

05 Electronic Benefit Transfer (EBT) Screens



The Electronic Benefit Transfer (EBT) screens are used to access the EBT Processing System screens and perform the various EBT processes.

EBT Menu (EBME)

EBME is used to access EBT Processing System screens. See [EBT Menu - EBME Access](#) for AZTECS keying instructions.

EBT Menu EBME Access

EBME is used to access EBT Processing System screens by keying the number of the appropriate function in the SELECT FUNCTION (BY NUMBER) field, and all other applicable information. Press ENTER, and the selected EBT Processing System screen displays. For descriptions of functions available on EBME, see [EBME Function Descriptions](#)

EBME Function Descriptions

All of the following outline descriptions of functions available on EBME:

- .01 EBT Payee Maintenance
This function accesses EBPM. EBPM is part of the AZTECS Roadmap screens and is used to establish a case in the EBT Processing System.
- .02 EBT Card Maintenance
This function accesses EBCM. EBCM is used by designated FAA office staff to establish a card for a payee.
- .03 EBT Payee Inquiry
This function accesses EBPI. EBPI is used to inquire on the status of a Primary Payee.
- .04 EBT Card Inquiry
This function accesses EBCI. EBCI is used to inquire on the status of a Primary Payee's EBT card.
- .05 EBT Transaction History
This function accesses EBTH. EBTH is used to display the history of transactions of the Primary Payee's EBT card.
- .06 EBT Reinstatements
This function accesses EBRE. EBRE is used to reinstate benefits to the Primary Payee's EBT account.
- .07 Direct Deposit Inquiry

This function accesses EBDI. EBDI is used to inquire on the status of a Primary Payee's direct deposit transactions.

EBT Payee Maintenance (EBPM) Description

EBPM is used to establish an Electronic Benefit Transfer (EBT) account in the EBT Processing System.

Once an EBT account is established, EBPM is used to set up or change EBT Alternate Cardholders, and to authorize EBT QUEST card use for the appropriate benefit type.

EBT Card Maintenance (EBCM)

Only designated FAA office staff responsible for EBT card issuance have the profile to perform EBT card maintenance on EBCM. EBCM is used to issue or change information on an EBT card.

Before EBCM can be used to link an EBT card to a cardholder, the worker or designated office staff must establish the account on EBPM.

When the account has not been set up on EBPM, the following edit message displays:

INFO CASE DOES NOT EXIST ON EBT SYSTEM - MUST ADD

Any issuance or change action completed on EBCM creates a record on ACHI.

For policy and procedures for EBCM, see **all** of the following:

- [EBCM – New Case Card Selection](#)
- [EBCM - Alternate Cardholder Selection](#)
- [EBCM - EBT Card Status](#)
- [EBCM - PIN Maintenance](#)

EBCM New Case Card Selection

To link the EBT card to the case, **all** of the following fields must be keyed:

- VENDOR ISSUE CARD
- VENDOR GENERATED PIN
- EBT CARD NUMBER

To link a new EBT card to the case, the EBT CARD STATUS must not be ACTIVE.

The result of the issuance completed on EBCM is confirmed by **any** of the following:

- When the transmission is successful, the following edit message displays:
INFO PRIMARY PAYEE OTC CARD HAS BEEN ISSUED ON THE EBT SYSTEM.
- When the transmission is unsuccessful, the EBT Processing System displays a reject reason. Review the error and make the necessary corrections.
- When a card entered has already been issued to another participant, the following edit message displays:

***SEVERE* CARD ALREADY ISSUED TO ANOTHER CLIENT.**

EBCM Alternate Cardholder Selection

See [Establishing or Changing EBT Alternate Cardholder](#) for information regarding selecting EBT Alternate Cardholders.

