06   *EBT Card Inquiry (EBCI) - Overview*

EBCI is used to inquire on a QUEST card. Key the PAN from a QUEST card in the CARD NUMBER field on EBCI. Press ENTER. EBCI displays the following information regarding the primary payee and the current status of their QUEST card:

- QUEST card status

- Number of failed attempts at entering correct PIN

- QUEST card issuance date

- Number of cards connected to AZTECS case

- PAN of previously issued card

- AZTECS case name and number

EBCI can be used to perform the following:

- Identify QUEST Cards that are lost in inventory.

- Find AZTECS case numbers of payees who have their QUEST Card, but do not know their case number.