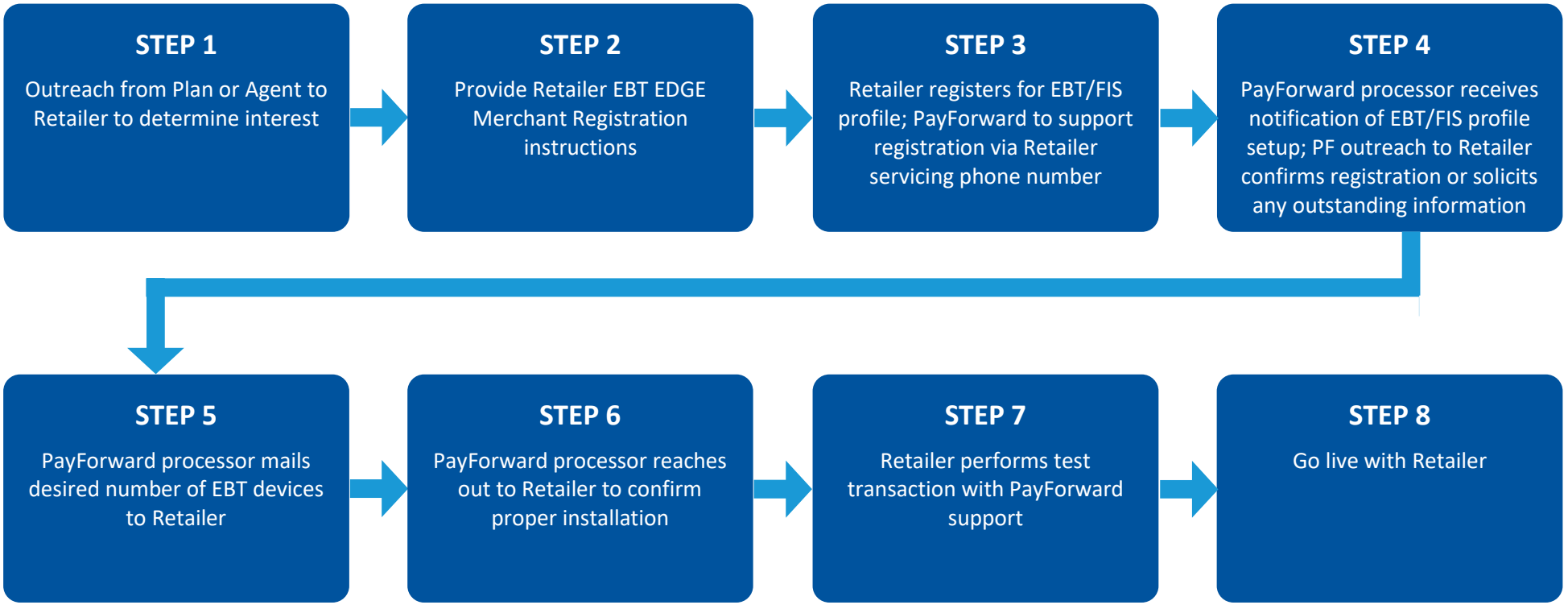
Participating Retailer Onboarding Process

Merchant Support Phone Number: (866) 202-5316



Flex.VantageHealthPlan.com

1 Overview

This short guide explains the procedure for independent merchants to join the FIS Filtered Spend Acceptance Network. This guide reviews the process merchants will complete to register their account, digitally sign their contract, and receive their Filtered Spend payment terminal.

After registration, merchants also access the following account functions:

