*ebt*EDGE^{SM} Merchant Portal Registration Guide

Release Date: March 2, 2025

Revision History

Release Date	Description
March 2, 2025	Updated topics: • How to Register as a SNAP Merchant • How to Register as a WIC Merchant
February 4, 2025	Updated topics: • Merchant Information (Step 4 of 5) • Merchant Information
October 15, 2024	Entire manual.
February 20, 2022	Replaced *ebt*EDGE Home page with new home page graphics.
November 15, 2021	Added FNS Program Permit field and instructions in Merchant Identification section.
October 12, 2021	Revision of registration pages from 2021 releases.
February 26, 2021	Initial release of the manual.

Table of Contents

How to Register Online

New users must register before using the Merchant Portal.

- **If you have already submitted your signed agreement to FIS** and it has been processed, registering online will grant you Merchant Portal access.

- **If you have not submitted a signed agreement to FIS**, registering online will both grant you Merchant Portal access and register you as a new merchant with FIS.

  Note: *If you are registering as a new merchant with FIS, you will not immediately have access to Merchant Portal services after completing the online registration. You will need to wait about two days for FIS to process your online registration.*

Before you Begin

Before you begin, you should know which merchant types apply to you and what information you need to complete registration.

Merchant Types

There are five different merchant types: SNAP, Cash, WIC, Filtered Spend, and Headquarters. More than one of these types may apply to any particular merchant, except for Headquarters, which is a unique Merchant Type.

- **SNAP:** A merchant that accepts Supplemental Nutrition Program (SNAP) electronic benefit transfer (EBT) payments for food purchases.

- **Cash:** A merchant that accepts EBT cash payments for general purchases.

- **WIC:** A merchant that accepts Women, Infant, and Children (WIC) benefit payments for approved items.

- **Filtered Spend:** A merchant that accepts filtered spend benefit payments for approved items.

- **Headquarters:** An account that includes multiple merchant or provider location accounts under one username.

What You Will Need

- If you are a **SNAP** merchant, have your FNS Program Permit downloaded on your computer as a JPEG or PDF file format. The file size must be 150KB or less.

- If you are a **WIC** merchant, have your FIS-provided Location ID number handy.

- If you are a **Cash**, **Filtered Spend**, or **Headquarters** merchant, have your FIS-provided Merchant ID number handy.

Register for Merchant Portal Access

To begin, click the **Register online now** link on the EBT Merchant Log In page.

The first of the five *Merchant Registration* pages displays. It contains three sections:

- **Merchant Type,** where you will choose which programs your store supports or whether you are registering as a headquarters.

- **Merchant Identification**, where you will enter any store information that is needed for registration.

- **User Access**, where you will enter information needed to identify you as a user of the application.

Merchant Registration (Step 1 of 5) ?

Enter your Merchant Identification, User Access information and click Continue to begin the online registration process.

Merchant Type

☐ SNAP ☐ WIC ☐ Headquarters
☐ Cash ☐ Filtered Spend

Merchant Identification

FNS #:	[_____]
FNS Program Permit:	[_____] Browse (File Must be in JPEG or PDF format and must be 150KB or less in size)
Cash Merchant ID:	[_____]
WIC Location ID:	[_____] OR your WIC Vendor ID: [_____]
Last 4 digits of Merchant's Bank Account # :	[____] Help?
State or Program:	Select Program ▼
Filtered Spend Merchant ID:	[_____]
Headquarters Merchant ID:	[_____]
Store Phone #:	[____] - [____] - [____] (Phone number has to match the phone number registered with FNS or Approving Agency)

User Access

* First Name:	[_____]
* Last Name:	[_____]
* User ID:	[_____] (User ID must be an email address that has not been used for a previous account.)
* Re-enter User ID:	[_____]
* Password:	[_____] (Passwords must be between 15 and 21 characters long and must contain at least 1 number, 1 lower case letter and 1 upper case letter, with no special characters. The password may also have up to a maximum of 3 repeating characters.)
* Confirm Password:	[_____]
* Challenge Question 1:	What is the name of your favorite pet? ▼
* Challenge Response 1:	[_____] (Challenge responses are not case sensitive)
* Challenge Question 2:	What is the name of your favorite pet? ▼
* Challenge Response 2:	[_____] (Challenge responses are not case sensitive)
* Challenge Question 3:	What is the name of your favorite pet? ▼
* Challenge Response 3:	[_____] (Challenge responses are not case sensitive)

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* Enter the text shown above : [_____]

[Continue] [Cancel]

How to Register as a SNAP Merchant

Merchant Type Section

In the Merchant Type section, you will choose which programs your store supports or whether you are registering as a headquarters

