

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



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!

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



OFFLINE FOOD BENEFIT VOUCHER

Important! Vouchers must be entered or cleared on the POS device within 10 days of customer sale or funds will not be reimbursed.

	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; width: 30px; height: 20px;"></div> <div style="border: 1px solid black; width: 30px; height: 20px;"></div> <div style="border: 1px solid black; width: 30px; height: 20px;"></div> <div style="border: 1px solid black; width: 30px; height: 20px;"></div> <div style="border: 1px solid black; width: 30px; height: 20px;"></div> </div> <p style="text-align: center; font-size: x-small;">EBT CARD NUMBER</p>	← 1
2	<div style="border: 1px solid black; width: 30%; padding: 2px;">DATE (MM-DD-YY)</div> <div style="border: 1px solid black; width: 30%; padding: 2px;">AUTHORIZATION</div> <div style="border: 1px solid black; width: 30%; padding: 2px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> \$ <div style="display: flex; justify-content: space-between; width: 100%;"> <div style="border: 1px solid black; width: 15px; height: 15px;"></div> <div style="border: 1px solid black; width: 15px; height: 15px;"></div> </div> </div> <p style="text-align: center; font-size: x-small;">AMOUNT</p> </div>	
3	REASON: <input type="checkbox"/> 3rd Party Processor Down <input type="checkbox"/> Store Terminal(s) Down <input type="checkbox"/> Purchase <input type="checkbox"/> Refund	
4	<input type="checkbox"/> Phone Line Problem <input type="checkbox"/> Host Computer Down <input type="checkbox"/> Emergency Issuance	
5	Store FNS Auth Number: _____ Store Name: _____ Store Address: _____ Store City/State/Zip Code: _____ Store Supervisor/Clerk Signature: _____	
	PRINT CARDHOLDER NAME _____ CARDHOLDER SIGNATURE <i>In signing this voucher, I believe that food stamp funds are available for the full amount of this transaction.</i>	

CLIENT/CUSTOMER COPY

Food stamp regulations prohibit representation of this voucher by retailer if voice authorization is denied. To order additional vouchers go to www.goEBT.com.

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

Steps 6 - 10



6 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

7 Wait to hear the Authorization # and then write it in the designated boxes on the voucher. End the call according to the phone directions.

8 Ask the customer to sign the voucher
Hand them the white copy and retain the pink and yellow copies for market records

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EBT CARD NUMBER

\$

DATE (MM-DD-YY) AUTHORIZATION AMOUNT

REASON 3rd Party Processor Down Store Terminal(s) Down Purchase Refund
 Phone Line Problem Host Computer Down Emergency Issuance

Store FNS Auth Number: _____

Store Name: _____

Store Address: _____

Store City/State/Zip Code: _____

Store Supervisor/Clerk Signature: _____

PRINT CARDHOLDER NAME _____

CARDHOLDER SIGNATURE _____

In signing this voucher, I believe that food stamp funds are available for the full amount of this transaction.

goEBT

CLIENT/CUSTOMER COPY

9 If your market uses a token system, distribute tokens or scrip in amount of SNAP purchased on the paper voucher

10 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



City Green's Good Food Bucks program is New Jersey's only statewide SNAP nutrition incentive program. For more resources and news, visit www.GoodFoodBucks.com



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