



## **POLICY CHANGE ALERT #15-016F**

**TITLE: EBT OVER-THE-COUNTER ISSUANCE AUTHORIZATION**

**ISSUE DATE: 05/20/2015**

**EFFECTIVE DATE: EFFECTIVE IMMEDIATELY**

### **Summary**

Programs Impacted: NA and CA

This Policy Change Alert is being issued to inform staff of a change to the procedure for emergency Over the Counter (OTC) issuance of an EBT card.

Authorized staff with a clerical staff security profile in AZTECS can authorize OTC issuance of an EBT card.

When the customer requests emergency OTC issuance of an EBT card, the OST staff completes the following actions:

- Keys the new card number on the EBCM Screen in AZTECS.
- Keys N in the VENDOR ISSUE CARD Field.

NOTE: Key Y in the REPLACEMENT CARD FEE OVERRIDE field when the customer is eligible for a fee waiver..

### **Revision Details**

The FAA Policy Manual will be updated to include the information in this Policy Change Alert during one of the next bimonthly revisions. Until then, an alert will be placed in each revised section with a link to this document as a reminder of the policy change.

### **POLICY REFERENCE: FAAEBT.A03H.01 – EBT QUEST CARD – EMERGENCY EBT CARD ISSUANCE**

When an Over-The-Counter replacement or emergency EBT card (OTC card) must be issued, information on the EBCM screen of AZTECS must be keyed. The following individuals have the security to access EBCM:

- The Local Manager (LOM)
- The Program Manager (PM) or Assistant Program Manager (APM) when the LOM is not available or unable to complete the required actions.
- Local office clerical staff



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When an OTC card must be issued, the **authorized staff** must complete the following on EBCM:

- Review EBCM to ensure that the current EBT card is not ACTIVE. When EBCM indicates the EBT card as ACTIVE in the EBT CARD STATUS field, the card must be cancelled prior to authorizing a new EBT card.

### **WARNING**

After changing the EBT CARD STATUS on EBCM, press ENTER only ONCE, then press the F9 key. Failure to follow these procedures causes JP Morgan to mail a replacement EBT card.

- Key an N in the VENDOR ISSUE CARD field.
- Ensure the N default displays in the VENDOR GENERATE PIN field.
- Key the new EBT card number in the NEW CARD NUMBER field.
- Key a Y in the REPLACEMENT CARD FEE OVERRIDE field, when appropriate.

**NOTE** When a Personal Identification Number (PIN) is needed, the participant cannot select a PIN until the OTC card issuance has been keyed.

When the OTC card issuance has been keyed, the **authorized** local office staff must complete the following:

- Request the participant or alternate cardholder to sign the EBT Card Issuance Log (FAA-1007A) and to sign the back of the QUEST card.
- Insert the QUEST card into the protective card sleeve and give it to the participant or alternate cardholder.
- The participant or alternate cardholder may select a PIN by calling the [JP Morgan Automated Response Unit \(ARU\)](#), or request the PIN to be mailed by JP Morgan. (See [EBT PIN Selection](#))

**NOTE** Only initial QUEST cards must have a PIN selected or mailed.

- Document the actions taken in CADO

Please contact the FAA Policy Support Team by phone at (602) 774-5523 or by e-mail at [FAAPolicyMgmt@azdes.gov](mailto:FAAPolicyMgmt@azdes.gov) with any questions or concerns regarding this broadcast.

Please consider the environment before printing this broadcast.

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