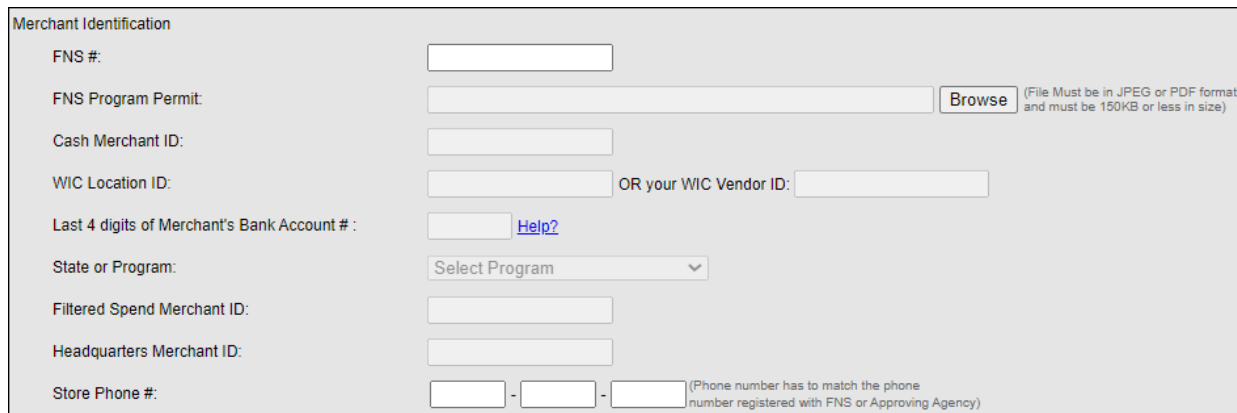**Merchant Type Section**

1. Check the **SNAP** box.

   The relevant fields in the Merchant Identification section below will become active.

Note: as a SNAP merchant, you cannot also register for Cash using online registration. To add the Cash feature to your account, you must fill out a separate form which you can get by calling Merchant Services at 800-894-0050 or by emailing merchant.services.support@fisglobal.com.

Merchant Identification Section

In the Merchant Identification section, you will enter any store information that is needed for registration. Fill in all active fields in this section.

Merchant Identification Section

2. Fill in the **FNS #** field.

3. Upload a JPEG or a PDF of your **FNS Program Permit** by clicking **Browse**. When the file explorer appears, find the file and click **Open** to upload it.

4. Fill in the **Store Phone #** field.

User Access Section

In the User Access section, you will enter information needed to identify you as a user of the application.

User Access Section

5. Enter a valid email address in the **User ID** field. The email address cannot be already in use on the Merchant Portal.

6. Enter the email address that you entered in the User ID field again in the **Re-enter User ID** field.

7. Enter a password in the **Password** field.

8. Enter the password that you entered in the Password field again in the **Confirm Password** field.

9. Select challenge questions from the drop-down list next to the **Challenge Question** fields. You must select three different questions.

   The application will use these questions and the answers you provide in the next step to confirm your identity if you need to reset your password online in the future.

10. Provide your answers for the questions selected in the Challenge Question fields in the **Challenge Response** field.

11. Enter the alphanumeric content displayed in the Captcha field. Alphabet letters must be entered in lowercase or uppercase as shown.

12. Click **Continue**.

The system will respond in one of two ways:

- If you have already submitted your signed agreement to FIS and your merchant status on FIS' system is Contract Signed (CON), Active (LIV), or Suspended (SNA), this is the end of the online registration process for you. You will be returned to the EBT Merchant Log In page and see a confirmation message. You can now log in with the user ID and password you just selected.

- Otherwise, the *Merchant Registration (Step 2 of 5)* page displays. Continue with the *Register with FIS* section below.

How to Register as a WIC Merchant

Merchant Type Section

In the Merchant Type section, you will choose which programs your store supports or whether you are registering as a headquarters

Merchant Type Section

1. Check the **WIC** box.

   The relevant fields in the Merchant Identification section below will become active.

Merchant Identification Section

In the Merchant Identification section, you will enter any store information that is needed for registration. Fill in all active fields in this section.

Merchant Identification Section

2. Fill in the **WIC Location ID** or the **WIC Vendor ID** field.

3. Select your **State or Program** from the drop-down menu.

4. Fill in the **Store Phone #** field.

User Access Section

In the User Access section, you will enter information needed to identify you as a user of the application.

User Access Section

5. Enter a valid email address in the **User ID** field. The email address cannot be already in use on the Merchant Portal.

6. Enter the email address that you entered in the User ID field again in the **Re-enter User ID** field.

7. Enter a password in the **Password** field.

8. Enter the password that you entered in the Password field again in the **Confirm Password** field.

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The system will respond in one of two ways:

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- Otherwise, the *Merchant Registration (Step 2 of 5)* page displays. Continue with the *Register with FIS* section below.

Register with FIS

Steps 2-5 of the merchant registration process allow you to register as a new merchant with FIS.

