

# SNAP and HIP Processing Assistance Contact Information

HIP Retailers	Phone numbers/websites	
Mobile Market+ support	<a href="mailto:support@novodiagroup.com">support@novodiagroup.com</a> or 1-888-377-7884	<i>MobileMarket+ Customer Service</i>
World Pay account questions for credit & debit transactions using Mobile Market+	<a href="http://www.worldpay.com/us">www.worldpay.com/us</a> ; 1-800-859-5965, option 9	<i>Worldpay</i>
Conduent EBT land line terminal	1-866-891-7897	<i>Conduent (Xerox) Retailer Help Desk</i>
Processing Manual Vouchers	1-866-891-7897	<i>Manual Vouchers through Conduent</i>
View SNAP transactions	<a href="https://www.connectebt.com/retail/Login.action?state=ma&amp;language">https://www.connectebt.com/retail/Login.action?state=ma&amp;language</a>	<i>Conduent (Xerox) Retailer Portal</i>
HIP information; link to HIP retailer map	<a href="http://www.mass.gov/hip">www.mass.gov/hip</a>	<i>HIP webpage</i>
Find HIP retailer locations	<a href="http://www.mass.gov/agr/massgrown/hip.htm">www.mass.gov/agr/massgrown/hip.htm</a>	<i>MassGrown Map</i>
SNAP Clients		
Clients can call to check their EBT and HIP balances	1-800-997-2555	<i>Conduent (Xerox) Cardholder Customer Service</i>
Refer SNAP customer with general questions about HIP	1-800-645-8333 (MON-FRI 8 AM - 7 PM, SAT 10 AM - 2 PM)	<i>Project Bread's FoodSource Hotline</i>
SNAP customer questions regarding their SNAP benefits	1-877-382-2363	<i>DTA Assistance Line</i>