To select an EBT Alternate Cardholder for initial over the counter (OTC) issuance, complete **all** of the following:

- Key Y in the SELECT ALTERNATE field on EBCM and press ENTER.
NOTE When an Alternate Cardholder has not been established on EBPM, this field does not display.
- The ALTERNATE CARDHOLDER 1 EBCM screen displays. This screen looks exactly like the PRIMARY PAYEE EBCM screen, except the PRIMARY PAYEE header is now replaced with the ALTERNATE CARDHOLDER 1 header.
- Issue the card following the policy and procedures at EBT QUEST Card Issuance Over the Counter (OTC). See [EBT- QUEST Card Issuance Over the Counter \(OTC\)](#).
- When another Alternate Cardholder is to be selected, complete **all** of the following:
Key Y in the SELECT ALTERNATE CARDHOLDER field on the ALTERNATE CARDHOLDER 1 EBCM screen
Press ENTER. The ALTERNATE CARDHOLDER 2 EBCM screen displays.
- When the transmission is successful, the following edit message displays:
INFO ALTERNATE CARDHOLDER 1 CARD HAS BEEN ISSUED ON THE EBT SYSTEM.
- When the transmission is unsuccessful, the EBT Processing System displays a reject reason. Review the error and make the necessary corrections.

EBCM EBT Card Status

Changes made to the EBT card include replacing lost, stolen, or damaged cards. See [EBT Card Replacement](#) for policy and procedures regarding card replacement.

When the status of a card is changed by the FAA office, the correct Card Status Code must be keyed in the EBT CARD STATUS field on EBCM.

NOTE Since a case can have a Primary Payee and up to two Alternate Cardholders, it is important to look at the payee's name before updating.

Codes that can be used to change the status an old EBT card, when the current status is 01 ACTIVE, include **all** of the following:

- 02-Card Lost
- 03-Card Damaged
- 04-Card Stolen

- 09-Cancelled/Deactivated

When the transmission is successful, the following edit message displays:

INFO PRIMARY PAYEE CARD DATA HAS BEEN MODIFIED ON THE EBT SYSTEM.

After changes are made on EBCM, press ENTER. When the transmission is successful, the following edit message displays:

INFO PRIMARY PAYEE CARD DATA HAS BEEN MODIFIED ON THE EBT SYSTEM.

After changes are made on either of the ALTERNATE CARDHOLDER EBCM screens, the following edit message displays:

INFO REPRESENTATIVE 1 (or 2) CARD DATA HAS BEEN MODIFIED ON THE EBT SYSTEM.

EBCM PIN Maintenance

The cardholder has four attempts to enter their Personal Identification Number (PIN) correctly in a 24-hour period. When an invalid PIN is entered four times in a 24-hour period, the cardholder cannot access the EBT account with the EBT card for the remainder of the day.

The number of failed attempts is tracked and displays in the PIN FAIL COUNT field on EBCM. The count resets to zero at midnight allowing access to the EBT account with the EBT card.

When the cardholder contacts the FAA office, designated FAA staff responsible for card maintenance can manually reset the PIN FAIL COUNT field to zero with supervisory approval.

Identification of the cardholder must be verified before the PIN FAIL COUNT field is reset.

The PIN FAIL COUNT field can only be manually reset to zero. When any other number is keyed, the following edit message displays:

ERROR PIN FAIL COUNT CAN ONLY BE CHANGED TO ZERO

EBT Transaction History (EBTH)

EBTH is used to display a history of EBT transactions for an AZTECS case. EBTH can only be accessed from EBME.

EBTH only displays transactions for the last three years. For transactions older than three years, submit a request to initiate an ad hoc report following the procedures in EBT Daily History Extract. (See [EBT Transaction History Daily History Extract](#)) This report should only be initiated for **any** of the following reasons:

- Appeals Hearing Request
- Office of Special Investigations (OSI) Request
- Quality Control (QC) Review

Key the start and end times and dates on EBTH to indicate a particular search period. Press ENTER and up to fifteen transaction records display for the search period requested. This includes **any** of the following:

- Automated Teller Machine (ATM) Transactions
- Point of Sale (POS) Transactions
- Benefit Issuances

When there are more transactions for a search period, Y displays in the MORE field. Press ENTER to display the next fifteen transactions.

To display transactions in a specific date sequence, key **one** of the following codes in the DISPLAY ORDER (A OR D) field:

- A is Ascending order
- D is Descending order

Any of the following two additional screens can be accessed from EBTH for additional information regarding a particular transaction:

- EBT Benefit Information (EBBI)
- EBT Transaction Information (EBTI)

EBT Transaction History (EBTH) - Daily History Extract

To receive a report of EBT Transaction History older than 90 days, submit the OnBase e-form titled FAA Request for EBT Transaction History.

