01 Case Record Control (CARC) Procedures

The CARC screen is used to assign AZTECS cases to site codes. The CARC screen is accessed through the NEXT function.

After completing all possible actions for all programs in a case in AZTECS, key the site code on CARC that serves the participant's residential ZIP Code or specialty caseload.

NOTE   To ensure accurate case maintenance, change the site code from 712C to the appropriate site code when *all* of the following occur:

- The case is assigned to Site Code 712C

- All possible actions are taken

Do not change the site code when the site code is *one* of the following specialty caseloads:

- 166C - Site Code 166C is used by the Employee Benefits Unit (EBU).

- 169C - Site Code 169C is used by the FAA Refugee Units.

- 171C - Site Code 171C is used to register an application in the DCS Fast Pass Application Process.

- 261C - Site Code 261C is a hub office which manages other FAA hospital sites.

- 285C - Site Code 285C is used by the FAA Refugee Units.

- 466C - Site Code 466C is used to maintain cases located in Colorado City, Arizona.

- 705C - Site Code 705C is used for the NA Elderly Simplified Application Project (ESAP).

- 759C - Site Code 759C is used for Address Confidentiality Program (ACP) cases.

- 774C - Site Code 774C is used for cases that need legal accommodations from the FAA Client Liaison Unit (CLU). (See CLU for contact information.)

- 845C - Site Code 845C is used with the AZSNAP project.

To change the site code using CARC, complete *all* of the following:

- Ensure there are no outstanding notice situations on NORE

- Determine the office's three-digit site code that serves the participant's residential ZIP Code (See FAA Offices by Site Code)

    NOTE   Keying the ZIP Code in the CNAP Manual Search field displays FAA Sites serving the ZIP Code. When a ZIP Code is shared with another office, use the primary site code indicated with an asterisk.

- Key the office's three-digit site code in the SITE CODE field on CARC

- Press ENTER

- Return to CARC and key *one* of the following in the UNIT field and the CASELOAD field on CARC based on the status of the case:

  Active/Open Case: UNIT 5 CASELOAD 55 (5-55)

  Inactive/Closed Case: 7-77

  Application pending verification: V-01

  Expedite: X-01

  Read/Correction: B-01

  Application registered, pending contact: 9-99

  Phone tracker, pending an interview: P-01

- Press ENTER

DBME Job Aids in SharePoint

[CARC Job Aid](#)

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