

## EBT/SNAP Processing Common Questions

### What if my EBT machine does not work?

A few weeks before your first market of the season, please check to make sure your machine is active and functioning. Call your Third Party Processor (“TPP” - the company that processes your EBT transactions) with any technical questions. This is also a great time to ask your TPP whether and what manual vouchers they accept, in case your EBT machine stops working.

If your TPP accepts manual vouchers and the market season starts before you have received your EBT machine, or your machine stops working mid-season, you can still process EBT transactions and give out Crop Cash. [Follow these instructions](#) for processing EBT by way of manual vouchers.

### How do I process EBT from other states?

You should be able to run an EBT from other states just as you would a Vermont EBT card. If you have trouble processing the transaction with your EBT machine, you can use a manual voucher instead and call the state’s Retailer Help Desk to process it. [GoEBT.com](#) has information about each state’s Retailer Help Desk phone numbers, which are used when processing manual vouchers.

If the EBT cardholder has questions or needs assistance, they should call their state’s cardholder service line. [This webpage from FNS](#) has a list of the SNAP/EBT Resources for cardholders in each state. Below are the hotlines of states neighboring Vermont, for easy access:

State of Cardholder	EBT Cardholder Services <i>(for SNAP customers with benefits on their EBT card)</i>	Retailer Help Desk <i>(for a retailer authorizing manual vouchers)</i>
Vermont	1-800-914-8605	1-800-831-5235
New Hampshire	1-888-997-9777	1-800-831-5235
New York	1-888-328-6399	1-855-325-0910
Massachusetts	1-800-997-2555	1-866-891-7897
Rhode Island	1-888-328-2666	1-800-831-5235

**Remember:** SNAP customers from out-of-state can also receive Crop Cash coupons when they use their SNAP benefits at the market.

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

