Feature Focus Guide:

EBT Payment Cards

Core Product: Aloha Quick Service, Aloha Table Service, Aloha EDC
Last Updated: December 15, 2023

Contents

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Revision Record

Date	Version #	Description
Prior to 01/13/2023	QS v7.0+	Implemented support to process EBT transactions with the FDS Buypass processor.
	QS v12.3+	Added the following features with EBT transactions: Support processing EBT transactions with CES processor. Support processing EBT transactions with VisaNet processor.
	TS v14.1	Implemented Table Service functionality.
	QS and TS v15.1	Added support to not require an expiration date for an EBT transaction.
01/13/2023		Converted the document to use new templates. Updated the front cover and back page to reflect new NCR branding.
12/15/2023		Updated document to reflect NCR Voyix branding.

About EBT Payment Cards

EBT Payment Cards at a Glance	
Core Product	Aloha® Quick Service, Aloha Table Service
Complementary Products	None
Separate License Required?	No
Other References	Aloha Quick Service Manager Guide, Aloha Quick Service Reference Guide, Aloha Table Service Manager Guide, Aloha Table Service Server Guide, Aloha Table Service Reference Guide

Figure 1 Sample Electronic Benefit Transfer Card

Electronic Benefit Transfer (EBT) is an electronic program in the United States that allows state governments to provide financial and material benefits to authorized participants using a pre-loaded plastic payment card. Common benefits provided by EBT are typically sorted into two general categories:

- Food benefits, often referred to as SNAP (Supplemental Nutrition Assistance Program), allow recipients to purchase food and non-alcoholic beverages only. The program helps individuals and families with low incomes and resources to buy food and maintain good health. Charging sales tax, surcharges, or card processing fees for a food benefits transaction is illegal.

> ℹ **Note:** Due to the negative connotation of the term, this document refers to 'food stamps' as food benefits. We recommend you do the same, when implementing this feature

- Cash benefits include organizations like State General Assistance and TANF (Temporary Aid for Needy Families). These cards are essentially pre-loaded debit cards received from the government. Recipients can use cash benefits to purchase any item at a participating retailer. Recipients can also receive cash back for the remaining balance of the card.

EBT cards allow recipients to use the card in any authorized establishment in the United States, regardless of the state in which it was issued. This includes non-state districts of the United States, such as the District of Columbia, Guam, and Virgin Islands.

Preparing to support EBT payment cards

Review the following guidelines to determine what you need to do to accept EBT cards as a form of payment and any hardware or software requirements you must to meet:

1. Determine the EBT benefits you support.

As a merchant, you can choose to support food or cash benefits, or both, through EBT.

- You must first apply and receive approval from the USDA Food and Nutrition Service for each site at which you want to support food benefits. Once you obtain approval, you must provide your license number for each site to the processor. The processor links the license number with the merchant ID in the Aloha Electronic Draft Capture (EDC) configuration as an identifier for the location. During the registration process, you must also provide the government the name of the processor and the Aloha Point-of-Sale (POS) system you intend to use.

- Cash benefits cards act as prepaid debit cards and no contact with the United States government is necessary.

> **Note:** Contact your local government agency for more information and for limitations on Electronic Benefit Transfer cards in your area.

2. Determine the Aloha software version required to support EBT payment cards.

The Aloha Quick Service POS and Aloha EDC systems are certified for EBT payment card support starting with v7.0. You may need to be on a later version, depending on the processor you use.

> **Note:** Aloha POS v6.7 is certified for EBT payment card support; however, Aloha EDC v6.7 only provides very limited support for the Buypass processor. This document only addresses EBT support for Aloha POS and Aloha EDC v7.0. If you must use v6.7, contact your NCR Voyix representative for assistance.

The EBT solution is available for Table Service v14.1 and later.

3. Determine the processor to use for accepting EBT payment cards.

To process EBT payment cards, you must use a supported processor certified with the Aloha POS. The processor must support the PIN pad entry device you use, as well as the POS and EDC versions you have installed. You may need to upgrade or switch processors, if you find you are not in

compliance. For example, if you use CES as your processor but you have Aloha EDC v7.0 installed, you must upgrade both the Aloha POS and Aloha EDC to v12.3.

Supported Processor	Type	Supported POS and EDC Version	Supported PIN Pad Entry Device	Supported Connection
FDS Buypass (FDMS)	QS	Aloha POS and EDC v7.0, or later.	Verifone 1000SE	Dialup High-speed available with FDS Secure Transport gateway.
CES	QS	Aloha POS and EDC v12.3, or later.	Verifone 1000SE VeriFone VX820 (with P2PE)	Dialup High-speed available through TCP/IP or FDS Secure Transport gateway.
Visanet (TSYS)	QS	Aloha POS and EDC v12.3, or later.	Verifone 1000SE Ingenico iPP350 (with P2PE)	Dialup High-speed available without a gateway.
WorldPay Enhanced Host Capture	TS	Aloha POS and EDC v14.1 and later	Verifone 1000SE Verifone VX820	Dialup High-speed available without a gateway.

Reference: Refer to for more information on configuring a processor to use for EBT payment cards.

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4.Determine the hardware to use when accepting EBT payment cards

You must provide guests a PIN pad entry device to use for entry of the personal identification number issued to them by the United States government. The VeriFone 1000SE, VeriFone VX820, and Ingenico iPP350 personal entry devices (PED) are certified with the Aloha POS system and support is dictated based on the processor you use.

> **ⓘ Note:** The Table Service EBT solution does not support the Ingenico iPP350 PIN pad device.

Figure 2 Verifone 1000SE (Left) Verifone VX820 (Center) and Ingenico iPP350 (Right)

> **📖 Note:** Refer to [page 20](#) for information on how to configure a PIN pad entry device with the Aloha system.

5. Configure the Aloha POS and Aloha EDC applications to support EBT payment cards.

Once you have all your information and requirements, you may proceed to configuring the Aloha POS and Aloha EDC applications to support EBT payment cards.

Configuring EBT Payment Cards in EDC

This section details the configuration requirements within Aloha EDC for supporting EBT payment cards. For all EDC configuration, you must select **File > Stop POS Processing** on the EDC main screen and select **File > Start POS Processing** once you complete the EDC configuration. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

EBT Payment Cards in EDC Procedures at a Glance:	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.	
1.	Access **Maintenance > Business > Additional Features** and select 'Display credit card' to display credit card information in the user interface. See page 8.
2.	Access **Maintenance > Electronic Draft Capture > Processor** and configure a supported processor to process EBT transactions. See page 9.
3.	Access **Maintenance > Electronic Draft Capture > Cards** and establish the EBT payment cards processor. See page 10.

Displaying credit card options

You must select 'Display credit card' to display the options in the user interface related to credit cards. If you are a regular user of EDC, these options may already be available to you.

To display credit card options:

1. Select **Maintenance > Business > Additional Features** if you are using Aloha Manager.
   -OR-
   Select **Maintenance > Business > Corporate Administration** if you are using Aloha Configuration Center.
2. Under the 'Options to display' group bar, select '**Display credit card**.'
3. Click **Save** and exit the **Additional Features** or **Corporate Administration** function.
4. If using Additional Features, log out of the **POS**, and then log back in to the **POS**. The credit card options are available in the user interface.

Configuring the EBT payment card processor

To support EBT payment cards, you must configure an EDC connection with a supported processor.

- Each processor supports a dialup connection.
- Using a high-speed connection requires a two-step process, depending on the processor.
- Some processors allow you to process through a gateway and some allow for a TCP/IP connection.

If you configure both dialup and a high-speed connection, the system always attempts to process over high-speed and rolls over to dialup when a connection cannot be made. You must also take the PIN pad entry device you will use into consideration.

EBT transactions are host-based, meaning EDC communicates with the processor in real-time, similar to debit cards. An authorization and balance inquiry occurs at the time you perform the action. You cannot process EBT transactions in offline mode or while spooling.

To configure a gateway to use for a processor:

1. Select **Maintenance > Electronic Draft Capture > Gateways**.
2. Select an **existing gateway**, or click **New** and accept the **system assigned number** or click the **ellipsis (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.
3. Under the 'Settings' group bar, select a **gateway** to use for processing over high speed.
4. Under the 'Gateway' group bar, type the **contact information** received from the processor for the gateway. **Note**: The default IP addresses are for test accounts. You must contact the processor for a valid IP address to use for production.
5. Click **Save** and exit the **Gateways** function.

