- Access the second page screen, enter Y in the ENTER Y TO USE ANOTHER BENEFIT ADDRESS: field and <ENTER>, there is no other way to access the ADD2
- See out-of-state benefits above for more information

4. Worker receives returned mail with incorrect or incomplete address shown on the mail

- When the client's mailing address is the same as that entered in the RESIDENCE field, you do not need to enter the mailing address

- EIS uses the residence address as the mailing address if the mailing address field is not completed
- There are two lines for a mailing address, you may enter up to 25 alphanumeric characters on each line; entry on the first line is required
- The client's Apt, Bldg, etc. should be listed on the first line, with entry of the street address on the second line
- Don't use any punctuation (periods, commas, etc.) in the RESIDENCE or the MAILING ADDRESS fields
- The address is compared to a listing of valid mailing addresses by the Federal FINALIST program, errors in addresses are listed on reports in Sys Ops

GOOD EXAMPLE: (lists building or apartment on line 1)

Line 1: Bldg C Apt 22

Line 2: 1313 Hollywood Ave

GOOD EXAMPLE: (lists PO Box with no punctuation or spaces)

Line 1: PO BOX 21

Line 2:

GOOD EXAMPLE: (lists care off addressee without any punctuation)

Line 1: C/O MR RICHARD D SMITH

Line 2: 3140 HAVITUR WAY

5. ADDR screen updates may not update other EIS screens

- Updating the ADDR screen does NOT necessarily update an address on other EIS screens such as
 - GABS - GA BENEFIT SCREEN
 - RERF - RE-ISSUANCE REQUEST FOR WARRANTS LOST OR STOLEN (only when replacing a GA benefit)
 - UNAU - UNDERPAYMENT AUTHORIZATION (only when authorizing a GA underpayment)
- Once an EBT card has been issued from the EBPM, a change of address on the ADDR will not change the mailing address for the EBT card, a new card should be requested and Help Desk should be notified to "pull" the first EBT card giving the mailing address for the card to be pulled

6. ADDR info is not used when making GA payments or reissuing GA warrants

- When using the GABS, UNAU, and RERF screens for GA benefits, be sure to enter the correct address in the PAYEE/VENDOR field since these screens do not use data from ADDR
- GABS and UNAU may be corrected until the benefit has been issued
- RERF is not accessible once you leave the screen