Using your card at the Store

• Know your balance before you go shopping.
  - Check your last receipt,
  - Go to www.ebt.acs-inc.com, or
  - Call Customer Service.

• Look for the logo where you shop. If you are not sure if the store accepts the Virginia EBT card, ask the clerk before you begin shopping.

• At checkout, tell the cashier that you are using the Virginia EBT card.

• Swipe your card through the machine or hand your Virginia EBT card to the clerk.

• Check to make sure the total amount entered is correct.

• If you need to spend more than the balance left in your account - you can pay the rest in cash. Let the cashier know if you want to use cash.

• Enter your 4-digit PIN on the PIN pad.

• The machine prints a receipt showing your beginning balance, the amount you spent and the remaining balance in your account.

• Always keep your receipt so that you know your balance the next time you go shopping.

Virginia EBT Customer Service
☎️ 1-866-281-2448