To configure a processor for EBT transactions:

1. Select **Maintenance > Electronic Draft Capture > Processor**.
2. Select an **existing processor**, or click the **New** drop-down arrow, select a **supported processor** from the 'Select Owner' list box, and click **OK**.
3. Under the 'Identification' group bar, type a **name**, usually the name of the processor, for the processor.
4. Select **Active** to activate the processor.
5. Leave the default value of **1** in 'Index' unless you have multiple processors of the 'Independent' type, each requiring a unique merchant ID, in which case you increment the index by one (1) for each instance.
6. Under the 'Processor Name' group bar, configure the **remaining options** specific to the processor.

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7. Under the 'Point to point encryption' group bar, if you are connecting with a Verifone VX820 or Ingencio iPP350 PIN pad, select **Enable point to point encryption and disable credit card entry in EDC** to enable you to select Verifone VX820 or Ingenico iPP350 from the 'PIN pad' drop-down list under the 'PIN pad' group bar in Maintenance > Hardware > Terminals.

8. Select the **Options** tab and configure the **remaining options**.

9. Select the **TCP/IP** tab and configure the **remaining options**.

10. Select the **Dialing** tab and configure the **remaining options**.

11. Select the **Custom** tab and configure the **remaining options**, if necessary.

12. Click **Save** and exit the **Processor** function.

Establishing the EBT payment card processor

Once you configure the processor, you must specify the processor to use for processing EBT payment card transactions in the Cards function.

To establish the processor to use for EBT payment card transactions:

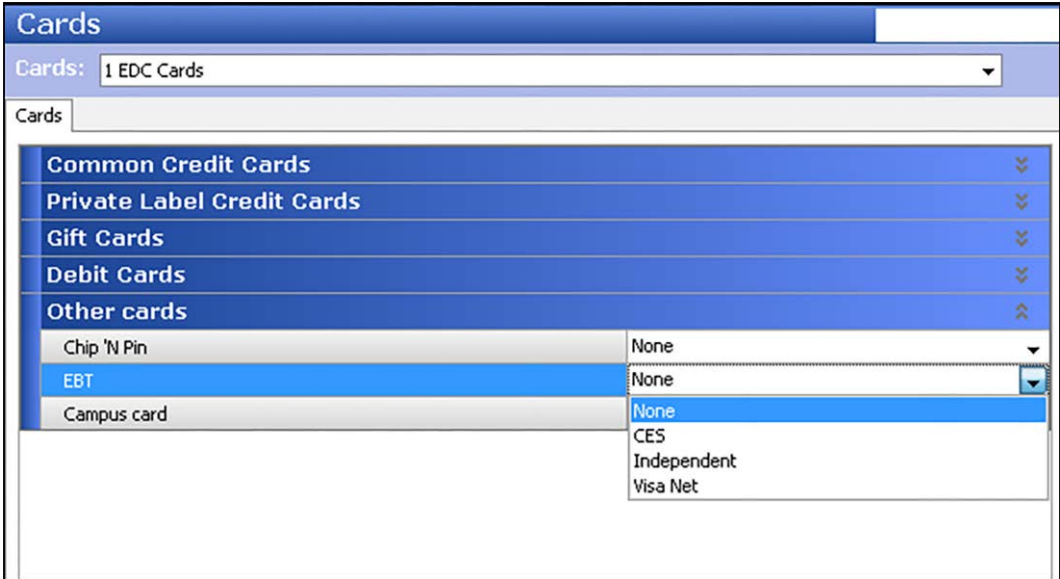1. Select **Maintenance > Electronic Draft Capture > Cards.**

Figure 3 EBT Cards

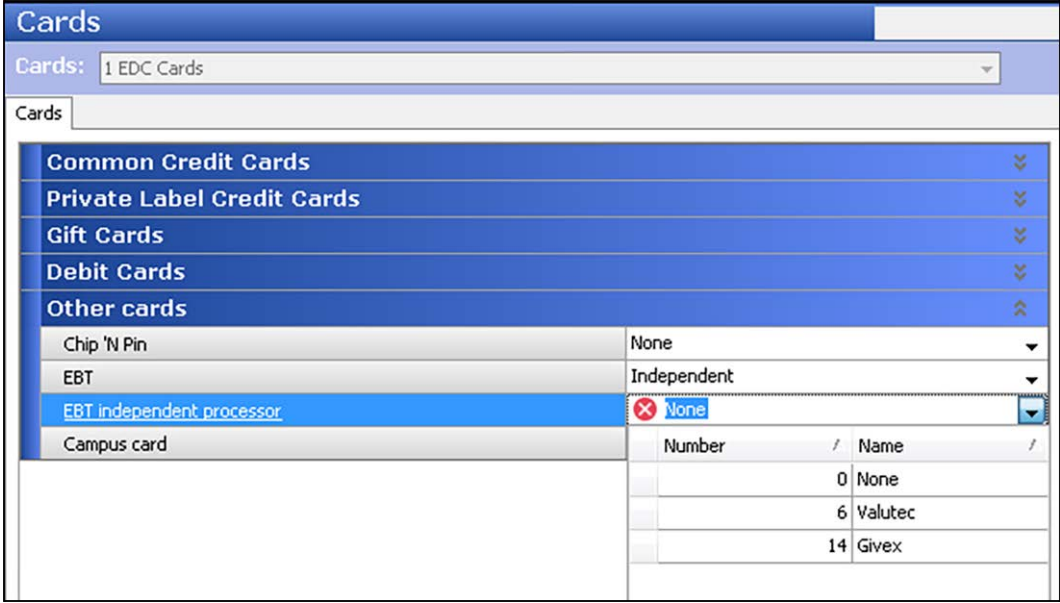2. Under the 'Other Cards' group bar, select the **supported processor** from the 'EBT' drop-down list.

Figure 4 EBT Cards - Independent Processor

3. If you select 'Independent' from the 'EBT' drop-down list, you must also **configure the EBT independent processor**. Select the **independent processor** from the 'EBT independent processor' drop-down list.

4. Click **Save** and exit the **Cards** function.

Configuring EBT Payment Cards in Aloha Manager/CFC

This section details the configuration requirements within Aloha Manager and Aloha Configuration Center (CFC) for EBT Payment Cards. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

EBT Payment Cards in Aloha Manager/CFC Procedures at a Glance:	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.	
1.	If you support food benefits, access **Maintenance > Menu > Categories** to create a category of eligible items guests can purchase using their EBT payment card. See page 13.
2.	Access **Maintenance > Store Settings > Credit Card group > EDC Setup** tab and select that category from the 'Food Stamp Category' drop-down list. See page 14.
3.	Access **Maintenance > Payments > Tenders > Tender** tab and create a tender for each type of benefit you support, food and/or cash benefits. See page 16.
4.	Access **Maintenance > Menu > Panel Editor** and add a tender button and balance query button for each type of benefit you support, food and/or cash benefits, to a panel. See page 18.
5.	Access **Maintenance > Hardware > Terminals > Output Devices** tab to attach a PIN pad entry device to each terminal that accepts EBT cards. See page 21.
6.	Select **Utilities > Refresh POS & All Products** to refresh the data. See page 22.

Enabling and defining EBT payment card functionality

If you support food benefits, you must first create a category of exclusively-taxed items guests can purchase using their food benefits card. Inclusively-taxed items, typically configured for items such as alcoholic beverages and tobacco, are not allowed, when you attempt to apply an EBT payment card in the Front-of-House (FOH). After creating the category, you must associate the category to food benefits in Store Settings.

