

# OMNI

3300 / 3730 / VX510 / 3750

With 1000, 1000SE, BankPoint PinPad

## Quick Reference Guide

Quick Service Restaurant

### VOICE AUTHORIZATION NUMBERS

MC/VS/Discover® Network:.....	1-800-228-1122
AMEX:.....	1-800-528-2121
CUSTOMER SUPPORT:.....	1-800-331-8882
CUSTOMER SUPPORT 24/7:.....	1-800-228-0210

### BankCard Central

1321 Burlington, Suite B  
North Kansas City, MO 64116

800-331-8882  
[support@bankcardcentral.com](mailto:support@bankcardcentral.com)

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## NOTES

The following transaction types are supported by EBT:

**Food Stamp** -- Sale, Refund, Balance Inquiry and Voucher Clear (for sale or refund).

**Cash Benefit** -- Sale with or without Cash Back, Withdrawal, and Balance Inquiry.

EBT transactions can be either swiped or manually entered. A cardholder's account number may be manually entered if the stripe cannot be read, *provided the card is present*.

Prompts may differ depending on options selected.

## EBT PROGRAM POLICIES AND GUIDELINES

- Retailer must comply with the provisions of the Retailer Agreement and with the U.S. Department of Agriculture's Food and Nutrition Service (FNS) Food Stamp Program Guideline.
- Retailers are not allowed to set a minimum dollar amount for an EBT transaction.
- Cardholder must enter his own PIN. Under no circumstances may a retailer or a retailer's employee enter a cardholder's PIN.
- The retailer must give the cardholder a printed receipt for each transaction.
- When a paper voucher is used, the cardholder must be given a copy of the voucher.
- Retailers must submit all EBT transactions on-line. Paper vouchers must be keyed into the terminal by a Voucher Clear transaction (Sale or Refund) within ten (10) days.
- Refunds made to Cash Accounts must be given in cash or store credit. There is no electronic transaction to issue a refund to a Cash Account.
- Refunds given to Food Stamp accounts must be given as a credit to the cardholder's account.

## VOUCHER CLEAR TRANSACTIONS

Paper vouchers are used when the POS terminal is not working or the EBT host system is not available and the merchant needs to perform Food Stamp purchase and refund transactions. Vouchers are used only for Food Stamp purchases and refund transactions, not for Cash Account transactions. Once the terminal/EBT Host is working (**within 10 days**) the voucher must be entered into the terminal using the voucher clear procedure. Until this is done, the merchant will not be paid.

**General Procedures** - The cardholder must be present at the time of the transaction, and must present a valid EBT card. Under no circumstances should a transaction be called into the Audio Response Unit (ARU) unless the card is present. Vouchers are to be accepted only for valid food stamp eligible goods. NO EXCEPTIONS.

**Completion of a Voucher** - For a voucher to be honored, it must be signed by the cardholder whose name appears on the card. If a merchant completes a food stamp transaction for someone other than the cardholder, the amount of the purchase may be debited from the merchant's bank account. To be sure of your customer, verify the signature on the back of the EBT card. If any information on the voucher is falsified or altered (such as signature, card numbers, dates, or amount of purchase) the amount of the purchase may be debited from the merchant's bank account if there is a complaint. If mistakes are made on the voucher form, the voucher should be destroyed and a new one completed with the client's signature and date. No cross-outs should be made on the voucher (e.g., crossing out a card number and keying a different number). Such cross outs will be considered an alteration of the voucher form.

## FOOD STAMP (FS) SALE

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press [F2]
2	Swipe Card Acct:	Swipe card or key account number and press [ENTER]
3	Choose Card: CREDIT DEBIT EBT	Press [F3]
4	EBT Trans Type: Food Cash	Press [F1]
5	Terminal May Prompt: Enter Clerk ID	Key clerk number and press [ENTER]
6	Amount \$0.00	Key total amount and press [ENTER]
7	Enter Your Pin	Key pin number and press [ENTER]
8	{Host Communication}	Terminal communicates to host for approval
9	Approved OK #####	Terminal displays host response
10	PRNT CUST COPY? Yes No	Press [F1] and the terminal will automatically return to the idle prompt

## FOOD STAMP REFUND

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press [F3]
2	Swipe Card Acct:	Swipe EBT card
3	Choose Card: CREDIT DEBIT EBT	Press [F3]
4	EBT Trans Type Food Cash	Press [F1]
5	Terminal May Prompt: Enter Clerk ID	Key clerk number and press [ENTER]
6	Amount \$0.00	Key total amount and press [ENTER]
7	Enter Your Pin	Key pin number and press [ENTER]
8	{Host Communication}	Terminal communicates to host for approval
9	Approved OK #####	Terminal displays host response
10	PRNT CUST COPY? Yes No	Press [F1] and the terminal will automatically return to the idle prompt