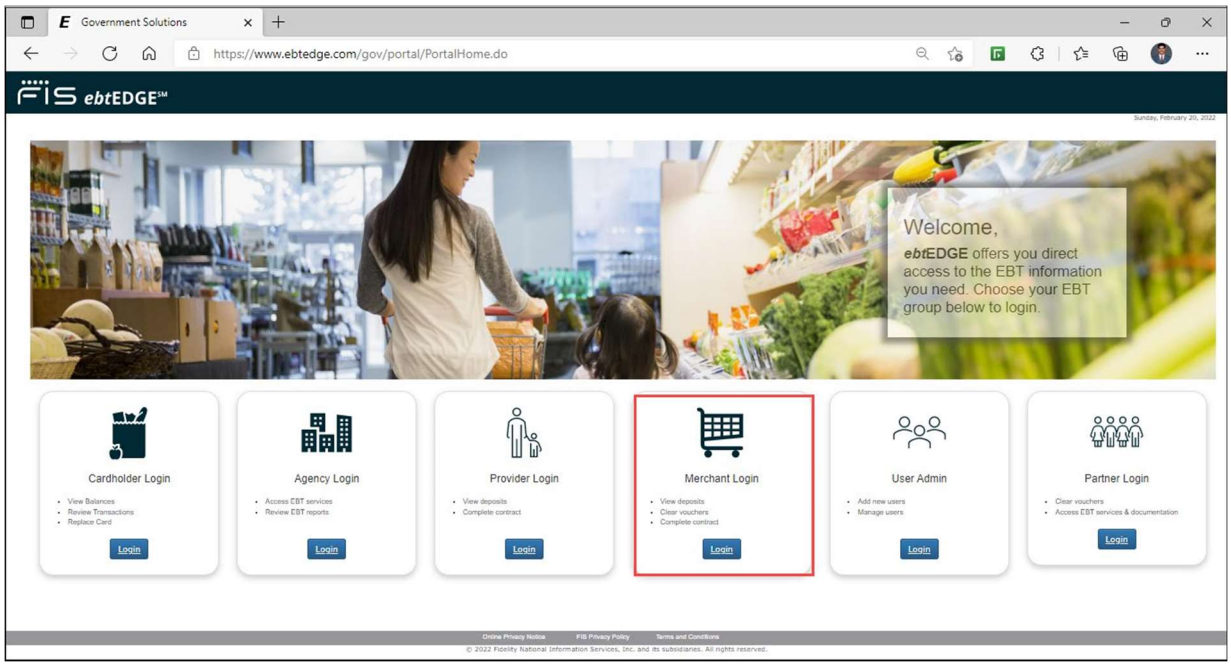
- Access, review, and update store operations information, such as store hours
- View deposits and invoices (all merchant types)
- Get help and read program information

See the *Merchant Portal User Guide* for those functions. The *User Guide* is available in the Documentation tab after you have logged on as a contracted and registered user.

2 Accessing the Merchant Portal

To log on to the Merchant Portal:

1. Go to www.ebtEDGE.com or Merchant Login (ebtedge.com) to the *ebt*EDGE Main Portal page.



***ebt*EDGE Home Page**

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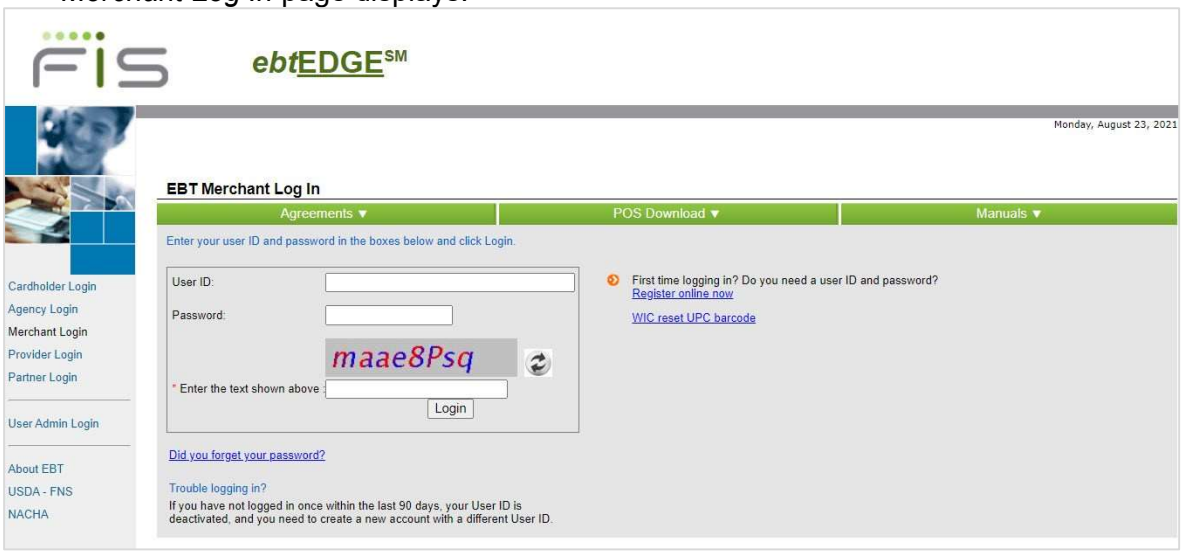
2. Click **Merchant Login** in the navigation bar. Merchant Login (ebtedge.com) The *EBT Merchant Log In* page displays.