> ⚠ **Caution: It is your responsibility to exclude ineligible items, such as alcohol and tobacco, from this category. Selling anything considered illegal with food benefits, as regulated by the United States government, could result in the suspension of your approval to support food benefits and you may incur heavy fines.**

To create a category for food benefits:

1. Select **Maintenance > Menu > Categories**.

2. Click the **New** drop-down arrow, select **General** from the 'Type' list box, and click **OK**.

Figure 5 Menu - Categories - Category Tab

3. Type a **name**, such as 'Food Benefits,' for the category.

4. Type a **description**, such as 'EBT,' for the category.
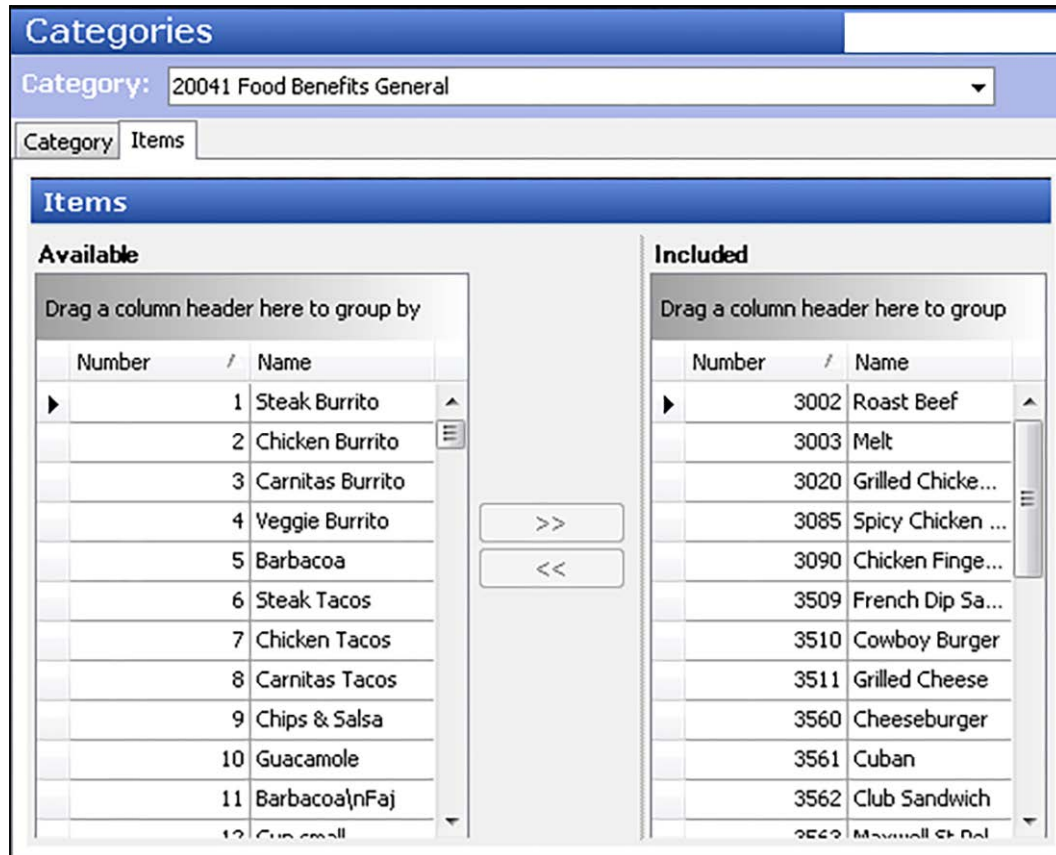
5. Select the **Items** tab.

Figure 6 Menu - Categories - Items Tab

6. Select an **item guests can purchase using their food benefits** from the 'Available' list and click **>>** to move the item to the 'Included' list. Do not include alcohol or tobacco items in this category.

7. Repeat **step 6** until you include all items guests can purchase with their food benefits card.

8. Click **Save** and exit the **Categories** function.

To specify the category to associate with food benefits:

1. Select **Maintenance > Business > Store**.

2. Select the **Store Settings** tab.

3. Select the **Credit Card** group from the bottom of the screen.

Figure 7 Store Settings Tab - Credit Card Group

4. Under the **EDC Setup** group bar, select the **category**, such as 'Food Benefits,' you created for food benefits from the 'Food stamp category' drop-down list.

5. Click **Save** and exit the **Store** function.

Creating an EBT tender

You must create a tender button for each type of benefit you support. If you support both food and cash benefits, you must create a tender button for each. You cannot use the same tender for both types of benefits

Food benefits

When you create a tender for food benefits, the system automatically selects options for you in accordance with the requirements of the law. The following are a few notable requirements:

- Overpayment options are disallowed.

- Tipping and gratuity options are disallowed.

- Change provided is disallowed.

- Security verification requirements are disallowed.

- Foreign currency conversions are disallowed.

Cash benefits

When you create a tender for cash benefits, the system automatically selects options for you in accordance with the requirements of the law. The following are a few notable requirements:

- Security verification requirements are disallowed.

- Foreign currency conversions are disallowed.

To create an EBT tender:

1. Select **Maintenance > Payments > Tenders.**

2. Click the **New** drop-down arrow, select **Electronic Benefit Transfer** from the 'Type' list box, and click **OK**.

3. Type a **name**, such as 'Food Ben' or 'Cash Ben,' for the tender.

4. If using Table Service, click the **ellipsis (...)** to display the 'Select New Button Position' dialog box and select an available position for the tender on the Tender screen, or select **First Available button position** to assign the tender to the first available button on the screen. For Quick Service, access Quick Service Screen Designer to add a button for each tender to the panel currently used for tendering. See "Adding EBT buttons to the FOH" on page 18.

5. Select the **tender** under which you want the credit card tender to report, if you do not want it to report as itself, from the 'Report as' drop-down list.
   -OR-
   Leave the default value of **Current** in 'Report as.'

6. Select **Ask for amount** from the 'Default amount behavior' drop-down list.

7. Select **Active** to make the tender available for use. If not active, an error message appears in the FOH when you select this tender for payment.

8. Select **Print check on close** to print a copy of the guest check when you close a check using this tender.

9. Select the **Type** tab.

Figure 8 Tenders - Type Tab (Food Benefits)

10. If you are creating a tender for use with food benefits, select **Food Stamps** from the 'Electronic Benefits Type' drop-down list to indicate this tender type is for food benefits (food stamps) issued by the United States government. The system automatically selects '**EBT Tax exempt**' for you.
Note: 'EBT Tax exempt' does not apply taxes to a check paid for using a food benefits payment card.

Figure 9 Tenders - Type Tab (Cash Benefits)

11. If you are creating a tender for use with cash benefits, select **Cash Benefits** from the 'Electronic Benefits Type' drop-down list to indicate this tender type is for cash benefits issued by the United States government. The system automatically selects '**EBT Tax exempt**' for you.

12. Under the 'Options settings' tab, clear **Expiration**, if required by your jurisdiction. This option is automatically selected for you; however, some states issue non-expiring cards.

13. Select the **Identification tab**.

14. Under the 'Identification' group bar, select **Require identification**. Additional options appear.

15. Type the **text you want to appear** when you enter the EBT card manually in the 'Prompt' text box, such as 'Card #.'

16. Type the **minimum number of digits** allowed for a manually entered EBT card, such as 16.

17. Type the **maximum number of digits** allowed for a manually entered EBT card, such as 18.

18. Configure the **remaining options** as you would for any other tender.

19. Click **Save**.

20. Repeat this **procedure** for any additional food or cash benefits tenders you need.

21. Click **Close** and exit the **Tenders** function.

Adding EBT buttons to the FOH

If you support both food and cash benefits, you must create a button for each. You cannot use the same tender button for both types of benefits. For Aloha Quick Service operations, you must add a button to the Tender screen. For Table Service operations, the system adds the button for you based on the button configuration in the Tenders function.

> **Note:** You cannot configure the automatic-detection of credit cards feature for use with an EBT payment card. You must configure a separate button for each benefit type you support.

You must also add a query card balance button to a panel in use for each type of benefit you support, to check the balance of the EBT payment card.

> **Note:** Be aware each balance inquiry incurs a processor transaction fee.

Add the following buttons to a panel:

- Food Benefits tender button. (Required for QS only. The tender configuration handles this for you in TS.)

- Cash Benefits tender button. (Required for QS only. The tender configuration handles this for you in TS.)

- Food Benefits query button. (Add to a QS Tender panel; add to a TS Submenu panel.)

- Cash Benefits query button. (Add to a QS Tender panel; add to a TS Submenu panel.)

