

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



August 23, 1991

ALL COUNTY INFORMATION NOTICE NO. I-70-91

SUBJECT: Food Stamp Coupon Shipment Problems

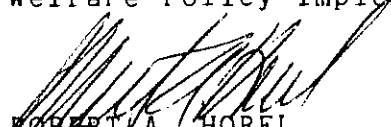
This letter is to advise County Welfare Departments (CWDs) about problems the Western Region Office of the Food and Nutrition Service (FNS) has recently experienced with timely delivery of food coupons by armored carrier. The Western Region Office is working with the National Office to improve the system for delivering food stamps to shipping points in Western Region States. To assist in the effort, FNS is requesting that the following preventive measures be taken:

1. Coupon inventory levels should be monitored to ensure that each shipping point maintains a minimum 6-month supply of coupons (3 months on hand, 1-1/2 months in route and 1-1/2 months on order). This additional supply would provide a "cushion" in the event of delays in delivery.
2. Coupon orders need to be submitted on a regular basis. Since the turnaround time between submitting a requisition and delivery of an order can vary widely due to coupon shipment problems, it is critical that regular orders (i.e., monthly or bimonthly) are sent to FNS by the established due date (i.e., during the week of the second Monday of each month). In addition, orders should be checked for accuracy with regard to the telephone number and contact persons listed on the form.
3. Shipping points need to maintain "reasonable" hours for the acceptance of coupon shipments. FNS considers delivery hours of at least six hours a day, five days a week (excluding holidays) as reasonable.
4. CWDs need to continue to advise this Department in the event that delivery of a shipment has not been completed two weeks after the shipping date stated on the Advice of Shipment. By immediately reporting a delayed shipment, a transfer of coupons from another County (if necessary) might be arranged in time to prevent an interruption of benefits.

Additionally, FNS has informed us that they will not authorize shipments of coupons to addresses other than the address of the shipping point that is indicated on the FNS-260 (Requisition for Food Coupon Books). In situations where the shipping point address has been changed after an order has been processed for shipment but before the coupons have been shipped, Counties will have the option of:

1. Letting the coupons be shipped to the address on the order and assuming full responsibility for transferring the coupons to the new location of the shipping point; or
2. Canceling the order and submitting a new requisition with the correct shipping point address.

If you have any questions, please contact Michael Papin of the Welfare Policy Implementation Bureau at (916) 324-6584.



ROBERT A. HOREL
Deputy Director