Merchant Log In Page

The EBT Merchant Log In page will be utilized by merchants to access their FIS Filtered Spend Network information. To access their account Merchants will populate their **User ID** (an email address), the **Password** established during registration, and the **Captcha code**, then click on **Login**.

The Log In page also provides:

- A hyperlink to help reset your password.
- A link for merchants to test and configure UPC barcode readers.
- A tab with a drop-down list to access the Merchant Agreement applicable to your services.
- A tab with alert information about POS download changes.

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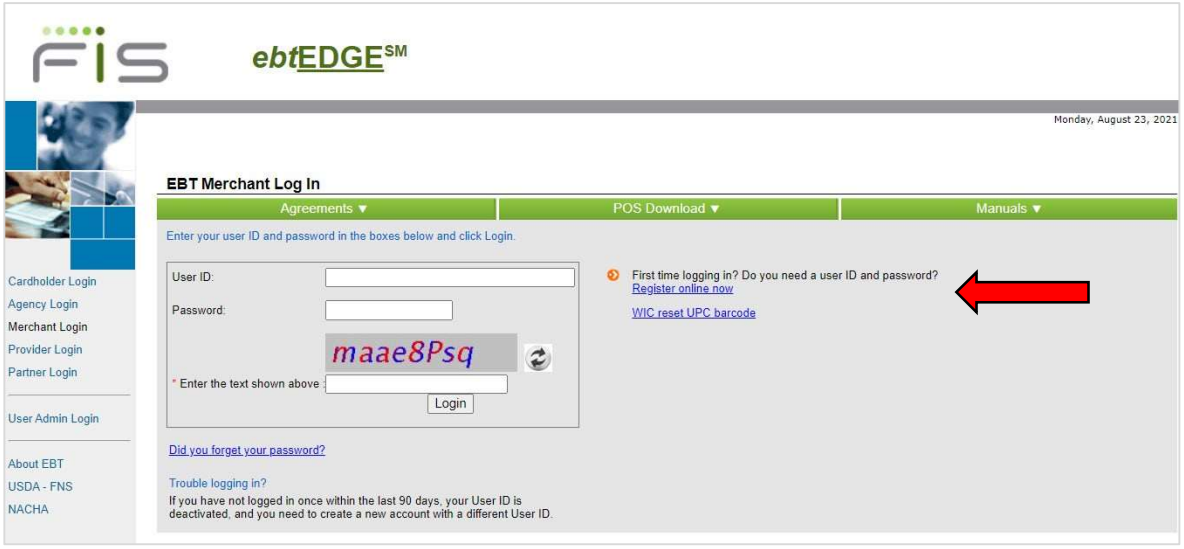
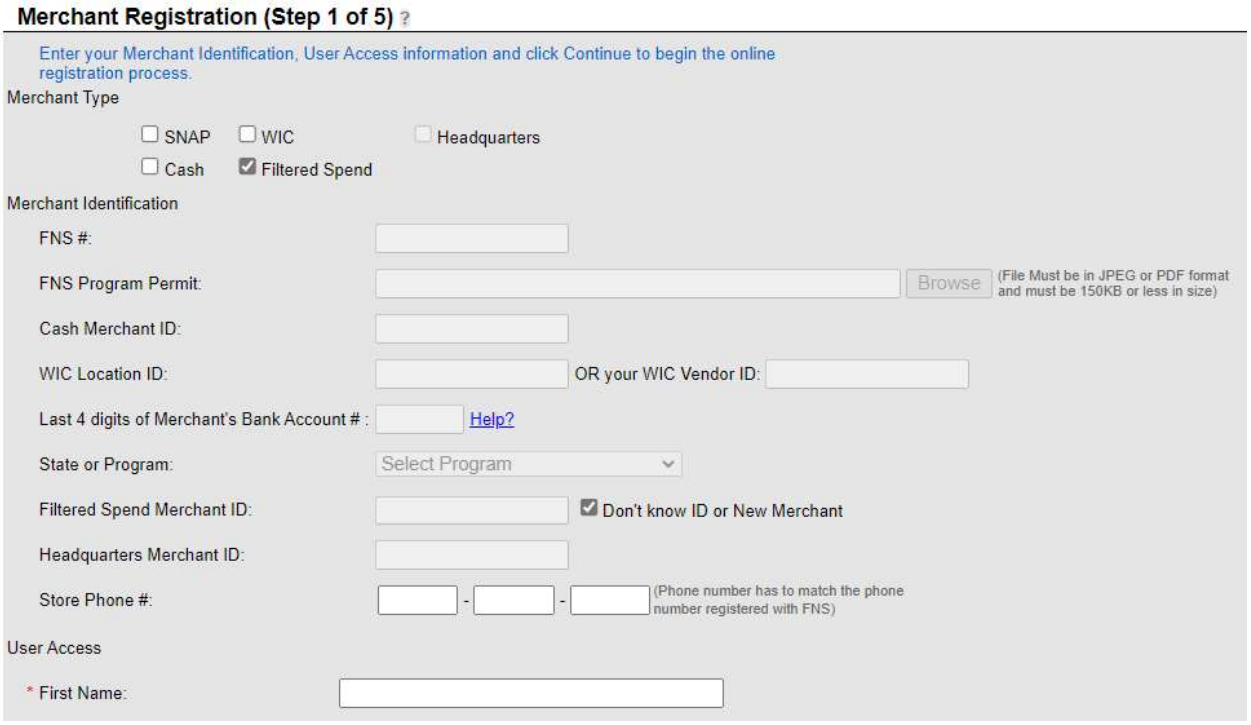
3 First Time Registration

