



Quick Reference Guide

Terminal Help Desk
1-800-228-0210

Customer Service
1-866-597-5721

Voice Authorization
1-800-228-1122

Supply Desk
1-855-295-8500

FD Series — Electronic Benefits Transfer

Food Stamp (FS) Sale	
PROMPT	ACTION
IDLE PROMPT	Press [EBT] .
SALE REFUND VOUCH	Press [SALE] .
EBT SALE SWIPE CARD	Swipe card or manually key card number and press [ENTER] .
SALE TYPE? FOOD STAMP CASH BENEFIT	Press [FOOD STAMP] .
TERMINAL MAY PROMPT: INVOICE OR CLERK#	Key invoice or clerk number and press [ENTER] .
ENTER AMOUNT \$0.00	Key amount and press [ENTER] .
WAITING FOR PIN ENTRY	Key PIN on pinpad and press [ENTER] .
{HOST COMMUNICATION}	Terminal communicates with host for approval.
PRINT CUST RECEIPT YES NO	Press [YES] to print customer receipt.
EBT SALE APPROVED	Press [CLEAR] to return to idle prompt.

Food Stamp Refund	
To issue a Credit to a cardholder's FS account. No cash refund is allowed.	
PROMPT	ACTION
IDLE PROMPT	Press [EBT] .
SALE REFUND VOUCH	Press [REFUND] .
EBT REFUND SWIPE CARD	Swipe card or manually key card number and press [ENTER] .
TERMINAL MAY PROMPT: INVOICE OR CLERK#	Key invoice or clerk number and press [ENTER] .
ENTER AMOUNT \$0.00	Key amount and press [ENTER] .
WAITING FOR PIN ENTRY	Key PIN on pinpad and press [ENTER] .
{HOST COMMUNICATION}	Terminal communicates with host for approval.
PRINT CUST RECEIPT YES NO	Press [YES] to print customer receipt.
EBT REFUND APPROVED	Press [CLEAR] to return to idle prompt.

Balance Inquiry	
PROMPT	ACTION
IDLE PROMPT	Press [EBT] .
BACK CASH ONLY INQUIRY	Press [INQUIRY] .
BALANCE INQUIRY	Swipe card.
INQUIRY TYPE FOOD STAMP CASH BENEFIT	Press desired option.
WAITING FOR PIN ENTRY	Key PIN on pinpad and press [ENTER] .
{HOST COMMUNICATION}	Terminal communicates with host to retrieve balance and prints customer receipt.
EBT INQUIRY APPROVED	Press [CLEAR] to return to idle prompt.

EBT PROGRAM POLICES 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.

SOME PROMPTS MAY VARY BASED ON THE TERMINAL SETUP.

Notes:

The following transaction types are supported by EBT:
Food Stamp - Sale, Refund, Balance Inquiry and Voucher Clear (for sale or refund).
Cash Benefit - Sale with or without Cash Back, Withdrawal and Balance Inquiry.

EBT transactions can be either swiped or manually entered.
 A cardholder's account number may be manually entered if the stripe cannot be read, *provided the card is present*.

NOTE: SOME PROMPTS MAY VARY BASED ON THE TERMINAL SETUP.

Cash Account Sale	
To perform a Cash Account sale, including a sale with cash back.	
PROMPT	ACTION
IDLE PROMPT	Press [EBT] .
SALE REFUND VOUCH	Press [SALE] .
EBT SALE SWIPE CARD	Swipe card or manually key card number and press [ENTER] .
SALE TYPE? FOOD STAMP CASH BENEFIT	Press [CASH BENEFIT] .
TERMINAL MAY PROMPT: INVOICE OR CLERK#	Key invoice or clerk number and press [ENTER] .
ENTER AMOUNT \$0.00	Key amount and press [ENTER] .
ENTER CASH BACK AMT	Key amount and press [ENTER] .
WAITING FOR PIN ENTRY	Key PIN on pinpad and press [ENTER] .
{HOST COMMUNICATION}	Terminal communicates with host for approval.
PRINT CUST RECEIPT YES NO	Press [YES] to print customer receipt.
EBT APPROVED	Press [CLEAR] to return to idle prompt.

Food Stamp Voucher Clear	
To enter a Voice Authorized FS transaction into the terminal.	
PROMPT	ACTION
IDLE PROMPT	Press [EBT] .
SALE REFUND VOUCH	Press [VOUCH] .
VOUCHER TYPE? SALE REFUND	Press desired function.
ENTER ACCOUNT #	Key account number and press [ENTER] .
TERMINAL MAY PROMPT: INVOICE OR CLERK#	Key invoice or clerk number and press [ENTER] .
ENTER AUTH CODE	Key original approval code and press [ENTER] .
VOUCHER NUMBER	Key voucher number and press [ENTER] .
ENTER AMOUNT \$0.00	Key amount and press [ENTER] .
{HOST COMMUNICATION}	Terminal communicates with host for approval.
EBT APPROVED	Press [CLEAR] to return to idle prompt.

Cash Account Withdrawal	
To withdraw cash from a cardholder's Cash Account without purchase.	
PROMPT	ACTION
IDLE PROMPT	Press [EBT] .
BACK CASH ONLY INQUIRY	Press [CASH ONLY] .
EBT SALE SWIPE CARD	Swipe card or manually key card number and press [ENTER] .
TERMINAL MAY PROMPT: INVOICE OR CLERK#	Key invoice or clerk number and press [ENTER] .
ENTER AMOUNT \$0.00	Key amount and press [ENTER] .
WAITING FOR PIN ENTRY	Key PIN on pinpad and press [ENTER] .
{HOST COMMUNICATION}	Terminal communicates with host for approval.
PRINT CUST RECEIPT YES NO	Press [YES] to print customer receipt.
EBT APPROVED	Press [CLEAR] 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 not 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 purchase 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 TRANSACTION ERROR MESSAGES

- INVALID MERCHANT ID**—Merchant calls Client Services to confirm Merchant setup, if setup is correct, call number on back of card.
- INVALID TRANSACTION**—Cardholder calls number on back of card.
- INVALID ACCOUNT NUMBER**—Cardholder calls number on back of card.
- DECLINED**—Cardholder calls number on back of card.
- TRANSACTION NOT ALLOWED**—Cardholder calls number on back of card.
- PIN TRY EXCEEDED**—Cardholder calls number on back of card.
- PLEASE RETRY**—Try again; if not successful, merchant calls Help Desk.
- SYSTEM ERROR**—Merchant calls Help Desk.
- DBT SW INV MER ID**—Merchant calls Help Desk.
- PIN XLATE ERR**—Merchant calls Help Desk.
- HOST KEY ERR**—Merchant calls Help Desk.
- DEBIT T.O. RETRY**—Try again; if not successful, merchant calls Help Desk.