.01   EBT QUEST Card – Emergency EBT Card Issuance

REVISION 03
(01/01/08 – 03/31/08)

When an Over-The-Counter replacement or emergency EBT card (OTC card) must be issued, information on the EBCM screen of AZTECS must be keyed. The following individuals have the security to access EBCM:

- The Local Manager (LOM)

- The Program Manager (PM) or Assistant Program Manager (APM) when the LOM is not available or unable to complete the required actions.

When an OTC card must be issued, the LOM, PM, or APM must complete the following on EBCM:

- Review EBCM to ensure that the current EBT card is not ACTIVE. When EBCM indicates the EBT card as ACTIVE in the EBT CARD STATUS field, the card must be cancelled prior to authorizing a new EBT card.

WARNING

After changing the EBT CARD STATUS on EBCM, press ENTER only ONCE, then press the F9 key. Failure to follow these procedures causes JP Morgan to mail a replacement EBT card.

- Key an N in the VENDOR ISSUE CARD field.

- Ensure the N default displays in the VENDOR GENERATE PIN field.

- Key the new EBT card number in the NEW CARD NUMBER field.

- Key a Y in the REPLACEMENT CARD FEE OVERRIDE field, when appropriate.

When the LOM is not able to complete the required actions, the LOM or staff acting on behalf of the LOM must send an e-mail request to the PM detailing the need for an OTC card. When neither the PM or the APM is able to complete the required actions, the PM, APM, or staff acting on behalf of the PM or APM, must send the e-mail to the

FAA Systems Helpdesk requesting an Over-The-Counter emergency EBT card issuance.

The e-mail must include the following:

- The reason for the request

- The AZTECS case name

- The AZTECS case number

- The old EBT card number issued by JP Morgan, when the replacement card was requested

- The new EBT card number being issued over the counter

When the OTC card issuance has been completed by the PM, APM, or FAA Systems Helpdesk an e-mail confirmation is sent.

NOTE   When a Personal Identification Number (PIN) is needed, the participant cannot select a PIN until the OTC card issuance has been keyed.

When the OTC card issuance has been keyed, the local office staff must complete the following:

- Request the participant or alternate cardholder to sign the EBT Card Issuance Log (FAA-1007A) and to sign the back of the QUEST card.

- Insert the QUEST card into the protective card sleeve and give it to the participant or alternate cardholder.

- The participant or alternate cardholder may select a PIN by calling the JP Morgan Automated Response Unit (ARU), or request the PIN to be mailed by JP Morgan. (See EBT PIN Selection)

    NOTE   Only initial QUEST cards must have a PIN selected or mailed.