To add EBT payment card tender buttons to a panel (QS only):

1. Access **Maintenance > Screen Designer > Quick Service Screen Designer**.

2. Select **Work with Panels.**

3. Select **Panel > Open Panel** and select a **panel** to edit, such as the panel containing your tenders.

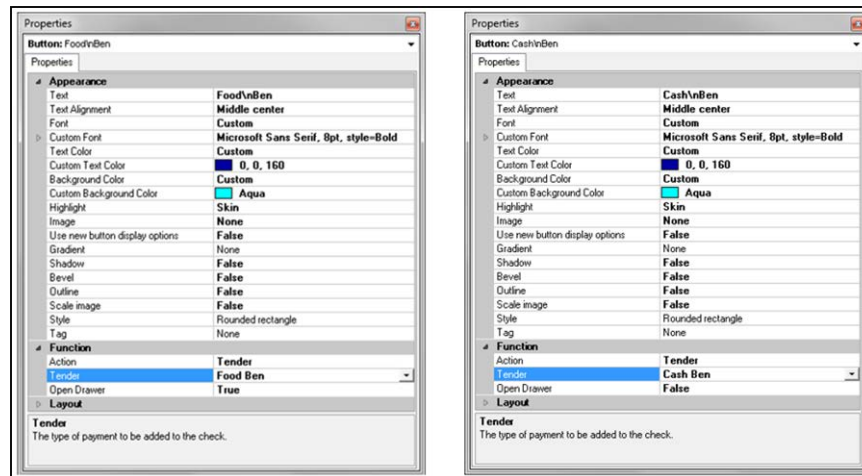4. Select **Panel > New Button**. The Properties dialog box appears.

Figure 10 Button Properties Dialog Boxes - Food Ben and Cash Ben

5. Under the 'Function' group bar, select **Tender** from the 'Action' drop-down list.

6. Select the **tender** you created earlier, such as 'Food Ben,' from the drop-down list.

7. Select **True** or **False** from the 'Open Drawer' drop-down list, depending upon your business needs.

8. Under the 'Appearance' group bar, type a **name** for the button, such as 'Food Ben.' To display text on multiple lines, insert '\n' without spaces for line breaks, such as 'Food\nBen.'

9. Configure the **remaining options** as you would for any other button.

10. Click **Save**.

11. Repeat this **procedure** for any additional food or cash benefits tender buttons you need.

12. Continue to the **next procedure**.

To add EBT payment card query buttons to a panel:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer** or **Table Service Screen Designer**.

2. Select **Work with Panels**.

3. For Quick Service, select **Panel > Open Panel**, select a **panel** to edit, such as the Tender panel, and click **OK**.
    -OR-
    For Table Service, you must add the **query buttons** to a panel of the 'Submenu Panel' type. How to create a custom 'Submenu Panel' is outside the scope of the document. Refer to "Customizing the Submenu Area" in the Table Service Screen Designer Guide for detailed instructions. After creating the Submenu Panel, return to this document to complete the configuration.

4. Select an **available button** or create a **new button**. The Properties dialog box appears.
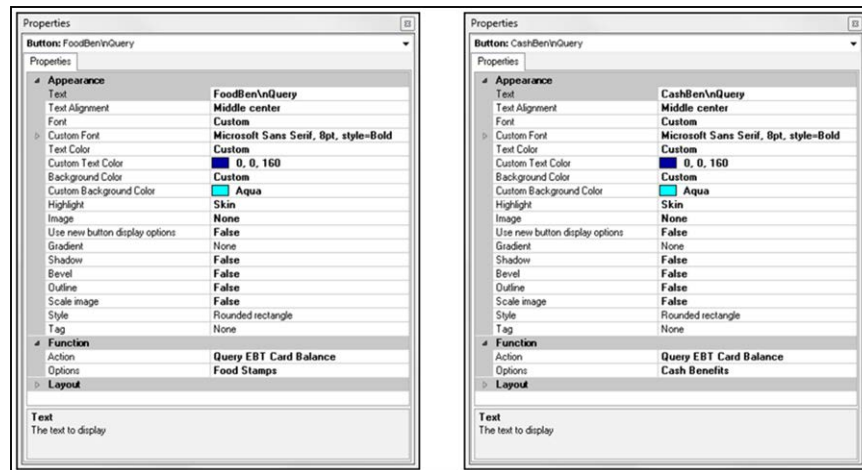

Figure 11 Button Properties Dialog Boxes - Query Food Ben and Cash Ben

5. Under the 'Function' group bar, select **Query EBT Card Balance** from the 'Action' drop-down list.

6. If you are creating a query button for a food benefits EBT payment card, select **Food Stamps** from the 'Options' drop-down list.
-OR-
If you are creating a query button for a cash benefits EBT payment card, select **Cash Benefits** from the 'Options' drop-down list.

7. Under the 'Appearance' group bar, type a **name** for the button, such as 'FoodBen Query.' To display text on multiple lines, insert '\n' without spaces for line breaks, such as 'FoodBen\nQuery.'
-OR-
Under the 'Appearance' group bar, type a **name** for the button, such as 'CashBen Query.' To display text on multiple lines, insert '\n' without spaces for line breaks, such as 'CashBen\nQuery.'

8. Configure the **remaining options** as you would for any other button.

9. Click **Save**.

10. Repeat this **procedure** for the any additional food or cash benefits query buttons you need.

11. Select **Panel > Save All Panels** and exit the **Screen Designer** function.

Attaching a PIN pad device to each terminal

You must provide a PIN pad device for guests to enter their PIN for an EBT payment card. If you are currently using a supported PIN pad entry device for debit cards, you can use the same device and skip this section. If you are not currently using a PIN pad entry device, you must attach one to each terminal.

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You can use one of the following supported PIN pad entry devices:

- VeriFone 1000SE

- VeriFone VX 820 (EDC 12.3, and higher) - This is supported only with a CES processors. You must select 'Enable point to point encryption and disable credit card entry' in Aloha EDC for the PIN pad entry device to appear in the list.

- Ingenico iPP350 (EDC 12.3, and higher) - This is supported only with a Visanet (TSYS) processor. You must select 'Enable point to point encryption and disable credit card entry' in Aloha EDC for the PIN pad entry device to appear in the list.

To attach a PIN pad entry device to each terminal:

1. Select **Maintenance > Hardware > Terminals**.
2. Select a **terminal** to which a PIN pad entry device is attached from the 'Terminal' drop-down list.
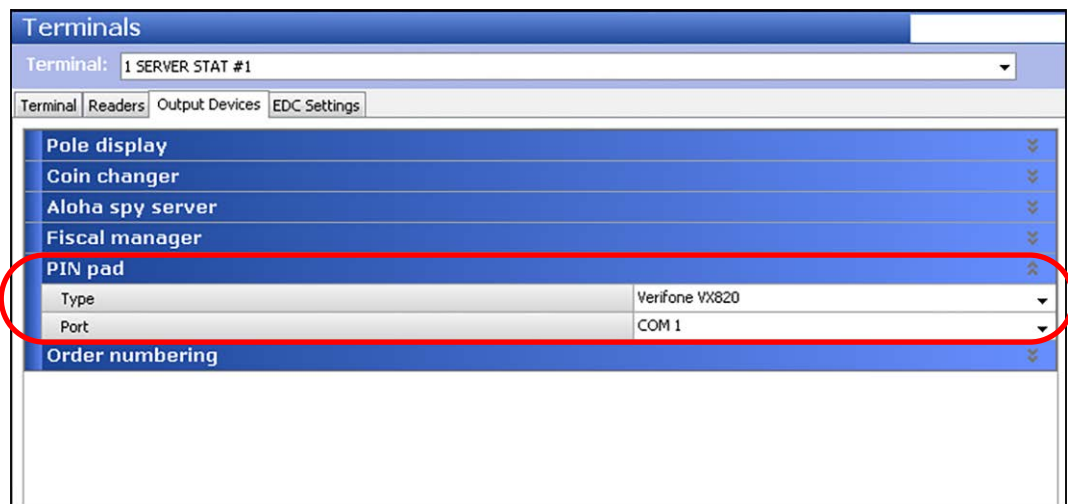3. Select the **Output Devices** tab.

Figure 12 Hardware - Terminals - Output Devices

4. Under the 'PIN pad' group bar, select **Verifone 1000**, **Verifone Everest**, or **Verifone VX820** from the 'Type' drop-down list. Additional options appear.
5. Select the **COM port** to which you attached the first PIN pad device from the 'Port' drop-down list. For example, 'COM1.'
6. Click **Save**.
7. Repeat this **procedure** for each terminal to which a PIN pad entry device is attached.
8. Click **Close** and exit the **Terminals function**.

Refreshing the data

After all settings are in place in Aloha Manager, you must select Utilities > POS > Refresh POS & All Installed Products to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become operational across the Aloha network.

> ⚠ **Caution: Refresh data with caution and never during peak hours of operation. All FOH terminals reboot during a refresh and are down for a short period of time.**

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Using EBT Payment Cards

Using EBT cards is a simple process that requires interaction between you and the guest. The guest must always enter their PIN using the PIN pad entry device, regardless if it is a food or cash benefit transaction. Since a PIN is used, a signature is not required.

