

# TALENTO QUICK REFERENCE GUIDE



FDRT0001  
ELECTRONIC BENEFITS TRANSFER (EBT)  
ETC TYPE 7 APPLICATION

## EBT Food Sale

- 1 Press → key on the terminal then press left ▲ to select EBT

Terminal Displays:  
Food                      Cash  
▲                              ▲  
Select left ▲ key.  
Terminal Displays:  
Sale                      Return                      Balance  
▲                              ▲                              ▲  
Select left ▼ key to begin transaction.

- 2 Swipe card through horizontal slot as shown on terminal\*

**NOTE:EBT Food Sale transactions can be swiped or manually entered.Prompting messages vary based on card type and setup. Terminal may display the following prompts:**  
•Clerk ID? Key the appropriate information, press ENTER.

- 3 Key in dollar amount of transaction, then press ENTER.

Terminal Displays:  
Amount OK?    \$0.00  
Cancel/No       Enter/Yes

- 4 Have customer enter PIN number to complete transaction.

- 5 Transaction complete.

Terminal displays transaction response.  
Receipt prints if transaction is approved.

## EBT Food Return

- 1 Press →key on the terminal then press left ▲ to select EBT.

Terminal Displays:  
Food                      Cash  
▲                              ▲  
Select left ▲ key.  
Terminal Displays:  
Sale                      Return                      Balance  
▲                              ▲                              ▲  
Select middle ▲ key to begin transaction.

- 2 Swipe card through horizontal slot as shown on terminal\*.

**NOTE:EBT food return transactions must be swiped. Prompting messages vary based on card type and setup. Terminal may display the following prompts:**  
•Clerk ID? Key the appropriate information, press ENTER.

- 3 Key in dollar amount of transaction,then press ENTER.

Terminal Displays:  
Amount OK?    \$0.00  
Cancel/No       Enter/Yes

- 4 Have customer enter PIN number to complete transaction.

- 5 Transaction complete

Terminal displays transaction response.  
Receipt prints if transaction is approved.

## EBT Food Balance

- 1 Press →key on the terminal then press left ▲ to select EBT.

Terminal Displays:  
Food                      Cash  
▲                              ▲  
Select left ▲ key.  
Terminal Displays:  
Sale                      Return                      Balance  
▲                              ▲                              ▲  
Select right ▲ key to begin transaction.

- 2 Swipe card through horizontal slot as shown on terminal.

**NOTE:EBT Food Balance transactions can be swiped or manually entered.Prompting messages vary based on card type and setup. Terminal may display the following prompts:**

## EBT Food Sale Voucher

- 1 Press →key on the terminal then press left ▲ to select EBT.

Terminal Displays:  
Food                      Cash  
▲                              ▲  
Select left ▲ key.  
Terminal Displays:  
Voucher  
▲  
Select left ▲ key.  
Terminal Displays:  
Sale                      Return  
▲                              ▲  
Select left ▲ key to begin transaction.

- 2 Swipe card through horizontal slot as shown on terminal.

**NOTE:EBT Food Sale voucher transactions can be swiped or manually entered.Prompting messages vary based on card type and setup. Terminal may display the following prompts:**  
•Clerk ID? Key the appropriate information, press ENTER.

- 3 Key in dollar amount of transaction,then press ENTER.

Terminal Displays:  
Amount OK?    \$0.00  
Cancel/No       Enter/Yes

•Enter Voucher Number. Key the appropriate information, press ENTER.  
•Enter Auth Code. Key the appropriate information, press ENTER.

- 4 Transaction complete.

Terminal displays transaction response.  
Receipt prints if transaction is approved.

## EBT Food Return Voucher

- 1 Press →key on the terminal then press left ▲ to select EBT.

Terminal Displays:  
Food                      Cash  
▲                              ▲  
Select left ▲ key.  
Press →key on terminal.  
Terminal Displays:  
Voucher  
▲  
Select left ▲ key.  
Terminal Displays:  
Sale                      Return  
▲                              ▲  
Select middle ▲ key to begin transaction.

## 2 Swipe card through horizontal slot as shown on terminal.

**NOTE:EBT Food Return Voucher transactions can be swiped or manually entered.**

- Clerk ID? Key the appropriate information, press **ENTER**.

