

# EBT PROGRAM

## State of Wisconsin



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### **Background**

The state of Wisconsin went live on October 1, 1999 in Rock county. Wisconsin offers acceptance of state benefits under the Quest logo and operating rules. Citibank is the primary contractor for the state and acts as the transaction authorizer.

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

State cards: 507708 (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 the Citibank Help Desk at (877) 415-5166 or the phone number listed on the back of the recipient's card (to reach the ARU).

### **State Equipment Support**

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

### **State and Commercial Equipment**

The state of Wisconsin does not allow both state and commercial equipment to process EBT transactions in one location.

### **Rebates**

The state of Wisconsin offers an \$.08 rebate on all Food Stamp Transactions

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

Citibank supplies merchants within the state of Wisconsin with manual vouchers and Quest Logos. Please contact the Citibank Help Desk 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 A as it is referenced in the CONCORD contract.

### **Application Process**

The Schedule 1 includes the FCS number from the Food and Nutrition Services group, 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. EFunds implemented the FCS REDE file system, which accesses the FCS' file of valid FCS numbers before authorizing the transaction. Before the merchant can go live on EBT, the merchant must verify with the regional FCS office that the merchant's FCS number appears on the REDE file. The FCS office phone number for all counties in Wisconsin is (608) 264-5404.

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

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

### **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 Wisconsin. 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.*