

Processing EBT Manual Vouchers

Manual vouchers are paper vouchers that can be used when your EBT equipment is temporarily not functional or temporarily unavailable. Not all EBT processors allow manual vouchers to be processed, so **be sure to check with your individual EBT processor** to confirm whether and what vouchers they accept. The EBT equipment options through the State of Vermont (FIS) accept manual vouchers.

You can download and print blank manual vouchers at:

<https://nofavt.org/sites/default/files/uploads/vouchers-for-print-2.pdf>

Please confirm with your TPP whether they will accept this voucher before you use it.

To process manual vouchers:

1. Complete the voucher carefully and have your customer sign it. Be sure to assign a unique voucher number to the voucher - this is like a check number and will be used to identify individual transactions.
2. You must authorize the voucher in order to ensure there are enough funds in the cardholder's EBT account for the transaction. It is best to do this while the customer is present, in case they do not have sufficient funds in their account. To authorize the voucher call Vermont's SNAP Retailer Help Desk at **1-800-831-5235**. During this call you will need to provide the following information:
 - Program Type: Food Stamps/SNAP
 - Voucher Type: Purchase/Return
 - EBT Card Number
 - Transaction Amount
 - Store FNS Auth Number
 - Voucher NumberThe end of your phone call will provide you with an "Authorization Number" to write on the voucher - this is crucial in processing the voucher.
3. Clear the voucher on your EBT machine within 15 days of the transaction date.
 - The process starts off the same as a normal EBT transaction; when the screen prompt states "SELECT EBT TYPE" choose "Voucher."
 - It will then ask for
 - Acct # - which is the EBT Card #
 - Voucher # - a number to identify the voucher, like a check #
 - Authorization # - the number the call-in system gave you for each transaction
 - Then the transaction should run through. Remember to submit a batch at the end in order for it to fully process!

Once you do this, the funds should be directly deposited into your account within 2 business days. A good practice is to keep a copy of the voucher for at least six months in case of a dispute.

Clearing the voucher if you do not have a functional machine:

If you have the wired or wireless EBT Equipment from FIS you can clear vouchers online at www.ebtEDGE.com rather than on the machine.

If you are not able to clear the voucher online, you mail the manual voucher(s) to your TPP. For FIS, use the following address:

EBT Merchant Services
P.O. Box 290
Milwaukee, WI 53201-0290

Questions? Call (802) 434-7162 or email Johanna@nofavt.org