

Food Stamp (FS) Sale Use this function to perform a FS Sale transaction.

IDLE PROMPT	Touch EBT
SALE REFUND VOUCH	Touch Sale
EBT SALE SWIPE CARD	Swipe card or key account number and press Enter
SALE TYPE? FOOD STAMP CASH BENEFIT	Touch Food Stamp
ENTER AMOUNT \$0.00	Key total amount and press Enter
PLEASE ENTER PIN	Key pin number and press Enter
{Host Communication}	Terminal communicates to host for approval
PRINT CUSTOMER RECEIPT YES NO	Touch Yes to print customer receipt.
EBT SALE APPROVED #####	Press Clear to return to idle prompt.

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

IDLE PROMPT	Touch EBT
SALE REFUND VOUCH	Touch Refund
EBT REFUND SWIPE CARD	Swipe card or key account number and press Enter
ENTER AMOUNT \$0.00	Key total amount and press Enter
PLEASE ENTER PIN	Key pin number and press Enter
{Host Communication}	Terminal communicates to host for approval
PRINT CUSTOMER RECEIPT YES NO	Touch Yes to print customer receipt.
EBT REFUND APPROVED #####	Press Clear to return to idle prompt.

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

IDLE PROMPT	Touch EBT
VOID CASH ONLY INQUIRY	Touch Inquiry
BALANCE INQUIRY SWIPE CARD	Swipe Card
INQUIRY TYPE FOOD STAMP CASH BENEFIT	Touch desired option
PLEASE ENTER PIN	Key pin number 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.

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

IDLE PROMPT	Touch EBT
VOID CASH ONLY INQUIRY	Touch Cash Only
EBT SALE SWIPE CARD	Swipe card or key account number and press Enter
ENTER AMOUNT \$0.00	Key total amount and press Enter
PLEASE ENTER PIN	Key pin number and press Enter
{Host Communication}	Terminal communicates to host for approval
PRINT CUSTOMER RECEIPT YES NO	Touch Yes to print customer receipt.
EBT APPROVED #####	Press Clear to return to idle prompt.

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

IDLE PROMPT	Touch EBT
SALE REFUND VOUCH	Touch Sale
EBT SALE SWIPE CARD	Swipe card or key account number and press Enter
SALE TYPE? FOOD STAMP CASH BENEFIT	Touch Cash Benefit
ENTER AMOUNT \$0.00	Key total amount and press Enter
CASH BACK AMT \$0.00	Key cash back amount and press Enter
PLEASE ENTER PIN	Key pin number and press Enter
{Host Communication}	Terminal communicates to host for approval
PRINT CUSTOMER RECEIPT YES NO	Touch Yes to print customer receipt.
EBT SALE APPROVED #####	Press Clear to return to idle prompt.

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

IDLE PROMPT	Touch EBT
SALE REFUND VOUCH	Touch Vouch
VOUCHER TYPE? SALE REFUND	Touch Sale or Refund
Enter Account #	Key account 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 total amount and press Enter
{Host Communication}	Terminal communicates to host for approval and prints merchant receipt.
EBT APPROVED #####	Press Clear to return to idle prompt.

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*.

Prompts may differ depending on options selected.

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.

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 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.

FIRST DATA
FD 400®
QUICK REFERENCE GUIDE



ELECTRONIC BENEFITS TRANSFER

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