

## EBT at Farmers' Market Guide

### How to obtain an EBT Machine for a Farmers Market

All Farmers Markets that have a goal of participations in the EBT Farmers' Market Program (California) are required to be approved by the USDA Food and Nutrition Services (FNS).

Apply through the USDA FNS

- Register for a USDA [eAuthentication Account](#)
- Complete online application (30 days to complete and submit)
- Submit supporting documentation

Markets often use Scrip, which is typically tokens or paper with assigned values (\$.50 or \$1), as a form of currency. EBT cardholders use their card to purchase script and then use the script currency to purchase eligible items at the market.

This includes a centrally located POS device

### How to process EBT/Scrip

If market and farmers already accept debit and credit card purchases, they will be able to use the same machine to accept EBT cards with the help of the FNS office

Wired point-of-sale (POS) equipment

- Provided by the state, requires an electrical outlet, an analog telephone line or wired internet access.

Wireless POS Device

- Uses cellular data services that connect to the state's EBT system.
- Must be approved by the CDSS

### Obtaining a POS Device

- California offers [free wireless EBT equipment to eligible farmers markets and farmers](#). Contact Dianne Padilla Bates → [Dianne.Padilla-Bates@dss.ca.gov](mailto:Dianne.Padilla-Bates@dss.ca.gov) (916) 654-1396 EBT

## EBT Machine Operation Guide

### Beginning of day Procedures:

Before the sales day, be sure: the machine is charged, there's enough receipt paper, and there are enough EBT coupons

- Power up the terminal (plug it into an outlet, or use the battery by pressing and holding the Green Enter button until the screen lights up)
- The screen will say "CLOSED" if you haven't signed in
- Sign On to the terminal (press the purple SIGN ON-OFF button to Sign On to the terminal (put in the ID and press ENTER and then put in your Password and press ENTER)
- The screen will now say: CREDIT DEBIT EBT (this machine only does EBT transactions!)
- Now you can do transactions (be sure to keep a receipt for each transaction)

### End of Day Procedures:

- Print a daily report (see below)
- Sign Off of the terminal (press the purple SIGN ON-OFF button to Sign Off of the terminal; click Yes when the terminal asks if you are sure you want to sign off)
- Note: The report the terminal automatically prints when you Sign Off only covers EBT transactions from the time period when you signed on, until you signed off; the daily report you manually print using the REPORTS button will cover all of your EBT activity since the previous midnight
- The screen now should say "CLOSED"
- Power down the terminal (press and hold the Red (X) Cancel button until the terminal shuts down; it will beep!)
  - Note: You cannot power down a terminal while it is plugged into an outlet; you must unplug it first

### To print a daily report of EBT transactions:

This report covers all of the EBT transactions conducted on the terminal since 12:00 am (midnight) that day

- From the Main Menu (screen says ("Credit" "Debit" "EBT")): Press the purple REPORTS button
- Select Host Total (F2)
- Then select Clerk Details (F3)
- Then select Current Day (F2)
- The terminal will then ask you to input the ID # and password
- The terminal will then print a receipt with EBT transactions totals for the day
  - When you SIGN OFF of your terminal, it will automatically generate a report that covers everything you did from the time you SIGNED ON until you SIGNED OFF
  - If you SIGN ON and SIGN OFF multiple times during one market day, you will need to keep each report and then add them together to get your daily total

To charge your batteries:

- Put a battery into the terminal & plug the power cord into the terminal and an outlet
- Let each battery charge for at least six hours for a full charge
  - Once the batteries are charged, either
    - Unplug the terminal and press the red (X) until the terminal shuts down
    - Or, unplug the terminal and remove the fully charged battery from the terminal
- If you don't power down the terminal, it will drain the battery currently in the terminal
- You need to charge the terminal at least once a month to maintain the internal memory battery

\*If you have issues: call the EBT Machine Help Desk (info on silver sticker on side of machine)

## Performing EBT Transactions

### EBT Transactions: Card Swipe

1. Select EBT (F4)
2. Select "Food Stamp" (F2) (never select "Cash")
3. Select "Purchase" (F2)
4. Key in EBT transaction amount then press "Enter"
5. Swipe the card through the card reader slot
6. Ask the customer to verify the amount, to key in their PIN & then to press "Enter" (never ask customer for PIN)
7. If the transaction is:
  - a. Approved: verify purchase amount and give one receipt to customer; press any key to print the merchant copy
  - b. Declined: give customer copy to customer, press any key to print merchant copy; you can try again or do a Balance Inquiry to see if insufficient funds is the cause

**EBT Transactions: Manual Card Entry** (for use when card reader isn't working; customer MUST have card present)

1. Select EBT (F4)
2. Select "Food Stamp" (F2) (never select "Cash")
3. Select "Purchase" (F2)
4. Key in EBT transaction amount then press "Enter"
5. Enter EBT card number then press "Enter"
6. Key in the supervisor ID then press "Enter"
7. Ask the customer to verify the amount, to key in their PIN & then to press "Enter" (never ask customer for PIN)
8. If the transaction is:
  - a. Approved: verify purchase amount and give one receipt to the customer; press any key to print the merchant copy
  - b. Declined: give customer copy to customer, press any key to print merchant copy; you can try again or do a Balance Inquiry to see if insufficient funds is the cause



### **EBT Transactions: Vouchers** (for use when EBT machine isn't working or system is down)

1. Complete voucher information: customer's EBT card #, cardholder name, market's FNS #/address/name, transaction type (purchase or refund)
2. Call Retailer Assistance Number for Authorization: 866-328-4212; you'll be given an authorization number
3. Fill-in date and time of call, amount authorized, and authorization number
4. Clear voucher on EBT machine once system is back online (note: you have 15 days to clear voucher)
  - a. Press the purple "More" button
  - b. Select "Voucher Clear" then select "Purchase" (F2) or "Return" (F3)
  - c. Key in the EBT card # and press "Enter"
  - d. Key in the transaction amount and press "Enter"
  - e. Key in the approval number and press "Enter"
  - f. Key in the voucher number (red numbers on voucher) and press "Enter"
  - g. The transaction will be approved or declined

### **Balance Inquiry**

1. Select EBT (F4)
2. Select "Balance Inquiry" (F4)
3. Swipe card through card reader or enter the card number manually (see instructions above)
4. Ask the customer to verify the amount, to key in their PIN & then to press "Enter" (never ask customer for PIN)
5. A receipt prints out the available balance; give the receipt to customer

### **EBT Transactions: Returns**

#### Card Swipe:

1. Select EBT (F4)
2. Select "Food Stamp" (F2) (never select "cash")
3. Select "Return" (F3)
4. Key in supervisor ID then press "Enter"
5. Key in supervisor password then press "Enter"
6. Key in the return amount then press "Enter"
7. Swipe the card through the card reader slot OR enter the card number manually (see instructions above)
8. Ask the customer to verify the amount, to key in their PIN & then to press "Enter" (never ask for PIN)
9. The transaction will be approved or declined

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**EBT Machine Operation Guide** and **Performing EBT Transactions** sections adopted from Interfaith Sustainable Food Collaborative

