01 Electronic Benefit Transfer (EBT) Screens - Overview

The following Electronic Benefit Transfer (EBT) screens are outlined as follows:

- EBT Menu (EBME)
- EBT Payee Maintenance (EBPM)
- EBT Card Maintenance (EBCM)
- EBT Payee Inquiry (EBPI)
- EBT Card Inquiry (EBCI)
- EBT Transaction History (EBTH)
- EBT Transaction Information (EBTI)
- EBT Benefit Information (EBBI)
- EBT Direct Deposit (EBDD)
- EBT Direct Deposit Inquiry (EBDI)
- EBT Reinstatement (EBRE)
- EBT Voluntary Repayments (EBVR)

02 EBT Menu (EBME) - Overview

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.

H EBME Function Descriptions - Overview

The following outline descriptions of functions available on EBME:

- 1. EBT Payee Maintenance
- 2. EBT Card Maintenance
- 3. EBT Payee Inquiry
- 4. EBT Card Inquiry
- 5. EBT Transaction History
- 6. EBT Reinstatements
- 7. Direct Deposit Inquiry

.01 EBME Function Descriptions - 1. 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   EBME Function Descriptions - 2. EBT Card Maintenance

This function accesses EBCM. EBCM is used by designated FAA local office staff to establish a card to a payee.

.03   EBME Function Descriptions - 3. EBT Payee Inquiry

This function accesses EBPI. EBPI is used to inquire on the status of a primary payee.

.04   EBME Function Descriptions - 4. EBT Card Inquiry

This function accesses EBCI. EBCI is used to inquire on the status of a primary payee's EBT card.

.05   EBME Function Descriptions - 5. EBT Transaction History

This function access EBTH. EBTH is used to display the history of transactions of the primary payee's EBT card.

.06   EBME Function Descriptions - 6. EBT Reinstatements

This function accesses EBRE. EBRE is used to reinstate benefits to the primary payee's EBT account.

.07   EBME Function Descriptions - 7. Direct Deposit Inquiry

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

03   EBT Payee Maintenance (EBPM) - Overview

EBPM is part of the AZTECS Roadmap screens.

04   EBT Card Maintenance (EBCM) - Overview

REVISION 03
(01/01/08 – 03/31/08)

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 a EBT card.

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

When the case 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.

Policy and procedures for EBCM are outlined as follows:

- [EBCM – New Case Card Selection](#)

- [EBCM - Alternate Card Holder Selection](#)

- [EBCM - QUEST Card Status](#)

- [EBCM - PIN Maintenance](#)

H   EBT Card Maintenance (EBCM) - New Case Card Selection

REVISION 03
(01/01/08 – 03/31/08)

In order to link the EBT card to the case, the following fields must be keyed:

- VENDOR ISSUE CARD

- VENDOR GENERATED PIN

- EBT CARD NUMBER

NOTE   In order 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 one 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.

I   **EBT Card Maintenance (EBCM) - Alternate Card Holder Selection**

REVISION 03
(01/01/08 – 03/31/08)

Policy and procedures regarding selecting EBT alternate card holders for a case are outlined in Establishing or Changing EBT Alternate Card Holder.

To select an EBT alternate card holder for initial Over-The-Counter (OTC) issuance, complete the following:

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

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

- The ALTERNATE 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 ALTERNATE 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 ALTERNATE CARD HOLDER 1 EBCM screen, and press ENTER. The ALTERNATE CARD HOLDER 2 EBCM screen displays.

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

  INFO ALTERNATE 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.

  When issuing an EBT card over the counter, issue the card following the policy and procedures at EBT- QUEST Card Issuance Over-The-Counter (OTC).

J   **EBT Card Maintenance (EBCM) - QUEST 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 local office, the correct Card Status Code must be keyed in the EBT CARD STATUS field.

NOTE   Since a case can have a primary payee and up to two alternate card holders, it is important to look at the payee name before updating.

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 CARD HOLDER EBCM screens, the following edit message displays:

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

K   EBT Card Maintenance (EBCM) - PIN Maintenance

REVISION 03
(01/01/08 – 03/31/08)

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.

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

> **WARNING**
>
> Positive 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

05 EBT Payee Inquiry (EBPI) - Overview

EBPI displays the following information regarding a primary payee and the current status of their EBT account:

- Primary payee

- Alternate card holder

- 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. It is interfaced from EBT Central Office 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 reaches $0, the record for that issuance is no longer displayed.

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 (EBT DIRECT DEPOSIT INQUIRY) from EBPI, key X next to the DIRECT DEPOSIT field and press ENTER.

06 EBT Card Inquiry (EBCI) - Overview

REVISION 03
(01/01/08 – 03/31/08)

EBCI is used to inquire on an EBT card. Key the Primary Account Number

(PAN) from a EBT card in the CARD NUMBER field on EBCI. Press ENTER. EBCI displays the following information regarding the primary cardholder and the current status of their EBT card:

- EBT card status

- Number of failed attempts at entering correct PIN

- EBT card issuance date

- Number of cards connected to the AZTECS case

- PAN of previously issued card

- AZTECS case name and number

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

07   EBT Transaction History (EBTH) - Overview

REVISION 35
(04/01/15 - 05/31/15)

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. This report should only be initiated for 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 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   Ascending order

- D   Descending order

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)

H   EBT Transaction History (EBTH) - Daily History Extract

REVISION 46
(01/01/18 - 12/31/18)

To receive a report of EBT Transaction History older than 90 days, submit the OnBase e-form titled FAA Request for EBT Transaction History. This report should only be initiated for the following reasons:

- Appeals Hearing Request

- Office of Special Investigations (OSI) Request

- Quality Control (QC) Review

- Overpayments

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

08   EBT Transaction Information (EBTI) - Overview

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.

09   EBT Benefit Information (EBBI) - Overview

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

10   EBT Direct Deposit (EBDD) - Overview

EBDD is used by Client Services to complete the following:

- Establish direct deposit issuance of cash benefits to the primary payee's checking or savings account. (See EBT Direct Deposit)

- Remove direct deposit issuance of cash benefits to the primary payee's checking or savings account.

- Change direct deposit routing information for the primary payee.

11   EBT Direct Deposit Inquiry (EBDI) - Overview

EBDI displays direct deposit information regarding a primary payee's EBT account. (See EBT Direct Deposit)

Access EBDI from EBPI or from EBME.

EBDI displays the same fields as EBDD.

12   EBT Reinstatement (EBRE) - Overview

EBRE is used by the FAA Systems Help Desk responsible for EBT card issuance to reinstate aged EBT benefits. (See EBT Aged Accounts) 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, ER displays in the ST field, the date of the last status change in the STATUS DATE field, and 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.

13   *EBT Voluntary Repayments (EBVR) - Overview*

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 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 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.