Electronic Benefit Transfer food stamps

Summary:

Electronic Benefit Transfer food stamps

Cause:

If a customer has a ticket with EBT eligible items and the amount of the ticket is greater than the amount of **EBT benefits** remaining on their card the payment is declined. What is the procedure or process to determine what the available **EBT** balance is on the customer's card so that the proper payment can be taken via **EBT**?

Solution:

Unfortunately, there is not a way to obtain the balance of an **EBT** card before the transaction is completed. We only receive the balance on the card back when it is authorized. Below is the information from Online help regarding EBT. Please note, the below is applicable to processing through NCR Counterpoint Gateway. EBT is not supported on NCR Secure Pay at this time.

Online URL: https://counterpoint.knowledgebase.co/article.php?id=956