04 EBT Card Maintenance (EBCM) – Overview

REVISION 01
(07/01/07 - 09/30/07)

Only designated FAA local office staff have the profile to perform QUEST card maintenance on EBCM. EBCM is used to change information on a QUEST card.

Before EBCM can be used to link a QUEST card to a payee, the EI or OST 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 change action completed on EBCM creates a record on ACHI.

Policy and procedures for EBCM are outlined as follows:

- EBCM - Alternate Card Holder Selection

- EBCM - QUEST Card Status

- EBCM - PIN Maintenance