

# EBT PROGRAM



OK

## State of Oklahoma

### **Background**

The state of Oklahoma went live on May 12, 1997 in Oklahoma county. Oklahoma offers acceptance of state benefits under the Access program and Oklahoma operating rules. Lockheed Martin IMS is the primary contractor for the state. For questions, please contact Lockheed at (405) 947-2906.

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

State cards: 508147 (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) 328-6511.

### **State Equipment Support**

State equipment for the state of Oklahoma supports both Food Stamp and Cash Benefit transactions.

### **State and Commercial Equipment**

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

### **Rebates**

The state of Oklahoma offers \$.24 per Cash Only transaction if the retailer signs and returns to Lockheed the State of Oklahoma Addendum A. To be eligible to receive the rebates, send the signed Addendum A to the following address: Lockheed Martin IMS, ATTN: Dave Snyder, 232 Quadrum Drive, Oklahoma City, OK 73108.

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

Lockheed Martin IMS supplies merchants within the state of Oklahoma with both manual

vouchers and Quest logo stickers. Contact Lockheed at (800) 797-7474.

### **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 number for all counties in Oklahoma is (405) 231-4788.

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

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

### **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 Oklahoma. 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.*