A FIS Filtered Spend merchant can register online for the first time by clicking the **Register online now** link on the Merchant Log In page. *Registration is a five-step process.*

1. Click the **Register online now** link on the EBT Merchant Log In page.



The Merchant Registration (Step 1 of 5) page displays.



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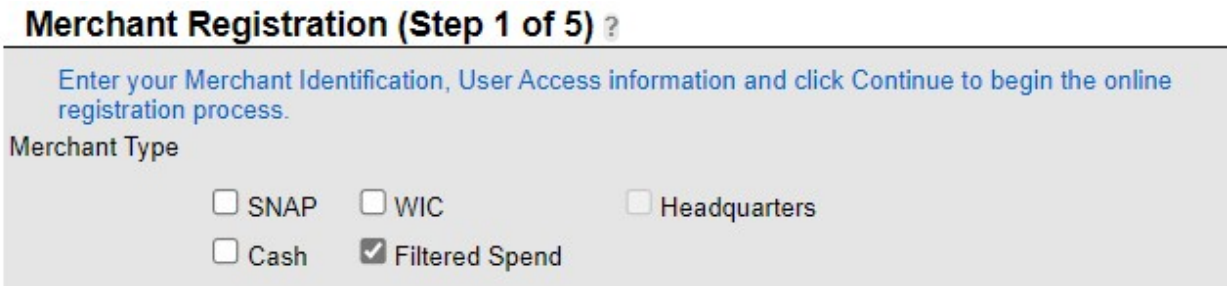
2. For **Merchant Type**, check all boxes that your store supports: Filtered Spend.