Merchant Registration (Step 2 of 5)

This page displays a summary of your merchant information. The fields that appear on this screen vary depending on which merchant types you selected on the previous page.

This page also provides a digital copy of the Merchant Agreement for you to review.

Merchant Registration (2 of 5)

1. Read the merchant agreement carefully and keep a copy for your records.

   You may either click the Merchant Agreement link to read it in your browser, or click **Download Agreement** to save it to your computer before opening it.

   Note: *If you have problems opening or reading the Merchant Agreement, click Get Adobe Reader.*

2. Click **Continue**.

Merchant Agreement (Step 3 of 5)

The Merchant Agreement page requires you to either accept or not accept the terms of the agreement.

Merchant Registration (3 of 5)

Check the box "**I have read…**" and click **Yes, I accept these terms** if you have reviewed the Merchant Agreement and wish to continue with the registration process.

or

Click **No, I do not accept these terms** if you wish to review the Merchant Agreement further, or do not want to proceed with the registration process.

Merchant Information (Step 4 of 5)

This page contains two sections:

- Merchant Information

- Merchant Contact/Operations Contact/Banking Information

Merchant Registration (4 of 5)

Merchant Information (Exempt Merchants)

If you are a State-sponsored *Exempt* merchant, you will not be charged monthly fees for POS terminals.

1. To the right of the address fields, check the POS device options that apply to your store.

* Two(2) options available are listed below. If you anticipate a lower volume of payments, select the "No POS Terminal needed" option.

*Use of Point of Sale (POS) Terminal:
- ● POS Terminal
- ○ No POS Terminal Needed

*Connectivity Type of POS Terminals:
- ○ Broadband Internet (Preferred)
- ○ Dial Up only

PIN Pad Requirements:
- ○ External required

POS Devices

Option	Options	Description
Point-of-Sale Terminal	POS Terminal	Select if you accept EBT payments regularly. Merchant Services (800-894-0050) will contact you to determine the number of POS terminals needed.
	No POS Terminal Needed	Select if you do not complete many EBT transactions. There is no fee for processing a cardholder purchase using an Offline Voucher and obtaining authorization using the *ebt*EDGE Merchant Portal or the Merchant Help Line IVR.
Connectivity Type	Broadband Internet (Preferred)	Select if this is your connectivity method.
	Dial up only	Select if this is your connectivity method.
PIN Pad Requirements	External required	Select if you require an external PIN pad for your terminal(s).

Merchant Information (Non-Exempt Merchants)

If you are a *Non-Exempt* merchant, you will be charged monthly fees for POS terminals.

1. To the right of the address fields, check the POS device options that apply to your store.

POS Devices

Option	Options	Description
Use of Point of Sale (POS) Terminal	Monthly POS Terminal Fee	Merchant Services (800-894-0050) will contact you to determine the number of POS terminals needed and the cost to you based on terminal type.
Connectivity Type of POS Terminals	Broadband Internet (Preferred)	Select if this is your connectivity method.
	Dial up only	Select if this is your connectivity method.
PIN Pad Requirements	External required	Select if you require an external PIN pad for your terminal(s).

Merchant Contact/Operations Contact

1. Under the Operations Contact heading, enter the **Mobile Phone #** and **Fax #** in the appropriate fields.

Merchant Contact/Operations Contact/Banking Information section

2. Enter the IRS Legal Filing Name.

3. Enter the Federal Tax ID or Social Security Number (SSN) and check the box indicating which it is.

4. Click the drop-down list to select **Type of Business**.

Banking Information

5. In the lower right section of the page, enter the Bank Name, Bank Routing Number, and Bank Account Number.

6. Reenter the bank routing number and bank account number to verify correct entry.

7. Click the drop-down list to select the Account Type.

8. Enter your store's **Transaction Processing Cutoff Time** and select **AM** or **PM**.

Note: *The 24-hour period from one cutoff time to the next is your processing day.*

- If your cutoff time is before the ACH deposit deadline at 6.00 p.m. (18:00) Central Time (CT), your processing day funds will be deposited in your bank account the next business day.

- If it is after 6:00 p.m. Central Time, your funds will be deposited in two business days.

9. Click **Continue**.

Merchant Agreement (Step 5 of 5)

Merchant Registration (5 of 5)

1. Enter your name in the **Signed By** field.

2. Click **Continue to ebtMerchant**.

   The application returns you to the *EBT Merchant Log In* page and displays a message confirming the online registration process was successfully completed.

Confirmation Message

Important Reminder: *After registering as a new merchant with FIS, you will not immediately have access to Merchant Portal services. You must wait about two days for FIS to process your Merchant Agreement.*

If you sign in while you are waiting, you will see the following message:

"Access to ebtMerchant Services will become available after your contract is approved by Merchant Services. If you have any questions, please contact Merchant Services at 1-800-894-0050 to verify your registration status."