

## **A EBT Card Maintenance (EBCM) - New Case Card Selection**

The only field required to key in order to link the QUEST card to the case is the EBT CARD NUMBER field.

Issue the new card to the participant. (See [EBMC - Over the Counter \(OTC\)](#))

The result of the issuance completed on EBCM will be confirmed by one of the following:

- When the transmission is successful, the following edit message displays:  
\*INFO\* PRIMARY PAYEE 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 payee, following edit message displays:  
\*SEVERE\* CARD ALREADY ISSUED TO ANOTHER CLIENT.

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