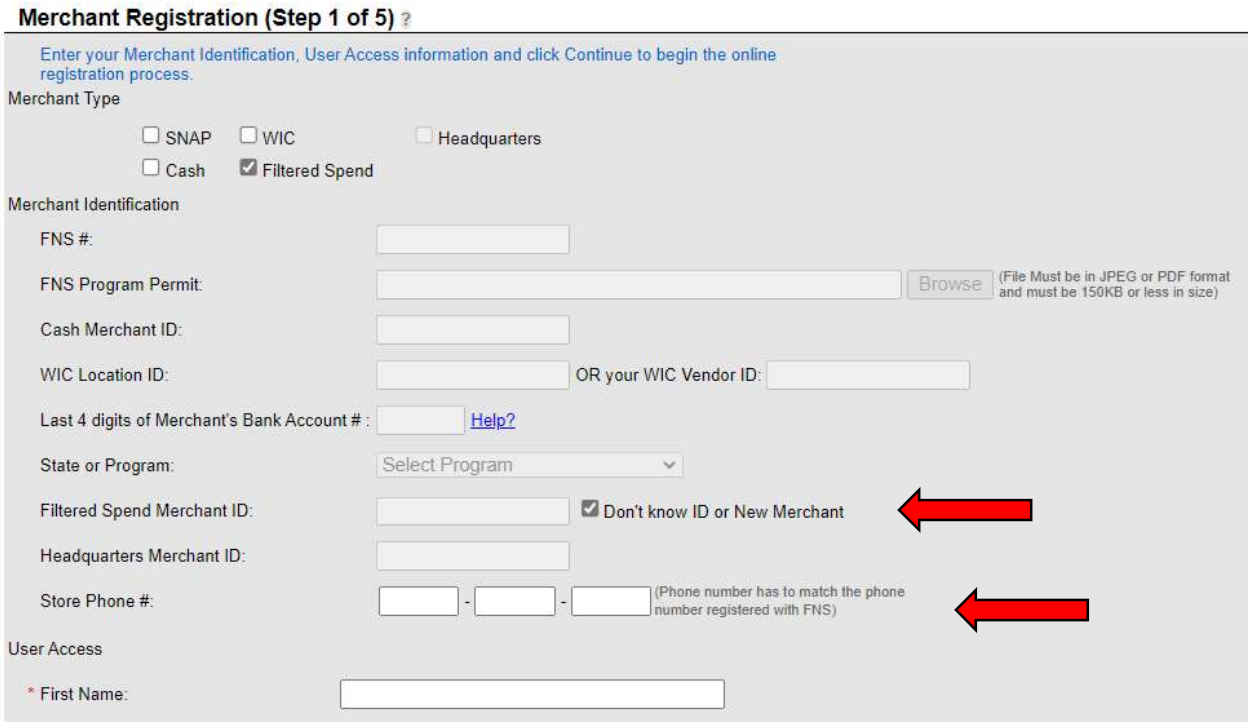
   After checking a box, some fields on this page are available (white box) or not available (gray box), depending on your merchant type.



Merchant Identification Section

3. *Filtered Spend Merchants:* Select the **Don't know ID or New Merchant** box, FIS system will assign a new ID.

4. Enter the store phone number in the **Store Phone #** field.



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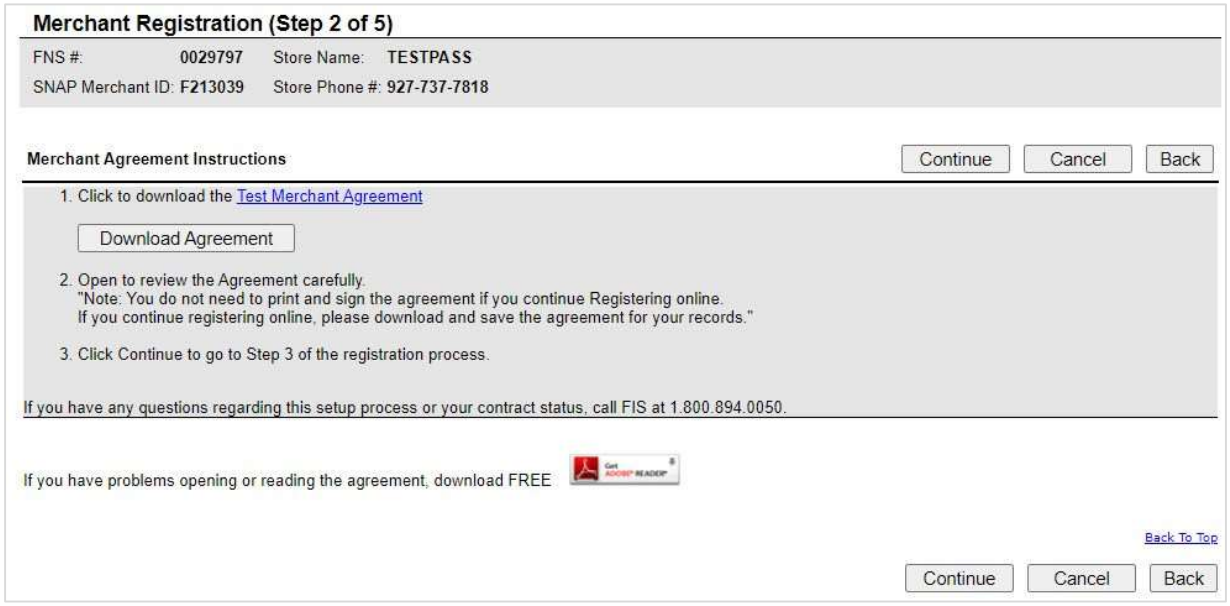
User Access Section

