

### ***Background***

The state of Nevada went live on October 1, 2001 in Carson City, Douglas, Storey, Lyon, Churchill and Mineral counties. Nevada offers acceptance of state benefits under the Quest logo and operating rules. Citibank is the primary contractor for the state as well as the holder of the database for transaction authorization. Any general questions about the program should be directed to Citibank at (360) 455-4403.

### ***BINs (Card Length)***

State cards: 507715 (16)

### ***Transactions Supported***

Food Stamp Purchases  
Food Stamp Reversals (Void)  
Food Stamp 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 (866) 281-2445.

### ***State Equipment Support***

State equipment for the state of Nevada supports Food Stamp transactions.

### ***State and Commercial Equipment***

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

### ***Rebates***

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

### ***Ordering Manual Vouchers and Logos***

Citibank supplies merchants within the state of Nevada with both manual vouchers and Quest logo stickers. Contact Citibank at (800) 350-8533.

### ***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 Nevada is (415) 705-1365.

### ***Card Usage in Other States***

Nevada is a part of Quest, so Nevada EBT cards can be accepted in all other Quest states. To accept the Nevada EBT card in non-Quest states, Nevada must be specifically requested on the merchant's Schedule 1.

### ***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 Nevada. 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.*