



## HOW TO

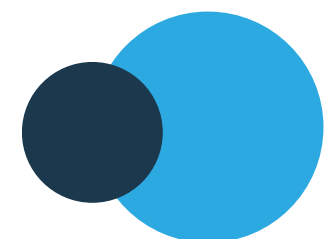
# Accept EBT SNAP Chip Card Transactions

### Important

Customers who have EBT chip cards should always attempt a chip (insert or tap) transaction first. The transaction may need to be completed with a swipe of the magnetic stripe, but the first transaction attempt should always use the chip.

### How to Process EBT Chip Card Transactions

1. If the EBT cardholder has a chip-enabled EBT card, the cardholder should first attempt an insert or tap.
2. If the first attempt at an insert/tap transaction fails, and the POS terminal instructs the customer to swipe the magnetic stripe instead, the cardholder should swipe the EBT card as instructed.
3. If the magnetic stripe attempt fails, follow the instructions on the POS terminal for the next attempt. You may be asked to retry the magnetic stripe OR insert/tap the card again. A successful transaction may require multiple attempts.
4. If the transaction cannot be completed by magnetic stripe or insert/tap, use a key-entered (manual) transaction as the last option. It's important that SNAP participants can complete a purchase using their SNAP balance.



### What to Do If You Cannot Complete a Transaction

- Assure the customer that it's not their fault; it may be a technology issue.
- Inform store management of any transaction failures and any error messages on the POS terminals.
- Contact us at 877.418.7957 to find out why insert/tap card transactions are failing. Provide specific examples, including the error message received and the time of the transaction attempt.