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. Choose and Enter your new password in the **Password** field.
8. Enter the password that you entered in the Password field again in the **Confirm Password** field.
9. To allow for password resets, select the challenge questions that you would like to answer from the drop-down list next to the **Challenge Question** fields. You must select three different questions.
10. Provide your answers for the questions selected in the Challenge Question fields in the **Challenge Response** field.
11. Type in the alphanumeric content displayed in the Captcha field. Alphabet letters must be entered in lowercase or uppercase as shown.
12. Click the **Continue** button to proceed to the steps to review and sign an Agreement

The Merchant Registration (Step 2 of 5) page displays



Merchant Registration (2 of 5)

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Perform the following steps in the Merchant Agreement Instructions section of the Merchant Registration **(Step 2 of 5)** page:

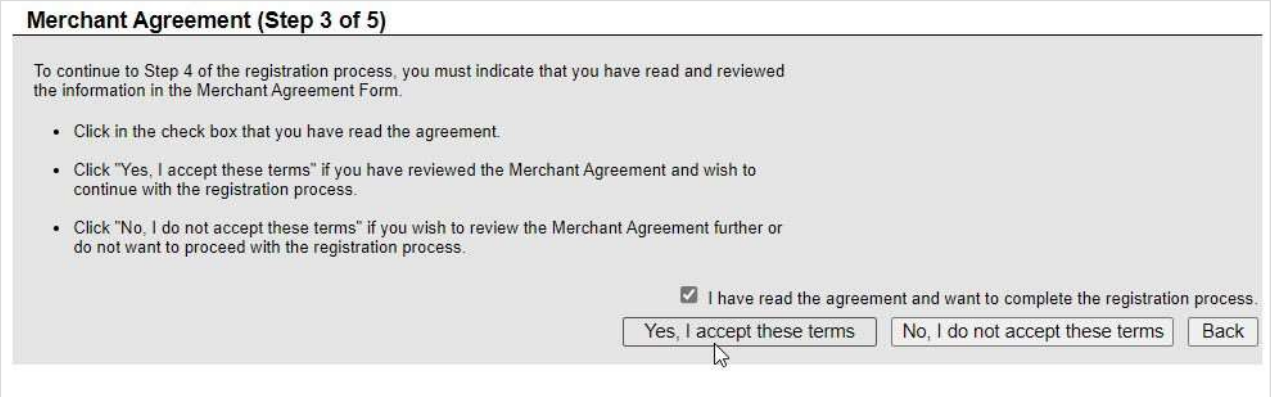
13. Click on either the Merchant Agreement link or the **Download Agreement** button to read the merchant agreement.

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

    Read the Merchant Agreement information carefully and keep a copy of the Merchant Agreement for your records.

14. Click the **Continue** button to continue with the next step of the online registration process.

The Merchant Agreement Section



Merchant Agreement (3 of 5)

