

## C EBT Card Maintenance (EBCM) - Alternate Card Holder Selection

Policy and procedures regarding selecting EBT alternate card holders for a case are outlined in [EBT Alternate Card Holder](#).

To select an EBT alternate card holder, for initial OTC issuance or replacement of a QUEST card, complete the following:

- Key Y in the SELECT ALTERNATE field, and press ENTER.

NOTE When an alternate card holder has not been established on EBPM, this field does NOT display.

- The ALTERNANTE CARD HOLDER 1 EBCM screen displays. This screen looks exactly like the PRIMARY PAYEE EBCM Screen, except the PRIMARY PAYEE header is now replaced with ALTERNANTE CARD HOLDER 1 header.
- Issue the card following the policy and procedures at [EBT QUEST Card Issuance Over the Counter \(OTC\)](#).
- When another alternate card holder is to be selected, complete the following:

Key Y in the SELECT ALTERNATE CARD HOLDER field on the ALTERNANTE CARD HOLDER 1 EBCM screen, and press ENTER. The ALTERNANTE CARD HOLDER 2 EBCM screen displays.

Issue the card following the policy and procedures at EB- Card Issuance Over the Counter (OTC).

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

\*INFO\* ALTERNANTE CARD HOLDER 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.