

## **POLICY BROADCAST 07-42**

### **PB 07-42 (12-06-07) – EBT Over-The-Counter Issuance Authorization**

Supervisors: Review this Policy Broadcast with staff upon receipt.

**The information in this Policy Broadcast is effective December 10, 2007.**

This Policy Broadcast is being issued to inform staff that the required procedures regarding issuance of an emergency Over-The-Counter (OTC) EBT card have changed. Due to the number of requests and the reasons given for the requests, the authority to authorize issuance of emergency OTC EBT cards is being granted to the Local Office Manager (LOM) and the Program Manager (PM) AZTECS security profile. The Systems Helpdesk will continue to have the ability to authorize issuance of emergency OTC EBT cards as a last resort. Systems Helpdesk actions, regarding authorization of Emergency EBT cards, will be limited to only when the LOM and PM are not able to complete the procedures needed on EBCM.

Effective December 10, 2007, when a participant requests an OTC EBT card based on an emergent need, the LOM may authorize the issuance of the emergency OTC EBT card by keying the new card number on EBCM and keying an N in the VENDOR ISSUE CARD field.

Note that a Y may need to be keyed in the REPLACEMENT CARD FEE OVERRIDE field, when the participant meets any of the fee waiver reasons.

When the LOM is not able to authorize the issuance of the EBT card, the request must be elevated to the PM for the local office. The PM must authorize the issuance of the emergency OTC EBT card on EBCM. When neither the LOM nor the PM is able to authorize issuance of the emergency OTC EBT card, the request must be elevated to Systems Helpdesk, as a last resort.

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The following changes will be added to the FAA Policy Manual for Revision 04, effective 04/01/08:

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**FAAEBT.A03H.01 EBT QUEST Card – Emergency EBT Card - issuance**  
Changed policy regarding Over-The-Counter emergency issuance to include LOMs and PMs.

When an Over-The-Counter (OTC) replacement or emergency EBT card must be issued, the Local Office Manager (LOM) must complete the following:

- 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 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 Y in the REPLACEMENT CARD FEE OVERRIDE field, when appropriate.

**NOTE** When the LOM is not able to complete the required actions, the LOM must send an e-mail request to the Program Manager (PM) detailing the need for an OTC emergency EBT card issuance.

The email must include the following:

- The reason for the request
- The AZTECS case name
- The AZTECS case number
- The old EBT card number issued by JP Morgan, when the replacement card was requested
- The new EBT card number being issued over the counter

(more)

When the LOM is not able to complete the required actions the PM must, on the same day of receipt of the request, complete the following:

- 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 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 Y in the REPLACEMENT CARD FEE OVERRIDE field, when appropriate.
- The PM sends an e-mail confirmation when the OTC card issuance is keyed.

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

When the PM is not able to complete the required actions, the PM must send an e-mail request to the [Systems Helpdesk](#), requesting an OTC emergency EBT card issuance.

The email must include the following:

- The reason for the request
- The AZTECS case name
- The AZTECS case number
- The old EBT card number issued by JP Morgan, when the replacement card was requested
- The new EBT card number being issued over the counter

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(continued)**

The Systems Helpdesk sends an e-mail confirmation when the OTC card issuance is keyed.

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

The 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.
- When a PIN is needed, the participant or alternate cardholder 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 by JP Morgan.

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

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***Impact to Programs:***

**CA and FS:** Emergency EBT cards may be issued over-the-counter by the LOM or PM, when there is an emergent need.

**MA and ST:** None

The FAA POLICY MANUAL will be revised with this Policy Broadcast in the next revision. Until then, a Policy Broadcast alert linking to this Broadcast in FAA6.R is on each revised subject to indicate the policy has changed.

(07-6261)