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

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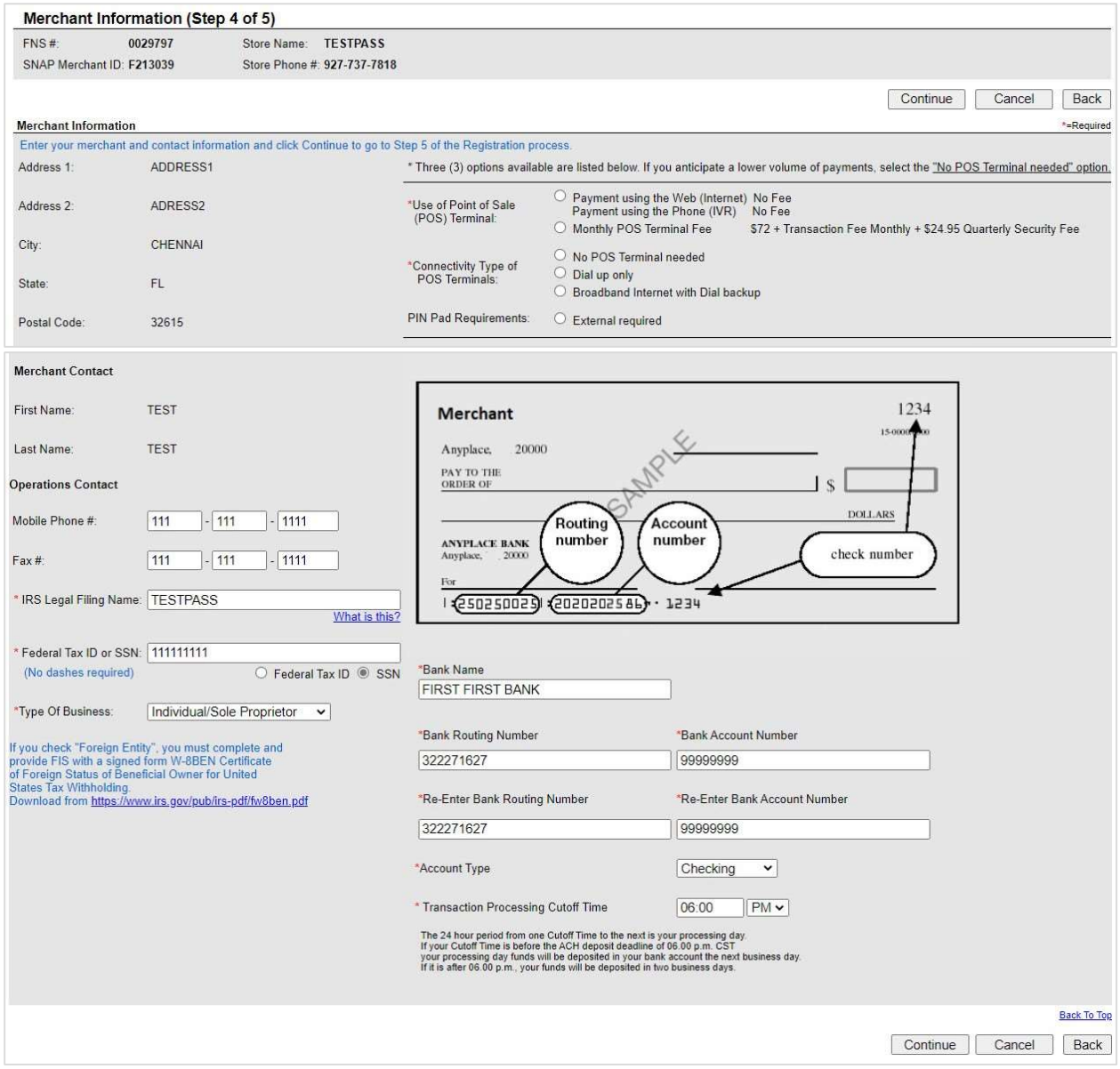
The Merchant Information Section **(Step 4 of 5)** displays:

The Merchant Information section contains fields for the remaining account details required to complete onboarding of your account and shipment of your equipment.



Merchant Information (4 of 5)

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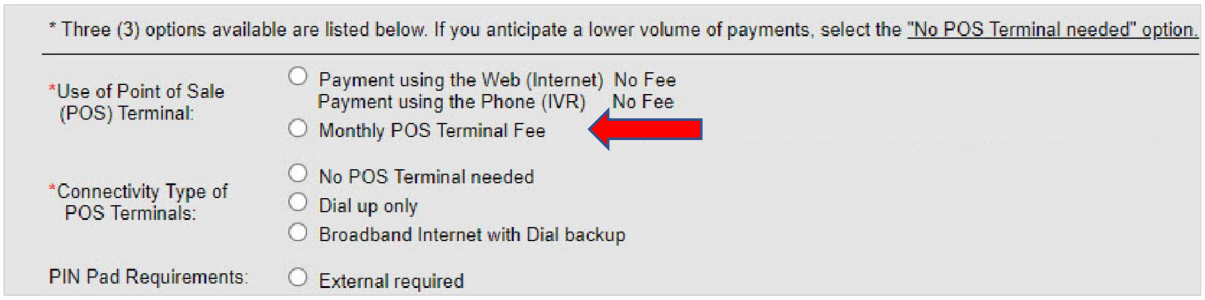
Merchant Contact/Operations Contact

