

# EBT PROGRAM



## San Diego, CA

### **Background**

San Diego, CA went live on April 1, 1998. San Diego, CA offers acceptance of state benefits. EFunds Electronic Payment Systems is the primary contractor for San Diego as well as the transaction authorizer. For questions regarding the San Diego program, please contact EFunds at (800) 831-5235.

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

State cards: 507699 (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 EFunds Help Desk at (800) 831-5235 or the phone number listed on the back of the recipient's card (to reach the ARU).

### **State Equipment Support**

State equipment for San Diego, CA supports Food Stamp transactions only.

### **State and Commercial Equipment**

San Diego, CA does not allow both state and commercial equipment to be installed in one location.

### **Rebates**

San Diego, CA does not offer rebate fees to merchants for EBT transactions.

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

EFunds Electronic Payment Services supplies merchants in the San Diego, CA program with both manual vouchers and program signage. Contact EFunds at (800) 831-5235.

### **Contracts**

Each merchant must contract with CONCORD. CONCORD must also receive a Schedule 1 for each merchant.

### **Application Process**

The Schedule 1 includes the FNS number from the Food and Nutrition Services group, which is part of the U.S. Department of Agriculture. CONCORD adds the FNS 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 FNS REDE file system, which accesses the FNS' file of valid FNS numbers before authorizing the transaction. Before the merchant can go live on EBT, the merchant must verify with the regional FNS office that the merchant's FNS number appears on the REDE file. The FNS office phone numbers for San Diego are (213) 894-7834 and (619) 557-5291.

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

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

### **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 San Diego, CA. Adjustments may be made to Food Stamp accounts if they are in favor of the Cardholder/Client, but not the Retailer.

*For further information, please contact your CONCORD Account Executive.*

# EBT PROGRAM



## San Bernardino, CA

### ***Background***

San Bernardino, CA went live on November 1, 1997. San Bernardino, CA offers acceptance of state benefits. EFunds Electronic Payment Systems is the primary contractor for San Bernardino as well as the transaction authorizer. For questions regarding the San Bernardino program, please contact EFunds at (800) 831-5235.

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

State cards: 507696 (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 EFunds Help Desk at (800) 831-5235 or the phone number listed on the back of the recipient's card (to reach the ARU).

### ***State Equipment Support***

State equipment for San Bernardino, CA supports Food Stamp transactions only.

### ***State and Commercial Equipment***

San Bernardino, CA does not allow both state and commercial equipment to be installed in one location.

### ***Rebates***

San Bernardino, CA does not offer rebate fees to merchants for EBT transactions.

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

EFunds Electronic Payment Services supplies merchants in the San Bernardino, CA program with both manual vouchers and program signage. Contact EFunds at (800) 831-5235.

### ***Contracts***

Each merchant must contract with CONCORD. CONCORD must also receive a Schedule 1 for each merchant.

### ***Application Process***

The Schedule 1 includes the FNS number from the Food and Nutrition Services group, which is part of the U.S. Department of Agriculture. CONCORD adds the FNS 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 FNS REDE file system, which accesses the FNS' file of valid FNS numbers before authorizing the transaction. Before the merchant can go live on EBT, the merchant must verify with the regional FNS office that the merchant's FNS number appears on the REDE file. The FNS office phone numbers for San Bernardino are (213) 894-7834 and (619) 557-5291.

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

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

### ***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 San Bernardino, CA. Adjustments may be made to Food Stamp accounts if they are in favor of the Cardholder/Client, but not the Retailer.

*For further information, please contact your CONCORD Account Executive.*