

EBT Quick Tips

Food Stamp Sale: Use this function to perform a Food Stamp Sale transaction.

Display	Action
Idle Menu	Touch Other.
Gift Help More Card	Touch More.
Check EBT Trans Details	Touch EBT.
Sale Refund Voucher	Touch Sale.
Please Select Type Cash Benefit Food Stamp	Touch Food Stamp.
Please Swipe Card	Swipe card or key account number and press [ENTER].
Enter Amount \$0.00	Key total amount and press [ENTER].
Waiting for PIN Entry	Key PIN and press [ENTER].
Host Response	Receipts print.
EBT Sale Approved #####	Press Cancel (X) to return to idle prompt.

Food Stamp Refund: Use this function to issue a Credit to a cardholder's Food Stamp account. No cash refund is allowed.

Display	Action
Idle Menu	Touch Other.
Gift Help More Card	Touch More.
Check EBT Tran Details	Touch EBT.
Sale Refund Voucher	Touch Refund.
Please Swipe Card	Swipe card or key account number and press [ENTER].
Enter Amount \$0.00	Key total amount and press [ENTER].
Waiting for PIN Entry	Key PIN and press [ENTER].
Host Response	Receipts print.
EBT Refund Approved #####	Press Cancel (X) to return to idle prompt.

Food Stamp Voucher Clear: Use this function to enter a Voice Authorized Food Stamp transaction into the terminal.

Display	Action
Idle Menu	Touch Other.
Gift Help More Card	Touch More.
Check EBT Tran Details	Touch EBT.
Sale Refund Voucher	Touch Voucher.
Please Select Type Sale Refund	Touch desired option.
Enter card number	Key account number and press [ENTER].
Enter Amount \$0.00	Key total amount and press [ENTER].
Enter auth code	Key original approval code and press [ENTER].
Enter voucher number	Key voucher number and press [ENTER].
Host Response	Receipts print.
EBT Sale Approved #####	Press Cancel (X) to return to idle prompt.

Cash Account Sale: Use this function to perform a Cash Account sale, including a sale with cash back.

Display	Action
Idle Menu	Touch Other.
Gift Help More Card	Touch More.
Check EBT Tran Details	Touch EBT.
Sale Refund Voucher	Touch Sale.
Please Select Type Cash Benefit Food Stamp	Touch Cash Benefit
Please Swipe Card	Swipe card or key account number and press [ENTER].
Enter Amount \$0.00	Key total amount and press [ENTER].
Enter Cashback Amount Sale Amount: \$0.00 \$0.00	Key cashback amount and press [ENTER].
Enter tip	Enter tip amount or press [ENTER].
Waiting for PIN Entry	Key PIN and press [ENTER].
Host Response	Receipts print.
EBT Sale Approved #####	Press Cancel (X) to return to idle prompt..

Cash Account Withdrawal: Use this function to withdraw cash from a cardholder's Cash Account without purchase.

Display	Action
Idle Menu	Touch Other.
Gift Help More Card	Touch More.
Check EBT Tran Details	Touch EBT.
Void Cash Balance Only Inquiry	Touch Cash Only.
Please Swipe Card	Swipe card or key account number and press [ENTER].
Enter Amount \$0.00	Key total amount and press [ENTER].
Waiting for PIN Entry	Key PIN and press [ENTER].
Host Response	Receipts print.
EBT Sale Approved #####	Press Cancel (X) to return to idle prompt.

Balance Inquiry (Food Stamp or Cash Account): Use this function to obtain a cardholder's Account balance.

Display	Action
Idle Menu	Touch Other.
Gift Help More Card	Touch More.
Check EBT Tran Details	Touch EBT.
Void Cash Balance Only Inquiry	Touch Balance Inquiry.
Please Select Type Cash Benefit Food Stamp	Touch desired option.
Please Swipe Card	Swipe Card
Waiting for PIN Entry	Key PIN and press [ENTER].
Host Response	Receipts print.
EBT Inquiry Approved #####	Press Cancel (X) to return to idle prompt.

[Voucher Clear Transactions:](#)

Paper vouchers are used when the POS terminal is not working or the EBT host system is not available and the merchant needs to perform Food Stamp purchase and refund transactions. Vouchers are used only for Food Stamp purchases and refund transactions, not for Cash Account transactions. Once the terminal/EBT Host is working (within 10 days) the voucher must be entered into the terminal using the voucher clear procedure. Until this is done, the merchant will not be paid.

General Procedures – The cardholder must be present at the time of the transaction, and must present a valid EBT card. Under no circumstances should a transaction be called into the Audio Response Unit (ARU) unless the card is present. Vouchers are to be accepted only for valid food stamp eligible goods. NO EXCEPTIONS.

Completion of a Voucher – For a voucher to be honored, it must be signed by the cardholder whose name appears on the card. If a merchant completes a food stamp transaction for someone other than the cardholder, the amount of the purchased may be debited from the merchant's bank account. To be sure of your customer, verify the signature on the back of the EBT card. If any information on the voucher is falsified or altered (such as signature, card numbers, dates, or amount of purchase) the amount of the purchase may be debited from the merchant's bank account if there is a complaint. If mistakes are made on the voucher form, the voucher should be destroyed and a new one completed with the client's signature and date. No cross-outs should be made on the voucher (e.g., crossing out a card number and keying a different number). Such cross outs will be considered an alteration of the voucher form.

[EBT Program Policies and Guidelines:](#)

- Retailer must comply with the provisions of the Retailer Agreement and with the U.S. Department of Agriculture's Food and Nutrition Service (FNS) Food Stamp Program Guidelines.
- Retailers are not allowed to set a minimum dollar amount for an EBT transaction.
- Cardholder must enter his own PIN. Under no circumstances may a retailer or a retailer's employee enter a cardholder's PIN.
- The retailer must give the cardholder a printed receipt for each transaction. When a paper voucher is used, the cardholder must be given a copy of the voucher.
- Retailers must submit all EBT transactions on-line. Paper vouchers must be keyed into the terminal by a Voucher Clear transaction (Sale or Refund) within ten (10) days.
- Refunds made to Cash Accounts must be given in cash or store credit. There is no electronic transaction to issue a refund to a Cash Account.
- Refunds given to Food Stamp accounts must be given as a credit to the cardholder's account.