18. Enter Address Information
19. First name and last name are carried over from Step 1.
20. Under the Operations Contact heading, enter the **Mobile Phone #** and **Fax #** in the appropriate fields.
21. Enter the **IRS Legal Filing Name**.
22. Enter the **Federal Tax ID** or Social Security Number (**SSN**) and check the box indicating which it is.
23. Click on the drop-down list to select **Type of Business**.

POS Devices

24. To the right of the address fields, check the POS device options that apply to your store. **Use of Point of Sale** for Filtered Spend merchant locations should always select the option "*Monthly POS Terminal Fee*" check box



Type	Options	Description
Connectivity Type of POS Terminal	Dial up only	Select if this is your connectivity method.
	Broadband Internet with Dial backup	Select if this is your connectivity method.

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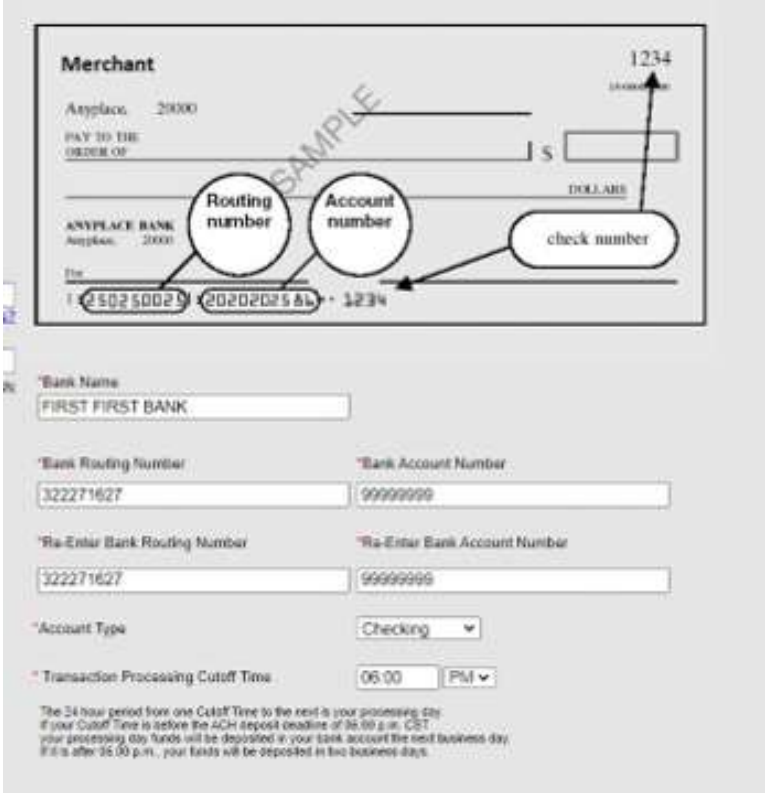
Banking Information



24. In the lower right section of the page, enter the **Bank Name**, **Bank Routing Number**, and **Bank Account Number**.
25. Reenter the bank routing number and bank account number to verify correct entry.

23. Click on the drop-down to select the **Account Type**.

24. Type in 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. Central time (18:00), 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.*

Click the Continue button to move to the last step of the registration process.

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The Merchant Agreement

The Merchant Agreement **(Step 5 of 5)** page displays.

Merchant Agreement (5 of 5)

25. Type in your name in the **Signed By** field.
26. Click the **Continue to ebtMerchant** button.

The application returns you to the Login page and displays a confirmation message indicating that the online registration process was successfully completed.

Your account will not immediately have access to Services as the FIS Filtered Spend Merchant Agreement must be received and processed by FIS before you can access Services, generally two-three days. 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."

FIS Filtered Spend processing hardware and equipment will be shipped as a priority delivery (3-5 days) after account approval has been completed by FIS.

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