

EBT PROGRAM



State of Indiana

Background

The state of Indiana went live on May 1, 2001. Indiana offers acceptance of food stamp and cash benefits under the Quest logo and operating rules. Citibank is the primary contractor for the state and the transaction authorizer. For questions, please contact Citibank at (813) 623-4405.

BINs (Card Length)

State cards: 507704 (16)

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 Electronic Voucher

Food Stamp Electronic 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 Citibank Retailer Services at (877) 628-9904.

State Equipment Support

State equipment for the state of Indiana supports Food Stamp transactions only.

State and Commercial Equipment

The state of Indiana does not allow both state and commercial equipment to be installed in one location.

Rebates

The state of Indiana does not offer rebate fees to the retailer for EBT transactions.

Ordering Manual Vouchers and Logos

Citibank supplies merchants within the state of Indiana with both manual vouchers and program signage. Contact Citibank at (800) 350-8533.

Contracts

Each merchant must contract with Concord. Concord must also receive a Schedule 1 from each merchant.

Application Process

The Schedule 1 includes the FNS number from the Food and Nutrition Service, which is part of the U.S. Department of Agriculture. Concord adds the FCS number to the merchant's profile. Concord requires three business days from the date Concord receives the contract rider and Schedule 1 to the time the merchant can go live on EBT. Deluxe implemented the FNS REDE file system, which accesses the FNS' file of valid FNS numbers before authorizing the transaction. Before the merchant can go live on EBT, the merchant must verify with the regional FNS office that the merchant's FNS number appears on the REDE file. The FNS office number for all counties in Indiana is (317) 226-6260.

Card Usage in Other States

To accept Indiana cards in other states, the merchant must indicate on the Schedule 1 that they would like to accept Indiana cards.

Adjustments

At this time, there is no clear answer on whether or not the U.S. Department of Agriculture will allow adjustments on Food Stamp accounts to be processed for the state of Indiana. Adjustments may be made to Food Stamp accounts if they are in favor of the Cardholder/Client, but not the Retailer. Also, adjustments to Cash Benefit accounts are permitted in favor of either the Cardholder/Client or the retailer.

For further information, please contact your Concord Account Executive.