

VeriFone TRANZ 380/460

Quick Reference Guide

EBT Transactions (EVW)

EBT CARD SALE

A cashier must be set up & logged on before EBT processing	
DISPLAY	ACTION
Idle Prompt	Press 7 for EBT
Slide/Key Card	Swipe Card If card is unreadable, manually enter the card number
Expiry Date MMY or Generation #	Enter the Expiration date or Generation # depending on what it prompts for and press ENTER
Enter Trans Code	Key in 10 for Sale
1=Cash or 2=Food Stamp	Press 1 for Cash Benefit Purchase or press 2 for Food Stamp Purchase
Enter Checker ID	Key in cashier # and press ENTER
If Cash Benefit: Enter Purchase Amount	Enter the sale amount and press ENTER
Enter Total Amount	Key in the total amount of the purchase (including any requested cash back) and press ENTER
Enter PIN	Customer enters their PIN and presses ENTER
Processing	Terminal prints receipt

EBT VOUCHER CLEAR

If the EBT system is unavailable you must first call your state provider to authorize a manual voucher. (See your EBT manual for specific instructions on your state)	
DISPLAY	ACTION
Idle Prompt	Press 7 for EBT
Slide/Key Card	Swipe or manually enter the card number. If manually entered, terminal will prompt for a Manager Card
Enter Trans Code	Key in 11 for Voucher Clear Sale Key in 16 for Voucher Clear Refund
1=Cash or 2=Food Stamp	Press 1 or 2 depending on type of transaction
Enter Checker ID	Key in cashier # and press ENTER
Enter Invoice #	Key in invoice # from the receipt
Enter Amount	Key in sale or refund amount and press ENTER
Enter Auth Code	Enter the authorization # given by your state provider
Processing	Terminal prints receipt

EBT REFUND

DISPLAY	ACTION
Idle Prompt	Press 7 for EBT
Slide/Key Card	Swipe Card If card is unreadable, manually enter card #
Expiry Date MMY or Generation #	Enter the Expiration date or Generation # depending on what it prompts for and press ENTER
Enter Trans Code	Key in 15 for Refund & press ENTER
Enter Amount	Enter Amount & press ENTER
Enter PIN on pad	Customer enters their PIN & presses ENTER
Processing	Terminal prints receipt

EBT BALANCE INQUIRY

DISPLAY	ACTION
Idle Prompt	Press 7 for EBT
Slide/Key Card	Swipe or manually enter the card number
Enter Trans Code	Key in 17 and press ENTER
Enter PIN	Customer enters their PIN # and presses ENTER
Processing	Terminal prints customer's balance

EBT STORE TOTALS REPORT

Shows EBT card totals and refunds for the requested date	
DISPLAY	ACTION
Idle Prompt	Press 9 for EBT Totals
1=Checker Totals or 3=Store Totals	Press 3 for Store Totals Report
Enter Date MMDD	Enter in desired date
Processing	Terminal prints report

EBT CHECKER TOTALS REPORT

Shows EBT card totals and refunds for a requested checker	
DISPLAY	ACTION
Idle Prompt	Press 9 for EBT Totals
1=Checker Totals or 3=Store Totals	Press 1 for Checker Totals Report
Enter Checker ID	Key in cashier # and press ENTER
Enter Date MMDD	Enter in desired date
Processing	Terminal prints report

CHECKER SET UP

Cashier must be set up and logged on before EBT processing	
DISPLAY	ACTION
Idle Prompt	Press ENTER, then 4
Enter Password	Press 1, ALPHA, ALPHA, 6, 6, 8, 3, 1 and press ENTER
1=Add Checker, 2=Delete Checker, 3=Print Checker	Press 1 to add a cashier, 2 to delete a cashier, or press 3 to print a list of all cashiers
Enter Checker ID	Enter cashier # and press ENTER
Enter Checker ID	Key in next cashier # or press CLEAR if finished

CHECKER LOG ON/OFF

Cashier must be set up and logged on before EBT processing	
DISPLAY	ACTION
Idle Prompt	Press ENTER, then 2 to log on, or press ENTER, then 3 to log off
Enter Checker ID	Enter cashier # and press ENTER
Enter Checker ID	Key in next cashier # or press CLEAR if finished. Checker is logged on/off

EBT VOID / CANCEL

Only Sales from the CURRENT Batch may be voided	
DISPLAY	ACTION
Idle Prompt	Press 7 for EBT
Slide/Key Card	Swipe Card If card is unreadable, manually enter the card number
Expiry Date MMY or Generation #	Enter the Expiration date or Generation # depending on what it prompts for and press ENTER
Enter Trans Code	Key in 19 for Void and press ENTER
1=Cash or 2=Food Stamp	Press 1 or 2 depending on the type of transaction
Enter Invoice Number	Enter invoice # from the transaction to be voided & press ENTER
Enter Amount	Enter Cancel Amount & press ENTER
Processing	The terminal prints receipt

CONCORD EFS PHONE NUMBER

24 HOUR CUSTOMER SERVICE
1-800-238-7675

Listen for the operator to direct you to the correct department