

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. All of the EBT equipment options through the State of Vermont (FIS, Novo Dia, Condent) accept manual vouchers.

You can download and print blank manual vouchers at:

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

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. 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 Number

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