

## Provider Job Aid: Setting Up your Direct Deposit

As a benefit of the Provider Portal, payments for Subsidized Child Care Assistance (SCCA) will be issued to Provider bank accounts by direct deposit.

- Payments will be based on attendance rosters Providers submit through the Provider Portal.
- Payments will be released on the 15<sup>th</sup> of each month, although it may take up to the 20<sup>th</sup> for Providers' banks to process the payments.
- Payments will be issued by direct deposit processor FIS Merchant Services.

All Providers are required to set up direct deposit with FIS Merchant Services. To do this, Providers should complete the steps below by May 31, 2016. This will require use of a computer with internet access and a printer. **Providers should keep copies of their process documents (that is, their postcard and agreement) for their files.**

1. Providers should set up a bank account for direct deposit if they do not already have one. [Providers should be able to use any bank account that follows Automated Clearing House (ACH) standards, which should be most any account, personal or business, checking or savings.]
2. In early-May 2016, Providers should receive a postcard from FIS Merchant Services with a unique Provider Location ID for direct deposit setup (shown below with notes in red).

FIS Merchant Services  
 PO Box 290  
 Milwaukee WI 53201-0290

**ATTENTION: North Carolina Subsidized Child Care Providers**



NORTH CAROLINA  
**DCDEE**  
 Division of Child Development and Early Education



**NC FAST**  
 North Carolina Families Accessing  
 Services through Technology

PROVIDER: MAILING ADDRESS ←

Unique  
 Provider  
 Location ID is  
 with Provider  
 mailing  
 address

3. Providers should go to the FIS website shown on the postcard ([www.ebtEDGE.com](http://www.ebtEDGE.com)) to download and print the direct deposit Provider Agreement. (To receive a copy of the Provider Agreement by US mail, Providers may call 800-894-0050.)

- a. At [www.ebtEDGE.com](http://www.ebtEDGE.com), click on “Provider Login” (shown below with notes in red).

- b. Click on “SCCA Provider Agreement” (shown below with notes in red). (Do **not** attempt to “Register online now”.)

- c. Print the Provider Agreement.



c. Complete Page 2 of the Provider Agreement (shown below with notes in red).

**Operations Contact**

Operations Contact Name\*  Phone No.

Operations Contact Email\*  Fax

**Emergency Phone Numbers\***

Operations Contact Home Phone No.  Cell Phone No.

**Chain Store Information (only if applicable)**

Chain Store?  No  Yes, Name of Chain:

Chain Contact Name & Phone

**PROVIDER INFORMATION—2**

**Provider Locations**  
 (Provider to complete, provide on a separate sheet or electronically if needed.)

Provider Location ID	Location Address(es)

**VERY IMPORTANT**  
 This will be a person FIS may contact for issues processing payment

Complete this section if Provider chain or group will use one bank account / direct deposit for several facilities (Provider Location ID is unique Provider Location ID from postcard)

d. Complete Page 3 of the Provider Agreement (shown below with notes in red).

**YOUR FINANCIAL INSTITUTION**  
ADDRESS OF YOUR INSTITUTION

\* Required information

**Bank Routing Number\***

**Provider's Bank Account Number\***

**ATTACH VOIDED CHECK OR DEPOSIT SLIP ABOVE**

**Provider Hours\***

Open 24/7?  Yes  No: Provider hours below

	Open	Close	Time Zone
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Attach voided check / deposit slip as instructed and enter routing and account numbers in these boxes

Providers' hours are needed in case FIS must contact them about payments



Providers should make a copy of their completed Provider Agreement for their records. **It is essential that Providers keep a copy of their Provider Agreement, as they will need it to register on the FIS website at a later date.**

**Note:** Providers should call 800-894-0050 if they have any questions during the direct deposit setup process. Once complete, Providers will be all set to receive direct deposit payments for SCCA.

5. Providers should send the completed Provider Agreement to FIS.

a. **Fax** the completed, signed Provider Agreement to FIS at 414-341-7085 (secure fax line)

**...or mail it to...**

FIS Merchant Services  
Attn: Merchant Services  
PO Box 290  
Milwaukee, WI 53201-0290



Providers will know that FIS has received and processed their Provider Agreement because they will receive a letter of confirmation from FIS, typically within two to four weeks.