## CASH ACCOUNT (CA) SALE

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press [F2]
2	Swipe Card Acct:	Swipe card or key account number and press [ENTER]
3	Choose Card: DEBIT EBT	Press [F2]
4	EBT TRANS TYPE: FOOD CASH CPUR	Press [F3]
5	Terminal May Prompt: Enter Clerk ID	Key clerk number and press [ENTER]
6	Amount \$0.00	Key total amount and press [ENTER]
7	ENTER PIN	Key PIN number and press [ENTER]
8	{Host Communication}	Terminal communicates to host for approval
9	Approved OK #####	Terminal displays host response
10	PRNT CUST COPY? Yes No	Press [F1] to print customer copy. Terminal will automatically return to the idle prompt.

## CASH ACCOUNT (CA) WITHDRAWAL

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press [F2]
2	Swipe Card Acct:	Swipe card or key account number and press [ENTER]
3	Choose Card: DEBIT EBT	Press [F2]
4	EBT TRANS TYPE: FOOD CASH CPUR	Press [F2]
5	Terminal May Prompt: Enter Clerk ID	Key clerk number and press [ENTER]
6	Amount \$0.00	Key total amount and press [ENTER]
7	ENTER PIN	Key PIN number and press [ENTER]
8	{Host Communication}	Terminal communicates to host for approval
9	Approved OK #####	Terminal displays host response
10	PRNT CUST COPY? Yes No	Press [F1] to print customer copy. Terminal will automatically return to the idle prompt.

## BALANCE INQUIRY (Food Stamp or Cash Account)

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press the purple key under ":" symbol three times
2	Batch Review EBT Balance Inq	Press [F2]
3	Swipe Card Acct:	Swipe card or key account number and press [ENTER]
4	CHOOSE CARD: DEBIT EBT	Press [F2]
5	TRANS TYPE FOOD CASH	Press desired option
6	Terminal May Prompt: Enter Clerk ID	Key clerk number and press [ENTER]
7	ENTER PIN	Key PIN number and press [ENTER]
8	{Host Communication}	Terminal communicates to host for approval
9	Balance \$\$.\$\$	Terminal displays host response
10	PRNT CUST COPY?	Press [F1] to print customer copy. Terminal will automatically return to the idle prompt.

## FOOD STAMP VOUCHER CLEAR

STEP	TERMINAL PROMPT	ACTION
1	MMDDYYYY HH:MM	Press [F2]
2	Swipe Card Acct:	Key account number and press [ENTER]
3	CHOOSE CARD: DEBIT EBT	Press [F2]
4	VOUCHER TYPE: VSALE VREFN	Press desired option
5	Terminal May Prompt: CLERK ID	Key clerk number and press [ENTER]
6	Amount \$0.00	Key amount and press [ENTER]
7	Voucher S/N	Key voucher serial number and press [ENTER]
8	Appr Code:	Key original approval code and press [ENTER]
9	{Host Communication}	Terminal communicates to host
10	Accepted	Terminal displays host response
11	Print Cust Copy? Yes No	Press [F1] to print customer copy. Terminal will automatically return to the idle prompt.

## EBT TRANSACTION ERROR MESSAGES

INVALID MERCHANT ID	Merchant calls Client Services to confirm Merchant setup, if merchant setup is correct, call number on back of card.
INVALID TRANSACTION	Cardholder calls number on back of card.
INVALID ACCOUNT NUMBER	Cardholder calls number on back of card.
DECLINED	Cardholder calls number on back of card.
TRANSACTION NOT ALLOWED	Cardholder calls number on back of card.
PIN TRY EXCEEDED	Cardholder calls number on back of card.
PLEASE RETRY	Try again; if not successful, merchant calls Help Desk.
SYSTEM ERROR	Merchant calls Help Desk.
DBT SW INV MER ID	Merchant calls Help Desk.
PIN XLATE ERR	Merchant calls Help Desk.
HOST KEY ERR	Merchant calls Help Desk.
DEBIT T.O. RETRY	Try again; if not successful, merchant calls Help Desk.

## BATCH SETTLE

STEP	TERMINAL PROMPT	ACTION
1	PRESS HERE FOR MENU	Touch [MENU BAR] at top of screen
2	BATCH	Touch [BATCH] on display
3	SETTLE	Touch [SETTLE] on display
4	ENTER PASSWORD	Enter Password on display
5	HOST NUMBER	Touch [0] for all hosts or enter Host Number
6	SCANNING BATCH	Terminal scans for Batch Totals
7	SALES TOTAL CORRECT?	Press [YES] to confirm sale
8	REFUND TOTAL CORRECT?	Press [YES] to confirm refund total
9	COMMS	Terminal dials host
10	RESPONSE Approval	Settlement is complete
11	SCANNING BATCH	Settlement report is printed