

State of Illinois

Background

The state of Illinois went live on October 1, 1996. Illinois offers acceptance of state benefits under the Illinois Link program and operating rules. Northrop Grumman is the primary contractor for the state and the transaction authorizer. Affiliated Card Services (ACS) acts as the retailer manager on Northrop's behalf. For questions, please contact ACS at (512) 336-3452.

BINs (Card Length)

State cards: 601453 (19)

Transactions Supported

Food Stamp and Cash Benefit Purchases

Cash Benefit Purchase with Cash Back

Cash Benefit Cash Only

Food Stamp and Cash Benefit Reversals (Void)

Food Stamp and Cash Benefit Balance Inquiries

Food Stamp Return

Food Stamp/Cash Benefit Electronic Voucher

Food Stamp/Cash Benefit Manual Voucher

Food Stamp Electronic/Manual Vouchers

Refer to the Concord Policy and Procedures manual for in-depth information on processing electronic vouchers. To acquire a manual voucher approval number, please contact the Gtech Help Desk at (800) 678-5465. The merchant must attempt to submit a voucher electronically at least two (2) times. If both attempts are unsuccessful, the merchant may then submit the voucher via mail.

State Equipment Support

State equipment for the state of Illinois supports both Food Stamp and Cash Benefit transactions.

State and Commercial Equipment

The state of Illinois allows both state and commercial equipment to be installed in one location.

Rebates

The state of Illinois offers \$.05 per \$100 in Cash Benefit transactions processed.

Ordering Manual Vouchers and Logos

ACS supplies merchants within the state of Illinois with both manual vouchers and program signage. Contact ACS at (512) 336-3452.

Contracts

Each merchant must contract directly with ACS. This process can be initiated by contacting the local FNS office at (312) 353-4413 or (217) 492-4420.

Application Process

ACS sends Concord a Database Confirmation sheet for each merchant. Once Concord receives the confirmation sheet, the 8-digit Card Acceptor ID can be added to the merchant's profile on the next business day.

Card Usage in Other States

To accept Illinois cards in other states, the merchant must directly contract with ACS.

Adjustments

The state of Illinois is one of only a few that allows adjustments to be processed. Adjustment requests must be called in directly to ACS at (800) 678-5465 for adjustment processing.

For further information, please contact your Concord Account Executive.