You can capture the card information either with a magnetic stripe reader (MSR) which captures both the account number and the expiration date, or enter the information manually using the on-screen keypad. The expiration date is only verified or denied by the processor.

The government determines the value loaded on an EBT payment card. When the available balance on the food or cash benefits payment card depletes during the middle of a transaction, the guest must provide another form of payment to complete the transaction.

> **Note:** Please note that while the instructions for using this feature are based on a Quick Service environment, the process may be slightly different for Table Service.

Applying a food benefits payment card

Food benefits are always tax-exempt, and the guest is able to purchase only specific items approved by the government. The guest must purchase any unapproved item on the check using another form of payment. You can apply only one food benefits payment to a check, regardless if the payments are from the same or two different cardholders.

You CANNOT perform the following actions with a food benefits payment card:

- Provide cash back when applying a food benefits payment card.
- Include a tip when applying a food benefits payment card.
- Split a check, or recombine a check, that has a food benefits payment.
- Perform a void on a check with a food benefits payment applied. You must delete the payment, void the item, and then reapply the payment.
- Force a food benefits authorization.
- Perform a pre-authorization with a food benefits payment on the check.
- Adjust the amount of a food benefits payment.

> **Note:** To avoid the possibility of an overpayment, which is not supported with food benefits, you should always apply any promotions and comps to the check prior to applying a food benefits payment card.

To apply a food benefits card:

1. Start a **check** and add **items**.
2. Apply any **comps** and **promotions** to the check.

3. When you are ready to tender, navigate to the **panel containing your tenders** and touch **Food Ben**. The Food Ben tender screen appears.
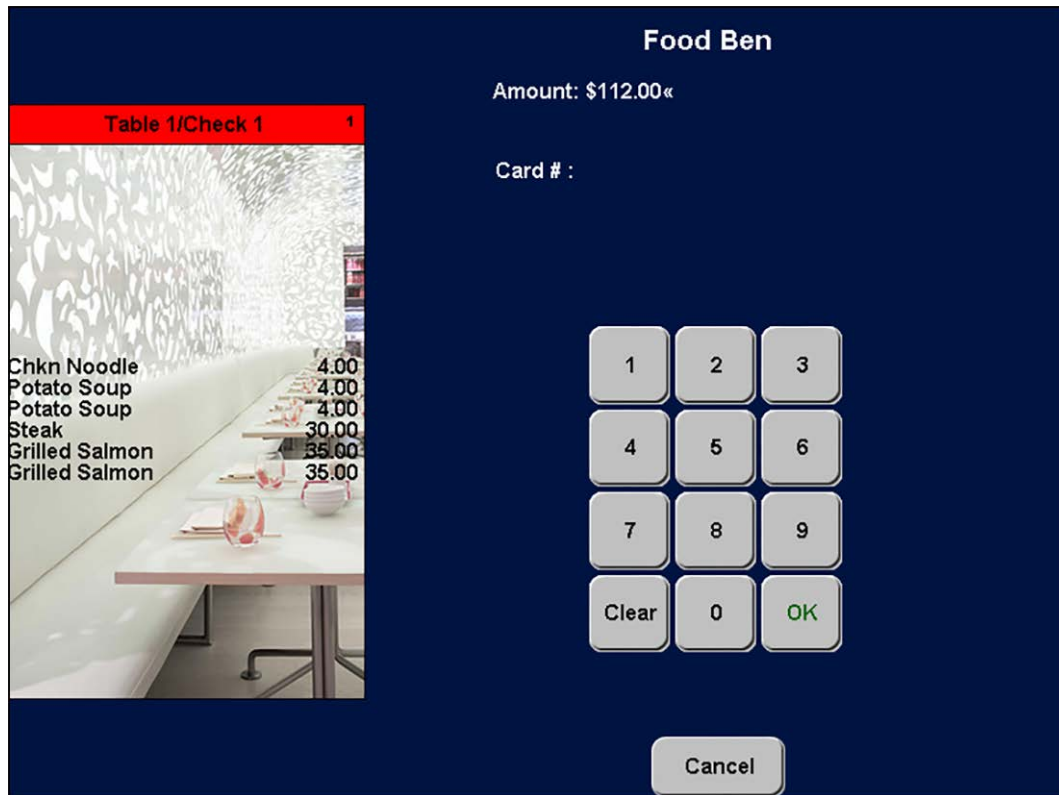

Figure 13 Food Ben Screen

4. At the Food Ben screen, type the **amount** in the 'Amount:' field. **Note:** Only the EBT eligible items appear in the guest check window.
5. Touch **OK** to advance to the alphanumeric keyboard.
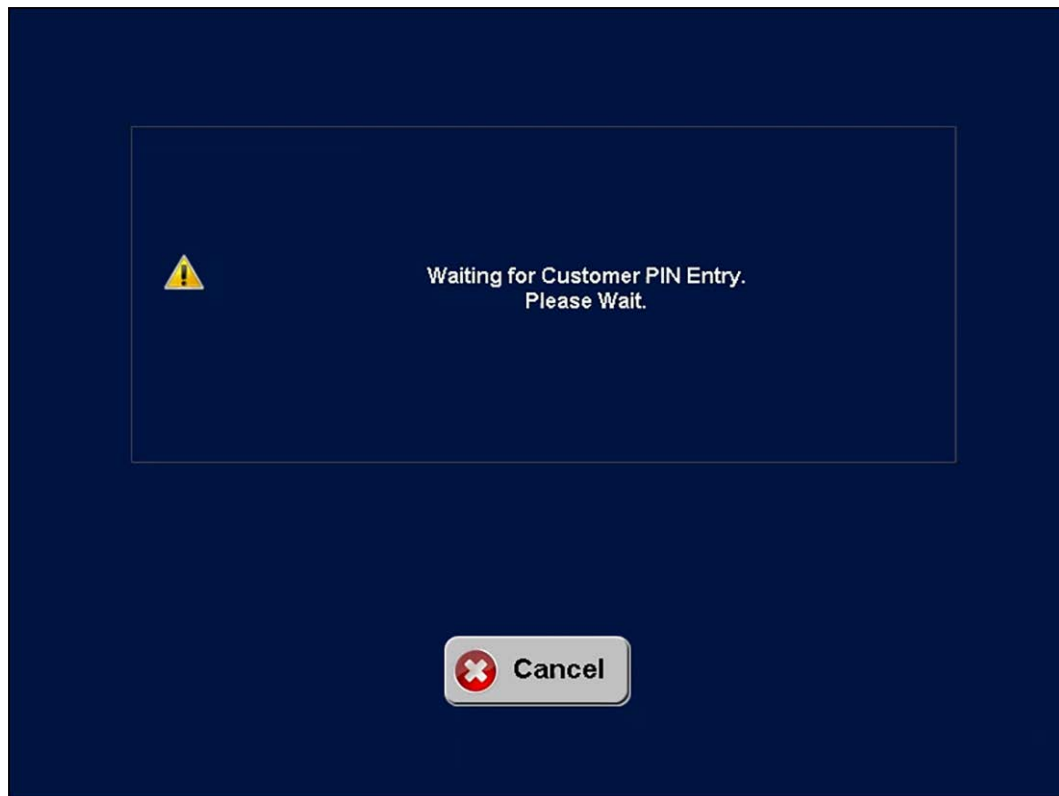6. Type the **card number** and then touch **OK**.

Figure 14 'Waiting for Customer PIN Entry. Please Wait.'

The following message appears.

