

<b><i>BODEGA BAY FIRE PROTECTION DISTRICT</i></b>		
<b>STANDARD OPERATING GUIDELINES</b>	Article: 3	SOG # 107 (a) Short version
	References: CA Fire Foundation Agreement	
	Subject: SAVE Program Activation-short version	

**SAVE ACTIVATION PROCEDURE:**

1. On scene Incident Commander (IC) will be sole authorized fire personnel in charge of gift card issuance.
2. In order to receive gift card relief assistance, there must be at least 25% damage minimum to a victim's property caused by fire or other natural disaster responded to by a firefighter.
3. On scene IC will be charged as the decision maker to assess whether property damage meets the 25% minimum.
4. On scene IC will be designated personnel to carry through with reported information post incident.
5. All designated ICs, as assigned by the department, will be designated a unique passcode.
6. If IC assesses the property damage meets the minimum 25% required in order to distribute SAVE gift card, the IC shall issue one gift card per occupancy involved in the incident. **To activate a SAVE gift card, follow the below procedures:**
  - a. Call 800-955-7398. NOTE: This number will not be printed on the card. Please remember to call this 800#, not the 800# that will be printed on the card. The 800# printed on the card will be for the victim once they receive their card.
  - b. You will be greeted with: "Thank you for calling Cardholder Support for the SAVE program" and will be instructed to follow prompts.
  - c. When prompted, enter your **unique 6 digit activation code** followed by the # key.
  - d. Please allow 1 to 2 minutes for the system to validate your activation code. Each IC 6 digit unique activation code is listed on his/her personally addressed letter from the CFF.
    - i. If the system fails to recognize your activation code or encounters an error, you will be prompted to press 1 to enter the activation code again or you may press 0 to speak to customer service.
  - e. When prompted, enter the card's 7 digit admin number followed by the# key. The admin number is listed on the back of the card and is visible through the envelope window.
  - f. Please allow 1 to 2 minutes for the system to validate the card's admin number.
    - i. If the system fails to recognize the card's admin number or encounters an error, you will be prompted to press 1 to enter the admin code again or you may press 0 to speak to customer service.
  - g. After the admin number is validated, you will hear: Admin 1234567. The Admin 1234567 balance is \$100."

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- i. If the admin number is not validated, you will hear: "Admin 1234567 is already active," or "An error occurred on activation due to XXXXXXXX."
    - ii. If the system encounters an error or the card is already active, you may press 0 to speak to customer service.
  - h. This SAVE gift card is now active and has a balance of \$100.
  - i. To activate an additional card, press 1. To repeat the balance of the card, press 2.
- 7. Once activated, the IC will mark down the card admin number that was activated and follow the below steps:
  - a. The IC will mark down the card admin number that was activated and then provide the card to the victim, which will come attached to a piece of paper that includes SAVE program information for them.
  - b. Then, later, when it is possible, the IC will enter a SAVE-post-report.
  - c. Upon entry of the incident report, the IC shall visit the following link as soon as feasibly possible: <https://caproff.wufoo.com/forms/save-ic-reporting-form/> and submit the following information for the CFF: IC name, IC email, IC phone#, Unique IC passcode, Unique activated gift card admin number, NFIRS#, Date, and any other information requested. This data will be posted and submitted by the ICs and sent to the CFF immediately following incident.
  - d. PLEASE NOTE: Should a user error or any other type of error occur during the SAVE-post-report, it is ok. Simply email [save@cpf.org](mailto:save@cpf.org) with your error information and someone will respond with next steps within the next 24 hours.
  - e. The CFF will compile reports based on above data to assess status according to the following schedule: 10 days after launch, then every month thereafter.
  - f. The CFF requires the above information in order to facilitate financial settlement and to track card activity.

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