

# EBT PROGRAM

## District of Columbia



### **Background**

The District of Columbia went live on June 1, 1998. The District of Columbia offers acceptance of Food Stamp and Cash Benefits under the Quest logo and operating rules. Lockheed Martin IMS is the primary contractor for the District. For questions, please contact Lockheed at (518) 435-2029.

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

State cards: 507707 (16)

### **Transactions Supported**

Food Stamp and Cash Benefit Purchases  
Cash Benefit Purchase with Cash Back  
Cash Benefit Cash Only  
Food Stamp and Cash Benefit Reversals (Void)  
Food Stamp and Cash Benefit 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 Citibank Retailer Services at (888) 273-2125.

### **State Equipment Support**

Equipment for the state of District of Columbia supports both Food Stamp and Cash Benefit transactions.

### **State and Commercial Equipment**

The state of District of Columbia does not allow both state and commercial equipment to be installed in one location.

### **Rebates**

The District of Columbia does not offer rebate fees for EBT transactions.

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

Lockheed Martin IMS supplies merchants within the state of District of Columbia with both manual vouchers and Quest logo stickers. Contact Lockheed at (518) 435-2029.

### **Contracts**

Each merchant must contract with CONCORD. CONCORD must also receive a Schedule 1 for each merchant. Each merchant must receive a copy of the Addendum 1 as it is referenced in the CONCORD contract.

### **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 the District of Columbia are (202) 720-4263 and (410) 962-2390.

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

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

### **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 the state of District of Columbia. Adjustments may be made to Food Stamp accounts if they are in favor of the Cardholder/Client, but not the Retailer. Also, adjustments to Cash Benefit accounts are permitted in favor of either the Cardholder/Client or the Retailer.

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