B   EBT QUEST Card - Over the Counter (OTC) Issuance

Designated FAA local office staff are responsible for issuing QUEST cards through EBCM for primary payees and alternate card holders. QUEST card changes and replacements are also completed on EBCM. Any issue, change, or replacement action completed on EBCM creates an ADD or CHANGE record on ACHI.

NOTE   An initial QUEST card cannot be issued Over the Counter (OTC) until the EI has established the case on EBPM, and keyed O in the CARD ISSUE field on EBPM. When the case has NOT been setup on EBPM, the following edit message displays:

SEVERE CASE NOT FOUND ON EBT SYSTEM.

Before an initial QUEST card is issued, positive identification of the primary payee or alternate card holder must be verified. (See Identity Verification)

When a payee requests a replacement card and NO positive ID is available see EBT No Positive Identification.

Document the EBT Card Issuance Log (FAA-1007A) and CADO with the type of ID that was used.

Designated staff complete the following to issue the QUEST card:

- For initial cards, review the Your Arizona QUEST Card (FAA-1045A) brochure with the payee, or the EI educates the participant with this information during the interview.

- Key the PAN from the QUEST Card on EBCM, and issues the card to the payee.

- Request the payee to sign the back of the QUEST card and the FAA-1007A.

- Insert the QUEST card into the protective card sleeve and give it to the payee.

    NOTE   Benefits are not available until they are authorized and loaded into an EBT account.

- The payee may select a PIN by calling the JP Morgan Automated Response Unit (ARU) (See EBT Help Desk Phone Number), or request the PIN to be mailed. (See EBT PIN Selection)

  NOTE   Only initial QUEST cards must have a PIN selected or mailed. Replacement QUEST cards have the same PIN of the cards they replaced.