04   *EBT Card Maintenance (EBCM) - Overview*

Only designated FAA local office staff responsible for QUEST card issuance have the profile to perform QUEST card maintenance on EBCM. EBCM is used to issue, replace, or change information on a QUEST card and PIN.

Before EBCM can be used to link a QUEST card to a payee, the EI must establish the case on EBPM.

When the case has not been set up on EBPM, the following edit message displays:

SEVERE CASE NOT FOUND ON THE EBT SYSTEM

Any issue, replacement, 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 - Over the Counter (OTC) Replacement Cards

- EBCM - Alternate Card Holder Selection

- EBCM - QUEST Card Status

- EBCM - PIN Maintenance