SMARTPOS

EBT SUPPORT MANUAL

For Verifone Commander and Viper EPS

Version 3.2

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PETROSOFT

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EBT SUPPORT

> ℹ️ *This guide describes specifics of EBT support for Verifone Commander and Viper EPS.*

SmartPOS supports transactions made with EBT (Electronic Benefit Transfer) cards.

EBT cards are issued by the government to provide healthy nutrition to American families. EBT cards are tied to specific accounts to which benefits by the federal programs are transferred.

The EBT card can contain various benefit balances. Typically, the card contains at least SNAP benefits, formerly known as food stamps. SmartPOS supports transactions made with the following EBT benefits:

- SNAP benefits
- Cash benefits

An EBT card owner can use it at any eligible store, but only for certain categories of items. Such items are non-taxable. At the POS, the EBT card is used as a regular debit card.

To be able to accept EBT cards at the SmartPOS terminal, you must set up SmartPOS for EBT use. For details, see Configure EBT Settings.

You can perform the following EBT sales transactions with SmartPOS:

- Pay with EBT Cards
- Perform Split Tender Transactions

SMARTPOS

Configure EBT Settings

To be able to accept EBT cards at the SmartPOS terminal, you must configure the following settings:

- Enable the EBT MOP
- Identify EBT eligible items

Enable EBT MOP

To enable the EBT MOP at the SmartPOS terminal, do the following:

1. Swipe to the Price Book view.

2. Press the **MOPs** tab.

3. In the MOPs list, select **EBT** and press the edit button.

4. Select the **Enabled** check box. The **EBT** button will be displayed on the cashier's screen in the **Other** MOP group.

5. Select the **Favorite** check box to move the **EBT** button to the top of the MOP list on the cashier's screen.

6. In the **Maximum amount** field, specify the maximum permitted amount to be paid with the EBT card. If this limit is exceeded, the transaction will not be allowed.

7. In the **Options** section, enable the necessary options for the EBT MOP:

   o **Open Cash Drawer**: select this check box to enable the cash drawer opening for the MOP transaction.

   o **Allow Refund Transactions**: select this check box to enable the transactions refund for the MOP.

   o **Apply Tender of Payment**: select this check box to allow split tender transactions for the MOP.

   o **Enable External EBT**: select this check box to enable the secondary PIN pad for EBT cards.

8. At the top right of the view, press **Save**.

Identify EBT Eligible Items

The EBT MOP can be used only for EBT eligible items. Eligible items are identified on the C-Store Office side.

To identify eligible items in C-Store Office, do the following:

1. In C-Store Office, go to **Price Book** > **CR Departments**.

2. In the departments list, select the necessary department and at the top of the form, click the **Edit** button.

3. On the department settings form, select the **Food Stamps Allowed** check box.

4. At the top of the form, click the **Save** button.

5. At the SmartPOS terminal, swipe to the settings view.

6. On the **General** tab, click the **Update Price Book** button.


Result: Items in the department are identified as EBT eligible and are not taxed when a customer pays with an EBT card.

Pay with EBT Cards

To make a payment with an EBT card, do the following:

1. On the cashier's screen, add items to the item queue in a usual way.

2. Press **Other** and then press **EBT** > **Food St**. or **EBT Cash**.

3. Swipe the EBT card on the PIN pad and enter the PIN if prompted.

Result: After the transaction is processed, SmartPOS prints a receipt with the transaction details.
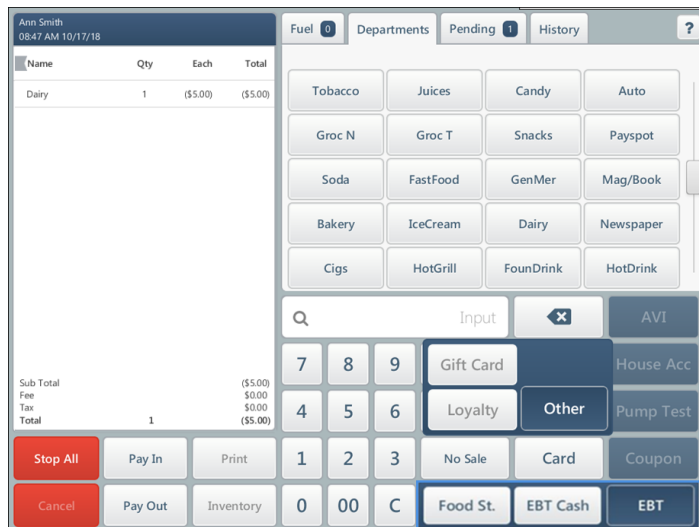
Perform Split Tender Transactions

SmartPOS supports split tender transactions. With split tender transactions, customers can combine different MOPs to complete a payment. For example, a customer can pay the balance partially with an EBT card, and then pay the remainder with a debit card or cash.

> ℹ️ *To allow split transactions, enable the* **Apply Tender of Payment** *option in the EBT MOP settings. For details, see* *Configure EBT Settings.*

To perform a split tender transaction using an EBT card, do the following:

1. On the cashier's screen, add items to the item queue in a usual way.

2. Enter the amount that you want to pay with MOP 1 (for example, cash or card) and press the corresponding MOP button.

3. Enter the amount that you want to pay with MOP 2 (EBT card), press **Other** and then press **EBT** > **Food St.** or **EBT Cash**.

4. Swipe the EBT card on the PIN pad and enter the PIN if prompted.