## 3 Key in dollar amount of transaction,then press ENTER.

**Terminal Displays:**

**Amount OK? \$0.00**

**Cancel/No Enter/Yes**

- Enter Voucher Number. Key the appropriate information, press **ENTER**.
- Enter Auth Code. Key the appropriate information, press **ENTER**.

## 4 Transaction complete.

Terminal displays transaction response.  
Receipt prints if transaction is approved.

# EBT Purchase with Cash Back

## 1 Press →key on the terminal then press left ▲ to select EBT.

**Terminal Displays:**

**Food Cash**

Select middle ▲ key.

**Terminal Displays:**

**Sale Cash Only Balance**

Select left ▲ key to begin transaction.

## 2 Swipe card through horizontal slot as shown on terminal.

**NOTE:EBT Purchase with Cash Back transactions must be swiped.Prompting messages may vary based on card type and setup. Terminal may display the following prompts:**

- Clerk ID? Key the appropriate information, press **ENTER**.

## 3 Key in dollar amount of transaction, then press ENTER.

- Enter Cash Back. Key in the appropriate information, press **ENTER**.

**Terminal Displays:**

**Amount OK? \$0.00**

**Cancel/No Enter/Yes**

## 4 Have customer enter PIN number to complete transaction.

## 5 Transaction complete.

Terminal displays transaction response.  
Receipt prints if transaction is approved.

# EBT Cash Only Transaction

## 1 Press →key on the terminal then press left ▲ to select EBT.

**Terminal Displays:**

**Food Cash**

Select middle ▲ key.

**Terminal Displays:**

**Sale Cash Only Balance**

Select middle ▲ key to begin transaction.

## 2 Swipe card through horizontal slot as shown on terminal.

**NOTE:EBT Cash Only transactions must be swiped.**

- Clerk ID? Key the appropriate information, press **ENTER**.

## 3 Key in dollar amount of transaction,then press ENTER.

**Terminal Displays:**

**Amount OK? \$0.00**

**Cancel/No Enter/Yes**

## 4 Have customer enter PIN number to complete transaction.

## 5 Transaction complete.

Terminal displays transaction response.  
Receipt prints if transaction is approved.

# EBT Cash Balance Transaction

## 1 Press →key on the terminal then press left ▲ to select EBT.

**Terminal Displays:**

**Food Cash**

Select middle ▲ key.

**Terminal Displays:**

**Sale Cash Only Balance**

Select right ▲ key to begin transaction.

## 2 Swipe card through horizontal slot as shown on terminal.

**NOTE:EBT Cash Balance transactions can be swiped or manually entered.**

## 3 Have customer enter PIN number to complete transaction.

## 4 Transaction complete.

Terminal displays transaction response.  
Receipt prints if transaction is approved.

# Terminal Responses

## ▶ Definitions:

- **Call Center**
  - Operator should call the credit authorization center.
- **Declined**
  - The authorization for the transaction has been declined.
- **Invalid Card #**
  - The credit card presented is not acceptable for payment.
- **Invalid Tran Type**
  - Incorrect transaction attempted.
- **Invalid Merch #**
  - Invalid merchant # for the transaction attempted.
- **Invalid Amount**
  - Authorization request must be for at least \$1.00.
- **Inv Batch Seq**
  - Improper procedures have created an invalid terminal condition.
- **Force \$XXXXX.XX**
  - The batch was closed with an error condition.
- **Invalid \$XXXXX.XX**
  - An invalid cardholder # was detected in the batch during the close process.
- **Close \$XXXXX.XX**
  - The response for a normal close transaction.

# EBT Policies and Guidelines

- The cardholder must be present at the time of the purchase transaction, and **MUST** present a valid EBTcard.
- Retailers must comply with the provisions of the Retailer Agreement and with the U.S. Department of Agriculture Food and Nutrition Service (FNS) Food Stamp Program Guidelines.
- Retailers are not allowed to set a minimum dollar amount for an EBTtransaction.
- The retailer must give the cardholder a printed receipt for each transaction. When a manual/offline voucher is used, the cardholder must be given a copy of the voucher.
- Off-line vouchers are used when the POS terminal is not working or the EBThost system is not available and the merchant needs to perform a Food Stamp purchase or return transaction.

**Card Name Merchant Number Phone Number**

**Amex:**

**Diners:**

**Discover® Network:**

**VISA/MC:**

**Customer Support:**