

ECLIPSE QUICK REFERENCE GUIDE



EBT Food Stamp Sale

- 1 Touch **OTHER** on the display screen, then touch **EBT**.
- 2 Touch **SALE** on display screen, then touch **FOOD STAMP**.
- 3 Swipe card through vertical slot as shown on terminal.*

***NOTE:**If the magnetic stripe cannot be read by the terminal a sales slip must be imprinted with the credit card information to verify that the card was present at the time of the transaction. Failure to imprint the card may result in a chargeback.

For manual entry:

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.
(Example: for December 2001, enter 1201)

- 4 Key in dollar amount of transaction, then press **ENTER**.
- 5 Customer enters PIN to complete transaction.

NOTE:Prompting messages vary based on card type and setup. Terminal may display the following prompts:

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

- 6 Transaction complete—food stamp sale captured.

- Receipt prints if transaction is approved.
- Print customer receipt Y/N? Touch the screen for appropriate response.
- Terminal displays transaction response, press **CLEAR**.
- Have customer sign receipt and place in cash register drawer.

EBT Food Stamp Return/Refund

- 1 Touch **OTHER** on display screen, then touch **EBT**.
- 2 Touch **REFUND** on display screen.
- 3 Swipe card through vertical slot as shown on terminal.
- 4 Key in dollar amount of transaction, then press **ENTER**.
- 5 Customer enters PIN to complete transaction.

NOTE:Prompting messages vary based on card type and setup. Terminal may display the following prompts:

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

- 6 Transaction complete—food stamp return/refund captured.

- Receipt prints if transaction is approved.
- Print customer receipt Y/N? Touch the screen for appropriate response.
- Terminal displays transaction response, press **CLEAR**.
- Have customer sign receipt and place in cash register drawer.

EBT Food Stamp Sale Voucher

- 1 Touch **OTHER** on the display screen, then touch **EBT**.
- 2 Touch **VOUCHER** on display screen, then touch **SALE**.
- 3 Swipe card through vertical slot as shown on terminal*.

***NOTE:**If the magnetic stripe cannot be read by the terminal a sales slip must be imprinted with the credit card information to verify that the card was present at the time of the transaction. Failure to imprint the card may result in a chargeback.

For manual entry:

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.
(Example: for December 2001, enter 1201)

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

NOTE:Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Enter Voucher#. Key the appropriate information, press **ENTER**.
- Enter Auth Code. Key the appropriate information, press **ENTER**.
- Clerk ID? Key the appropriate information, press **ENTER**.
- Invoice Number? Key the appropriate information, press **ENTER**.

- 5 Transaction complete—food stamp sale voucher captured.

- Receipt prints if transaction is approved.
- Print customer receipt Y/N? Touch the screen for appropriate response.
- Terminal displays transaction response, press **CLEAR**.
- Have customer sign receipt and place in cash register drawer.

EBT Food Stamp Refund/Return Voucher

- 1 Touch **OTHER** on the display screen, then touch **EBT**.
- 2 Touch **VOUCHER** on display screen, then touch **REFUND**.
- 3 Swipe card through vertical slot as shown on terminal*.

***NOTE:**If the magnetic stripe cannot be read by the terminal a sales slip must be imprinted with the credit card information to verify that the card was present at the time of the transaction. Failure to imprint the card may result in a chargeback.

For manual entry:

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.
(Example: for December 2001, enter 1201)

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

NOTE:Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Enter Voucher#. Key the appropriate information, press **ENTER**.
- Enter Auth Code. Key the appropriate information, press **ENTER**.
- Clerk ID? Key the appropriate information, press **ENTER**.
- Invoice Number? Key the appropriate information, press **ENTER**.

- 5 Transaction complete—food stamp refund/return captured.

- Receipt prints if transaction is approved.
- Print customer receipt Y/N? Touch the screen for appropriate response.
- Terminal displays transaction response, press **CLEAR**.
- Have customer sign receipt and place in cash register drawer.

EBT Food Stamp Inquiry

- 1 Touch **OTHER** on display screen, then touch **EBT**.
- 2 Touch **INQUIRY** on display screen, then touch **FOOD STAMP**.
- 3 Swipe card through vertical slot as shown on terminal.

