

EBT PROGRAM

State of New Mexico

Background

The state of New Mexico converted from First Security to Citibank on January 13, 1999 on a statewide basis. New Mexico offers acceptance of state benefits under the New Mexico EBT program. Citibank is the primary contractor for the state as well as the holder of the database for transaction authorization. EFunds Electronic Payment Services acts as the gateway for transactions to Citibank. First Security is responsible for retailer training and the driving of state equipment. For questions of this nature, please contact Citibank at (505) 797-6294.

BINs (Card Length)

State cards: 586616 (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 Citibank Retailer Services at (800) 429-5505.

State Equipment Support

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

State and Commercial Equipment

The state of New Mexico discourages both state and commercial equipment to be installed in one location.

Rebates

The state of New Mexico does not offer rebate fees to retailers for EBT transactions.

Ordering Manual Vouchers and Logos

The state of New Mexico does not have a voucher form for voucher transactions. The retailer may utilize any form he wishes to log voucher transaction information, however the form must include the card account number, the date and time of the transaction, the dollar amount of the transaction, the approval number received over the phone, and the cardholder's signature. The cardholder must also receive a copy of the form.

Contracts

Each merchant must contract with CONCORD. CONCORD must also receive a Schedule 1 for each merchant. Each merchant must receive a copy of the Addendum 1 as it is referenced in the CONCORD contract.

Application Process

The Schedule 1 includes the FNS number from the Food and Nutrition Services group, which is part of the U.S. Department of Agriculture. CONCORD adds the FNS 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. EFunds 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 phone number for all counties in New Mexico is (505) 761-4981.

Card Usage in Other States

To accept New Mexico cards in other states, the merchant must indicate on the Schedule 1 that they would like to accept New Mexico cards. The merchant must contact their local FNS office to ensure that their FNS number is on the REDE file for New Mexico.

EBT PROGRAM

State of New Mexico

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 New Mexico. 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.