7. Your guest enters the **PIN number**. The screen returns to the main menu.

8. Tender the **remaining menu items**.

9. Close the **check**.

To apply a cash benefits card:

1. Start a **check** and add **items**.

2. Apply any **comps** and **promotions** to the check.

3. When you are ready to tender, navigate to the **panel containing your tenders** and touch **Cash Ben**. The Cash Ben tender screen appears.
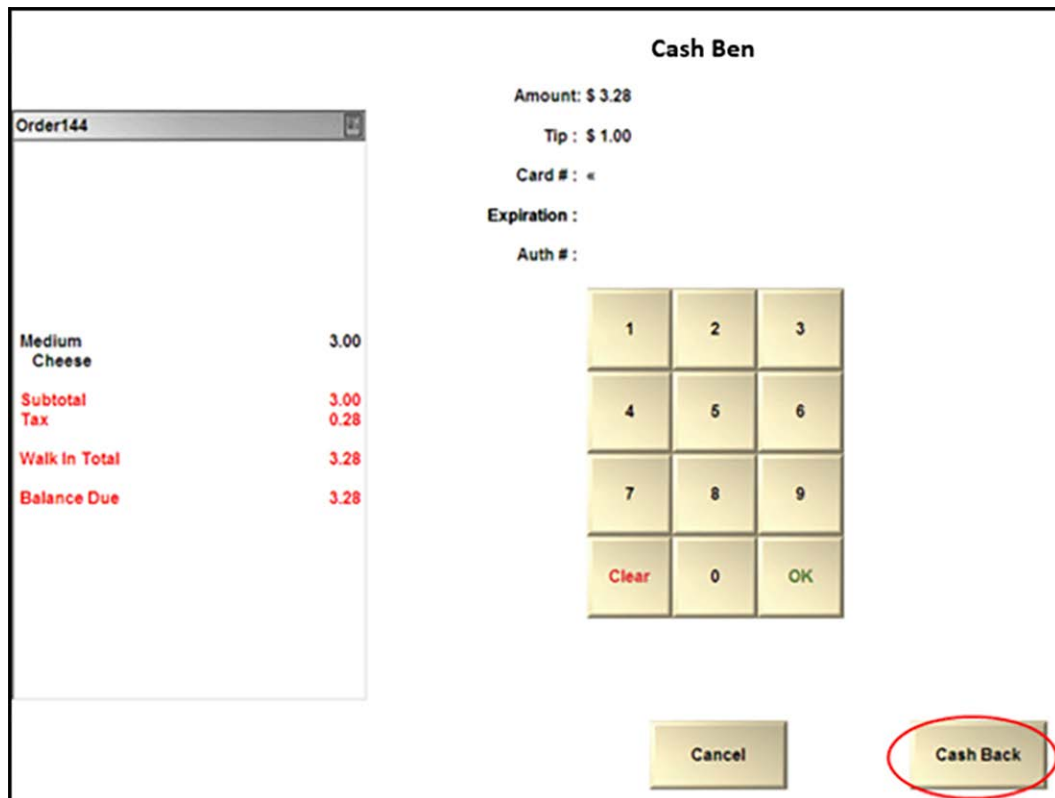
Figure 15 Cash Benefits Tender Screen

4. If the guest wants to receive cash back as part of the transaction, touch the **Cash Back** button.

Enter Amount

Amount : $ 5.00«

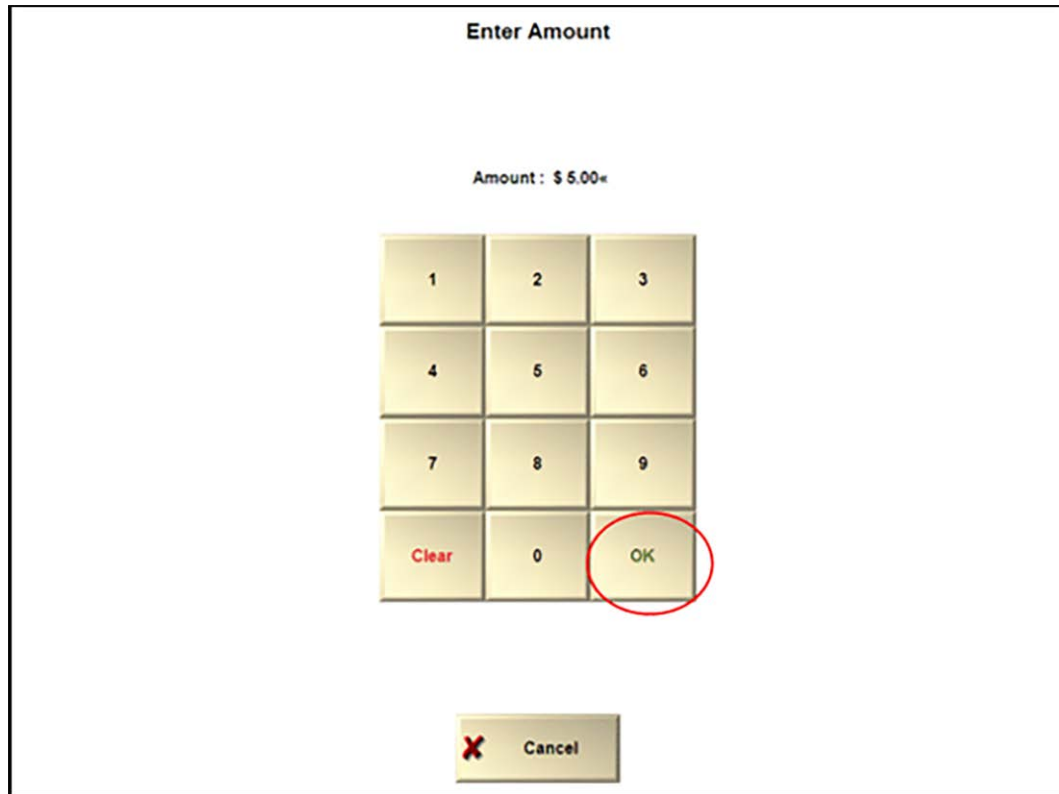|		
1	2	3
4	5	6
7	8	9
Clear	0	OK

✘ Cancel

Figure 16 Cash Back Enter Amount Screen

5. Enter the **amount for cash back** from the card, using the numeric keypad, and touch **OK**.

6. Slide the **cash benefits card** from the guest across the magnetic stripe reader, or manually enter the **card number and expiration date** using the numeric keypad, and touch **OK**. The Waiting for Customer PIN Entry screen appears.
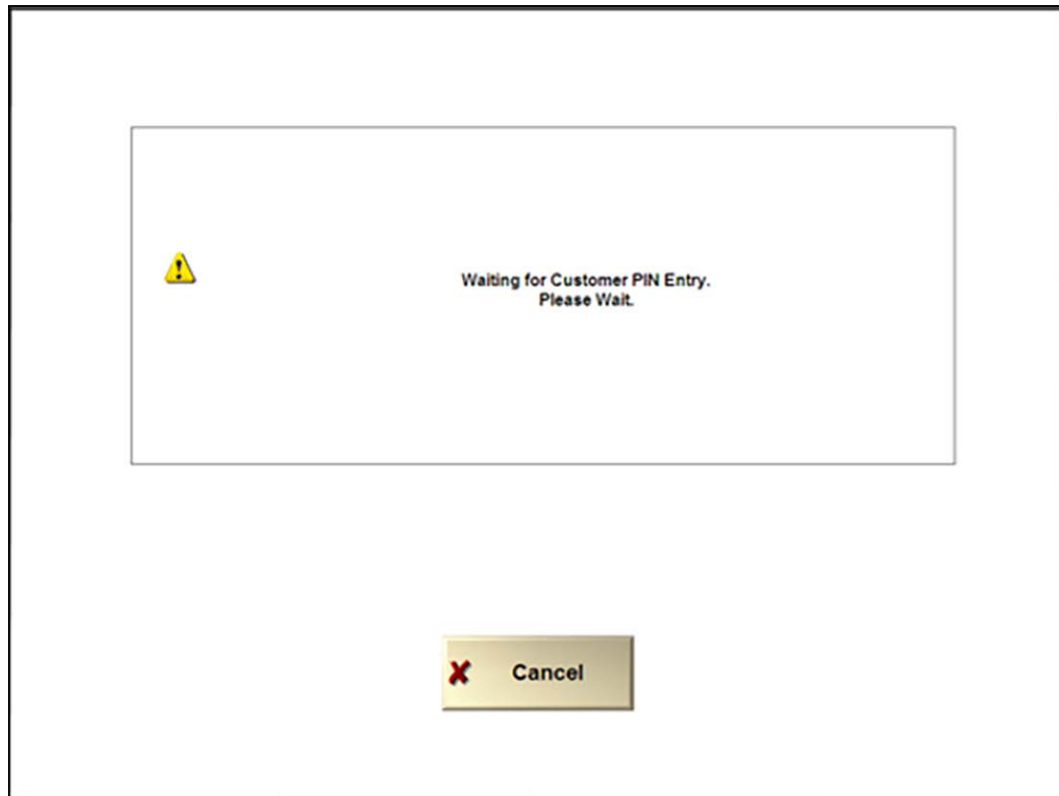
Figure 17 Waiting for Customer PIN Entry Message

7. Instruct the **guest to enter their PIN** using the PIN entry device. The "Waiting for customer to confirm amount' message appears for the employee.

