

#### **.04 EBT QUEST Card - Inventory - Ordering EBT cards**

**REVISION 46**  
(01/01/18 –12/31/18)

EBT orders are filled on a quarterly basis. An order for EBT cards is placed in December, March, June, and September each year by the designated local office representative. The order is placed by sending a request via the OnBase E-Form FAA-REQUEST FOR EBT QUEST CARDS to [EBTCardRequests@azdes.gov](mailto:EBTCardRequests@azdes.gov). (See [Accessing OnBase E-Forms](#) for additional instructions.)

The EBT unit collects the orders and sends the orders to Fidelity Information Services (FIS) at one time. FIS ships the cards via Federal Express delivery directly to each local office regardless of the district or location. The cards arrive in the local office around the middle of the month following the order placement to FIS. (January, April, July, and October)

The number of cards received should last through the next quarter when the office can order more cards. It is not required that cards be ordered each quarter. It is only required when the cards on hand will not last until the next order cycle.

When the amount of cards in the order is not sufficient to last the quarter, the designated local office representative completes the following:

- Sends a request for additional cards via the OnBase E-Form FAA-REQUEST FOR EBT QUEST CARDS to [EBTCardRequests@azdes.gov](mailto:EBTCardRequests@azdes.gov) (See [Accessing OnBase E-Forms](#) for additional instructions)
- Sends an explanation via e-mail to [EBTCardRequests@azdes.gov](mailto:EBTCardRequests@azdes.gov) stating why an increase in cards is needed.

Friendly reminders to place an order for cards are sent out to the Local Office Managers (LOM's) around the first and the 27th of December, March, June, and September each year.

The following are instructions on how and when to order EBT cards:

- The EBT Unit sends a reminder out to all LOM's around the first of December, March, June, and September each year.
- The EBT Unit sends another reminder out to all LOM's around

the 27th of December, March, June, and September each year.

- Offices submit their request for more cards through the OnBase E-Form when they need cards for the next quarter.
- The EBT unit compiles the orders of all the offices and submits that information in one transaction to FIS. This is done in January, April, July, and October each year.
- Cards are sent to the offices in January, April, July, and October each year.

Reminder Sent/Office Order Cards	Order Placed to Fidelity Information Services (FIS)	Cards Received at Office
December 1st and 27th	January 5th	January 20th
March 1st and 27th	April 5th	April 20th
June 1st and 27th	July 5th	July 20th
September 1st and 27th	October 5th	October 20th

NOTE Send an e-mail to [EBTCardRequests@azdes.gov](mailto:EBTCardRequests@azdes.gov) if your office runs low on cards before the next shipment is to arrive.