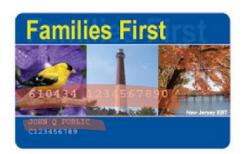
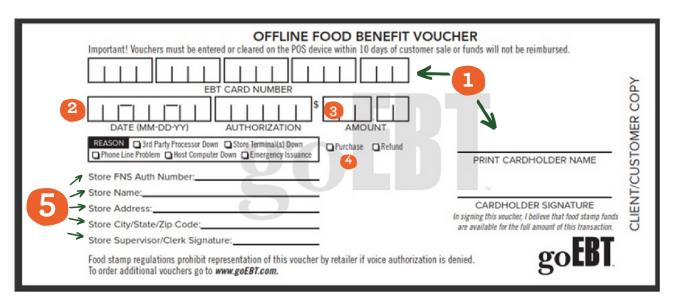
## How to Process an Offline Manual SNAP Voucher at Your Farm or Farmers Market

GOOD FOOD BUCKS

If your EBT terminal or POS system is not working due to a dead battery, poor connectivity, or other technical issues, you can still process a SNAP transaction using an offline manual voucher. Manual vouchers can be ordered online from your POS provider, from www.goEBT.com or other retailers. It is recommended to keep a pack of offline manual vouchers with you during all of your markets. Use this worksheet to train your staff and keep the information you need for processing a manual voucher all in one place!

- Ask the shopper for their SNAP/EBT card. Enter the EBT Card # and Card Holder Name on the paper voucher in the designated spaces.
- Enter the transaction date [MM-DD-YY] on the voucher





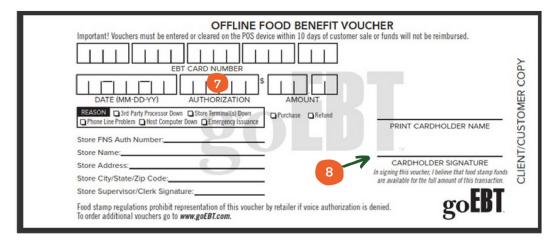
- Ask the customer how much they want to charge to their card and enter this amount in the designated "Amount" boxes (dollars and cents).
- Check the "Purchase" box on the paper voucher
- Enter your FNS # and Store Information on the designated lines. Sign on the "Supervisor/Clerk Signature" line.



Call EBT Customer Service: 1-866-891-7954

Follow the automated directions provided to you over the phone for completing a "Manual Food Stamp Transaction" using the keypad:

- 1) Enter your market's FNS #
- 2) Enter manual voucher # (red number found in corner of voucher)
- 3) Enter the customer's EBT Card #
- 4) Enter the purchase amount, using an asterisk \* for decimal, and # at the end of the amount
- Wait to hear the Authorization # and then write it in the designated boxes on the voucher. End the call according to the phone directions.
- Ask the customer to sign the voucher Hand them the white copy and retain the pink and yellow copies for market records



- If your market uses a token system, distribute tokens or scrip in amount of SNAP purchased on the paper voucher
- Enter or "clear" the manual voucher on your EBT terminal once it is working again. Manual offline vouchers must be cleared within a certain number of days (check with your POS provider; typically 10 days). Use the instructions and reference guides provided with your EBT machine for further information about entering transactions.

Record your market's information here for quick and easy reference, and keep near the cash register at your market.

Store Name:	FNS #:
Store Address:	Call this # to Process:
Store City. State. Zip:	1-866-891-7954