Figure 18 Waiting for Customer to Confirm Amount Message

8. Guide the **guest through touching OK** to approve the amount or **Cancel** to cancel the transaction. Upon selecting OK, the system connects to the host in real-time. Once approved, you are returned to the order entry screen.

9. If the remaining balance on the cash benefits card is insufficient to cover the balance of the check, tender the **remaining balance** using another tender.

10. Close the **check** as normal.

Perform a balance query on an EBT payment card

You can perform a balance query on an EBT payment card to let the guest know the remaining balance on the card. The amount does not appear on the screen, but rather prints at the local printer to hand to the guest.

To perform a balance query on an EBT payment card:

1. Locate and touch the **EBT balance query** button the corresponds to the type of card owned by the guest. The Enter Card Information screen appears.
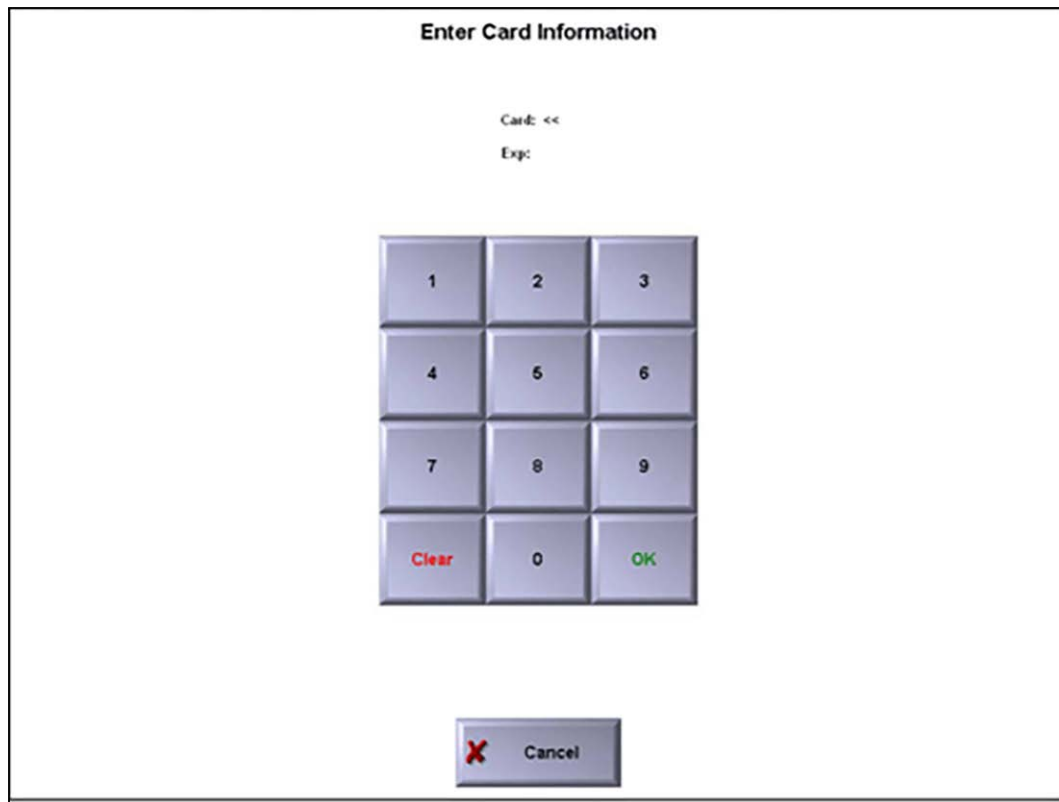

Figure 19   Enter Card Information Screen

2. Slide the **card** across the magnetic stripe reader or **manually enter the card number** using the numeric keypad and touch **OK**.
3. Type the expiration date of the card.

![NCR VOYIX]

4. The system prints the masked EBT card number and the remaining balance on the card to the local printer.

```
                    Aloha Café
                5555 Fifth Avenue South
                  Naples, FL  34102


        EBT Card Number: XXXXXXXXXXXX5493
        EBT Card Balance:  $ 20.00
```
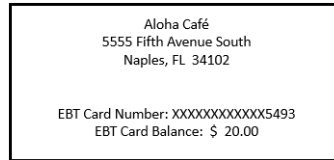
Figure 20 EBT Card Balance Slip

5. Hand the **guest** the printed slip.

Reporting EBT Payment Cards

An EBT payment card acts and reports like any other tender in the following reports.

- FOH Restaurant Sales Report

- FOH Checkout Report

- BOH Audit Report

- BOH Payment Report

- BOH Sales Report

- EDC Transaction Report

- EDC Settlement Summary Report

When you accept food benefits and include the 'Exempt Taxables' section in the Back-of-House (BOH) Sales report, you can include the taxes that were exempted from sales as a result of the food benefits.

1. Select **Reports > Aloha Point-of-Sale > Sales > Sales > Weekly**. The Weekly Sales Report dialog box appears.
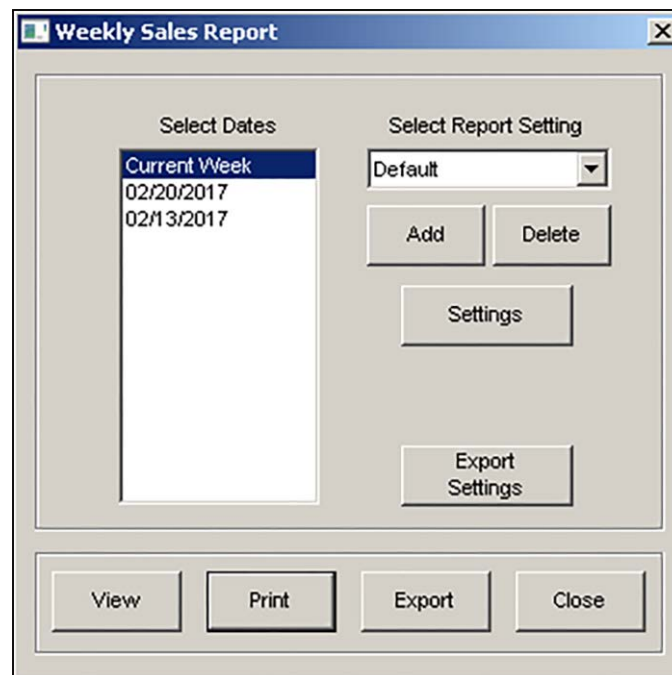
Figure 21 Weekly Sales Report Dialog Box

2. Select the **current week** or a **specific week** from the 'Select Dates' list.

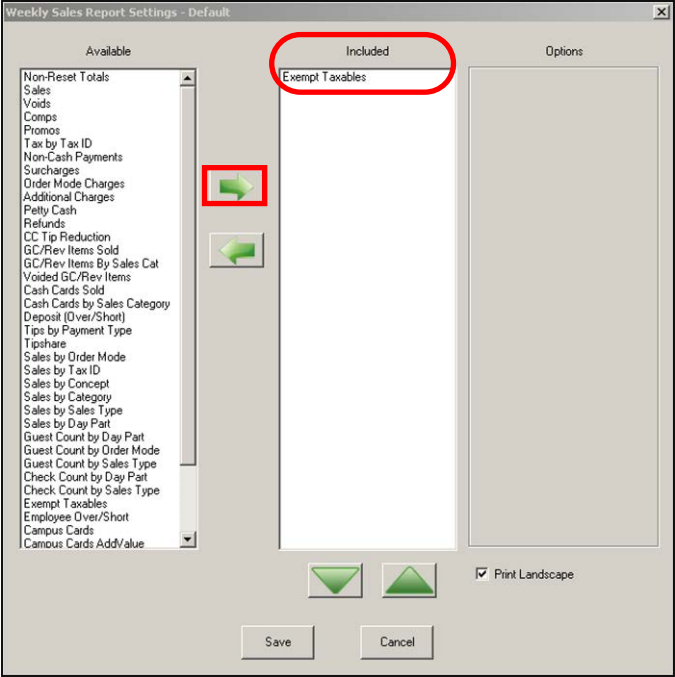3. Click **Settings**. The Weekly Sales Report Settings - Default dialog box appears.

