

DEMAND LETTER FOR OVERISSUANCE

Purpose: To provide a method of notification to the EU that an overissuance of food stamps has been received from another state and to demand repayment. This notice also provides a method by which the EU can make a repayment agreement and indicate their choice of the method by which repayment will be made.

Number of Copies and Distribution: The notice will be generated by the Claims Accounting and Restitution System (CARS) the night the claim information from the other state is entered. The notice is sent directly to the EU.

Manual Reference: Food Stamp Manual 1142.090.00

Description: The following is a description of the information provided on the notices.

The demand letter contains:

- the amount of the claim,
- the time period of the claim,
- the reason for the claim,
- the persons responsible for the claim, and
- repayment agreement options including notification of allotment reduction procedures.

A repayment agreement is included with the demand letter.

The date a demand letter is sent is recorded on the Demand Letter Inquiry (OVLI) screen.

Returned Letters: Follow the procedures below if the demand letter is returned as undeliverable.

When a demand letter is returned as undeliverable, check to see if there is a current address available. If there is an updated address available, place the entire demand letter in another envelope and mail to the correct address. If there is no other address available, record the date on the Demand Letter Inquiry (OVLU) screen and enter Y in the returned field.

Record a comment regarding whether contact was made with the EU and the address to which the demand letter was re-mailed on the Note Add (OVNA) screen.

For instructions refer to CARS User Guide [RECORDING A DEMAND LETTER HAS BEEN RETURNED AS UNDELIVERABLE](#).