For manual entry:

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.
(Example: for December 2001, enter 1201)

4 Customer enters PIN to complete transaction.

5 Transaction complete.

- Receipt prints if transaction is approved.
- Print customer receipt Y/N? Touch the screen for appropriate response.
- Terminal displays transaction response, press **CLEAR**.
- Have customer sign receipt and place in cash register drawer.

EBT Cash Benefit Sale

1 Touch OTHER on display screen, then touch EBT.

2 Touch SALE on display screen, then touch CASH.

3 Swipe card through vertical slot as shown on terminal.

For manual entry:

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.
(Example: for December 2001, enter 1201)

4 Key in dollar amount of transaction, then press ENTER.

- Cashback amount? Key in the appropriate information, press **ENTER**.
- Verify amount Y/N? Touch the screen for appropriate response.

5 Customer enters PIN to complete transaction.

NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:

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

5 Transaction complete—cash only transaction captured.

- Receipt prints if transaction is approved.
- Print customer receipt Y/N? Touch the screen for appropriate response.
- Terminal displays transaction response, press **CLEAR**.
- Have customer sign receipt and place in cash register drawer.

EBT Cash Only Inquiry

1 Touch OTHER on display screen, then touch EBT.

2 Touch INQUIRY on display screen, then touch CASH ONLY.

3 Swipe card through vertical slot as shown on terminal.

For manual entry:

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.
(Example: for December 2001, enter 1201)

4 Customer enters PIN to complete transaction.

5 Transaction complete.

- Receipt prints if transaction is approved.
- Print customer receipt Y/N? Touch the screen for appropriate response.
- Terminal displays transaction response, press **CLEAR**.
- Have customer sign receipt and place in cash register drawer.

Additional Terminal Functions

▶ View a EBT transaction.

- Touch **CREDIT** on display, then press **MORE**.
- Touch **REPORT** on display, then press **DETAIL** under the view option.
- Enter Trans # or press **ENTER** for the first transaction.
- Hit < or > to scroll till desired item is displayed.

Terminal Displays:

Card Type	Transaction Type Account Number Sale	Item #
EBT		999
Total Amt		\$0.00
Auth Code		NNNNNN
	022009001234566	

▶ View Terminal Totals.

- Touch **CREDIT** on display, then press **MORE**.
- Touch **REPORT** on display, then press **TOTALS** under the view option.

Terminal Displays:

Transaction Type	Count	Total Amount
Sale	003	\$10.00
Refunds	001	\$2.00
Total	004	\$8.00

▶ Close Batch.

- Touch **CREDIT** on display, then press **MORE**.
- Touch **CLOSE** on display.
- Confirm close Y/N? Touch **YES** on display.
- Key in batch total amount, then press **ENTER**.
- Terminal responds with "CLOSEOK", then prints a settlement report.
- Once settlement report is finished printing, press **CLEAR**.

▶ Reprint a Receipt.

- Touch **CREDIT** on display, then press **MORE** twice.
- Touch **REPRINT** on display.
- Enter tranz# or press **ENTER** for the last transaction.
- Print customer receipt Y/N? Touch the screen for appropriate response.

Terminal Responses

▶ Definitions:

• Decline

- The authorization for the transaction has been declined. Call the number on the back of the card.

• Invalid Card

- The credit card presented is not acceptable for payment. Call the number on the back of the card.

• Decline (Invalid Transaction Type)

- Incorrect transaction attempted. Call the number on the back of the card.

• Decline (Invalid Merch #)

- Invalid merchant number for the transaction attempted. Call Customer Service for merchant account status, merchant may not be authorized by the state. If merchant number is OK, then call the number on the back of the card.

• Invalid PIN

- Try Again. If not successful, call the number on the back of the card.

• Inv Batch Seq

- Improper procedures have created an invalid terminal condition.

• Force \$XXXXX.XX

- The batch was closed with an error condition.

• 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 EBT card.
- 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 EBT transaction.
- 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
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Amex:

Diners:

Discover® Network:

VISA/MC:

Customer Support:

ETC-027-EBT