Figure 22 Weekly Sales Report Settings - Default Dialog Box

4. Select **Exempt Taxables** from the 'Available' list and click **>** to move the item to the 'Included' list.
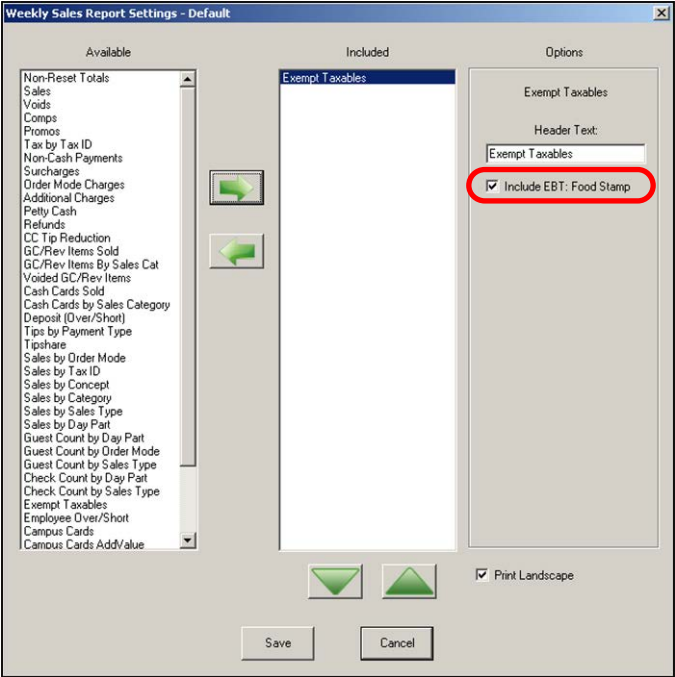

Figure 23 Weekly Sales Report Settings - Default Dialog Box - Options

5. Select **Exempt Taxes** in the 'Included' list to display the Options box. 'Exempt taxables' appears in the Header Text field.

6. Select **Include EBT: Food Stamps**.

7. Click **Save**.

Figure 24 Food Benefits Included on BOH Sales Report

8. Click **View**, **Print**, or **Export** to review the report.

9. Click **Close** to close the report.

10. Click **Close** to close the Weekly Sales Report dialog box.

Troubleshooting EBT Payment Cards

The following are helpful hints and troubleshooting tips provided for EBT payment cards.

Unable to refund, void, adjust, preauthorize, or force transaction with EBT

When you attempt to perform a refund, void, adjustment, pre-authorization, or force authorization with an EBT payment on the check, a message appears stating "Transaction type not supported by tender." You cannot perform these actions.
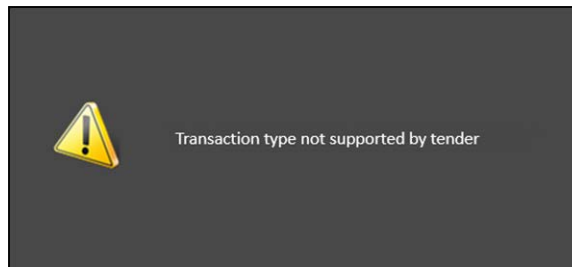

Figure 25 Transaction Type Not Supported By Tender Error Message

No response from the processor due to offline mode

When you apply an EBT payment card and you get no response because the processor is in offline mode due to a lost connection or a power failure, a message appears stating "Tender cannot be processed offline." You cannot apply the EBT payment card at this time. You must try again later after restoring the connection.
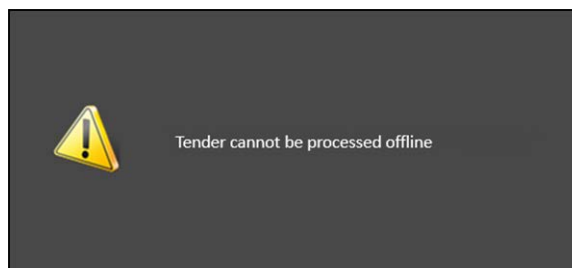

Figure 26 Tender Cannot Be Processed Offline Error Message

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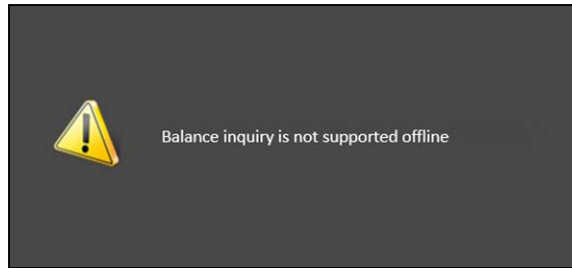The same result occurs when you perform a balance inquiry.

Figure 27 Balance Inquiry is Not Supported Offline Error Message

Food benefits were not applied

When you apply a food benefits card to a check for which there are no eligible items, a message appears stating "There are no eligible items on the check." You must ask the guest for a different tender to apply to the check.
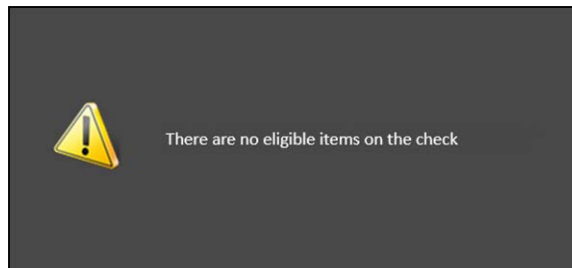

Figure 28 There Are No Eligible Items on The Check Error Message

Cannot apply more than one food benefits payment to the same check

When you apply more than one food benefits payment to a check, a message appears stating "Only one tender of this type can be applied to a check." You can only apply one food benefits payment to a check.
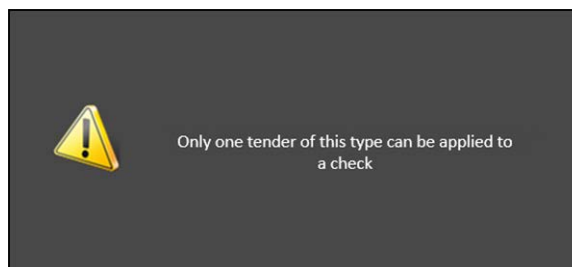

Figure 29 Only One Tender of This Type Can Be Applied to a Check Error Message

Cannot perform a void on a check with a food benefits payment

When you perform a void to a check on which a food benefits payment depleted the entire balance due, an overpayment has occurred and a message appears stating "This will result in an overpayment." You must remove the payment, perform the void, then reapply the tender.
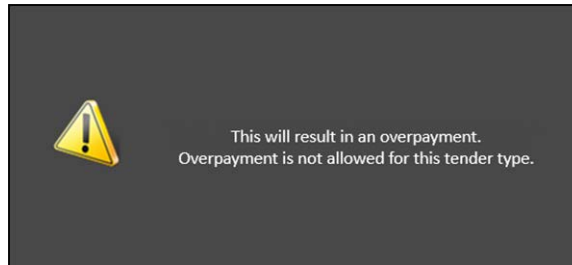

Figure 30 This Will Result in An Overpayment Error Message

Cannot split a check with a food benefits payment card

When you try to split a check for which you applied a food benefits payment card, a message appears stating "Split check is not supported with this tender type on the check." You must first delete the payment, split the check, then apply the food benefits payment card.
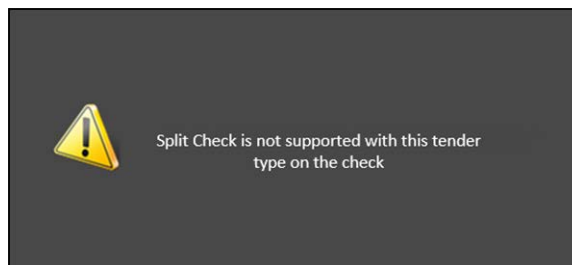

Figure 31 Split Check is Not Supported with This Tender Type on the Check Error Message

Cannot apply a food benefits payment card to a check with an ineligible item

You should always apply a comp or promotion to a check before applying a food benefits payment. The eligible items appear with the adjusted amount. If there is an ineligible item on the check, including a component within a combo or quick combo promotion, a message appears stating "Tender cannot be applied to a promotion containing ineligible items." You must delete or void the ineligible item from the check before you can apply the food benefits payment card. You must enter the ineligible item on another check if the guest wishes to purchase the item with another form of payment.

EBT Payment Cards, Feature Focus Guide

NCR Voyix welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address: Documentation.HSR@NCRVoyix.com