Do not request EBT transaction history to verify the benefit was issued to the Primary Payee's EBT account. Obtain this information from EBTH.

EBT Transaction Information (EBTI)

EBTI can only be accessed by selecting a withdrawal transaction record from EBTH. EBTI displays more detailed information regarding the selected transaction.

When the selected withdrawal transaction utilized more than one EBT account, up to five benefit records display.

EBT Benefit Information (EBBI)

EBBI can only be accessed by selecting a benefit issuance transaction record from EBTH. EBBI displays more detailed information regarding the selected transaction.

EBT Payee Inquiry (EBPI)

EBPI displays **all** of the following information regarding a Primary Payee and the current status of their EBT account:

- Primary Payee
- Alternate Cardholder
- QUEST PAN

- QUEST card status
- Available cash and NA balance
- Up to six recent benefit issuance records

The EBT account information is not stored in AZTECS. The EBT account information is interfaced from Fidelity Information Services (FIS) each time EBPI is accessed.

Benefit issuance records display the balance remaining from an issuance until the funds from that issuance are completely used. A new issuance is never added to the remaining funds from a previous issuance but is listed as a separate record. When the amount in the AVAIL BALANCE field reaches \$0, the record for that issuance no longer displays.

The combined total of benefit issuances available to the payee displays above the benefit issuance records, in the AVAIL CASH BALANCE and AVAIL FS BALANCE fields.

To access EBCI from EBPI, key X next to the CARD # field and press ENTER.

To access EBDI from EBPI, key X next to the DIRECT DEPOSIT field and press ENTER.

EBT Card Inquiry (EBCI)

EBCI is used to inquire on an EBT card. Key the Primary Account Number (PAN) from an EBT card in the CARD NUMBER field on EBCI. Press ENTER. EBCI displays **all** of the following information regarding the Primary Payee and the current status of their EBT card:

- EBT card status
- Number of failed attempts at entering the correct PIN
- EBT card issuance date
- Number of cards connected to the AZTECS case
- PAN of the previously issued card
- AZTECS case name and number

EBCI can be used to find AZTECS case numbers of participants who have their EBT cards but do not know their case number.

EBT Voluntary Repayments (EBVR)

EBVR is used by the Office of Accounts Receivable and Collections (OARC) to reduce a primary payee's overpayment claim balance with funds from their EBT account. (See [EBT Overpayments](#))

When OARC receives the appropriate forms from the FAA office, OARC staff must complete **all** of the following:

- Key the amount to be deducted in the LESS DEDUCTION (-) field on EBVR for the appropriate benefit type.

NOTE Only one benefit type can be processed at a time. When more than one benefit type is to be used for recoupment, access, and process EBVR again.

- Key the Primary Payee's SSN, and the OARC claim number on EBVR.
- Press ENTER.
- When the transmission is successful, the EBVR BENEFIT CONFIRM AMOUNT TO DEDUCT screen is accessed. The new balance for the selected benefit type displays.
- Print the EBVR BENEFIT CONFIRM AMOUNT TO DEDUCT screen to be used as a receipt.
- Press ENTER again to transmit recoupment to the EBT Processing System.
- When the transmission is unsuccessful, a SEVERE edit message displays on EBVR.

EBT Reinstatement (EBRE)

EBRE is used by the FAA Systems Help Desk responsible for EBT card issuance to reinstate aged EBT benefits. Complete reinstatement as follows:

- Key X in the SEL field next to the benefit record to be reinstated.

NOTE Benefit records with ER in the ST field cannot be selected.

- Press ENTER to reinstate aged accounts to the EBT Processing System.

When the transmission is successful, the following edit message displays on EBME:

INFO TRANSACTION SUCCESSFUL

When EBRE is accessed after successful transmission, **all** of the following display:

- ER in the ST field
- The date of the last status change in the STATUS DATE field
- The new authorization number of the reinstated issuance in the NEW AUTH NUM field

When the transmission is unsuccessful, the EBT Processing System displays a reject reason. Review the error and make the necessary corrections.

[Prior Policy](#)

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