6. In October 2016, Providers should register on the FIS website ([www.ebtEDGE.com](http://www.ebtEDGE.com)) to review transaction information after payments are made. (The website will not be set up for registrations before this date. For information about when initial payments will be made, Providers should review the Provider Preparation Guide, Sections 2.0 NC FAST Child Care Provider Timeline and 4.3 Managing Rosters / Submitting Attendance.)

a. At [www.ebtEDGE.com](http://www.ebtEDGE.com), click on “Provider Login” (shown below with notes in red).

The screenshot shows the FIS ebtEDGE website interface. At the top, the FIS and ebtEDGE logos are displayed. Below the logos, a navigation menu on the left includes links for Cardholder Login, Agency Login, Merchant Login, **Provider Login** (highlighted with a red box and a red arrow), Partner Login, and User Admin Login. The main content area features a header stating: "ebtEDGE SM offers you direct access to the EBT information you need. Choose your EBT group below and click More Information." Below this header, there are five main categories, each with a list of services and a "More Information" link:

- EBT Cardholders**
  - View the balance on your EBT card
  - Review your transactions
  - Read helpful hints
- Florida Cardholders / Titulares de Tarjetas en la Florida / Tout moun ki gen cat nan etat floride yo**
  - View the balance on your EBT card
  - Review your transactions
  - Read helpful hints
- Agency**
  - Access EBT services
  - View your EBT reports
  - Access EBT documentation
  - and more ...
- EBT Merchants**
  - View your EBT reports
  - Access EBT documentation
  - Clear vouchers
  - and more ...
- EBT Partners**
  - Clear vouchers
  - Access EBT services
  - Access EBT documentation
  - and more ...

At the bottom of the page, there are additional links for "About EBT" and "USDA - FNS".

- b. After clicking on “Provider Login”, click on “Register online now” (shown below with notes in red).

**FIS ebtEDGE<sup>SM</sup>**

**Child Care Provider Log In**

Enter your user ID and password in the boxes below and click Login.

User ID:

Password:

First time logging in? Do You need a user ID and password?  
[Register online now](#)

For North Carolina Subsidized Child Care Assistance (SCCA):  
Click here for [SCCA Provider Agreement](#)

[Did you forget your password?](#)

Your Password will expire after 45 days.  
Your User ID will expire after 90 days of inactivity.

Cardholder Login  
Agency Login  
Merchant Login  
Provider Login  
Partner Login

- c. Complete all fields on the “Provider Registration” webpage, then click “Continue” (shown below with notes in red).

**FIS ebtEDGE<sup>SM</sup>**

**Provider Registration**

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

Provider Identification

\*Provider ID:

\*Provider Phone # :  -  -

\*State or Program:

\*Last 4 digits of Provider's Bank Account # :  [Help?](#)

Used on Provider Agreement (unique Provider Location ID is from postcard)

Used on Provider Agreement (unique Provider Location ID is from postcard)

User Access

\*User ID:  (User ID must be an email address, sample: John\_Doe@provider.com)

\*Re-enter User ID:

\*Password:  (Passwords must be at least 8 characters but no more than 14 characters long and must contain at least 1 number, at least 1 lower case and at least 1 upper case letter)

\*Confirm Password:

\*Challenge Question 1:  ▼

\*Challenge Response 1:

\*Challenge Question 2:  ▼

\*Challenge Response 2:

\*Challenge Question 3:  ▼

\*Challenge Response 3:

**Note:** If you have questions or experience problems with the registration process, call 1-800-894-0050.

d. Receive confirmation of successful registration (shown below).

**FIS** **ebtEDGE<sup>SM</sup>**

Wednesday, May 4, 2011

The online registration process was successfully completed.

**Provider Registration Complete**

Your online registration process is complete. Click Continue to ebtProvider to access the ebtProvider website.

[Cardholder Login](#)  
[Agency Login](#)  
[Merchant Login](#)  
[TPP & Networks Login](#)  
[Provider Login](#)  
[Partner Login](#)

**Note:** Providers should call 800-894-0050 if they have any questions during the direct deposit setup process. Once complete, Providers will be all set to receive direct deposit payments for SCCA.