

# Appendix 2. How to Use Manual Vouchers

## Approving the Voucher

**Important:** “Voucher approval” is only the first step in transferring the funds to your account. In order to receive the held funds, you must “clear the voucher” using a wired or wireless terminal. Clearing the voucher is not completed over the phone.

“Approving the voucher” is the process that verifies the SNAP member has sufficient funds in the account and reserves those funds for your business. To approve a manual voucher for your CSA, follow the steps below:

1. With your customer’s SNAP card in hand, fill out these items: card number, cardholder name, your FNS number, transaction type, dollar amount, date and time, and your CSA “store” information.
2. Call 866-850-1563 (this is the Montana-specific number for assistance in processing a manual voucher).
3. The automated messaging system will ask in Spanish if you’d like to proceed in Spanish – if you prefer the message in English, you will just listen through this portion of the call.

4. Next, you will hear “To process a manual voucher Authorization, press 1.” Press 1.
5. Enter your FNS Number.
6. You will hear your FNS number repeated back to you. If it is correct, press 1.
7. Next, you will be prompted to enter the customer’s SNAP card number.
8. Once the SNAP card number is entered, you will be prompted to enter the total of the purchase in dollars and cents, followed by the # sign. For example, \$10.00 is entered as 1000#.
9. The amount of the purchase will be repeated back to you. Press 1 if it is correct.
10. Then, you will hear the Authorization Number and the Voucher Number. These numbers will come quickly, so be prepared to write them down. You will be given the option to press 1 to repeat the numbers.
11. After you have written these numbers on the voucher, you are finished approving the voucher, and you must provide the purchaser with the customer portion of the carbon copy for their receipt of the purchase.

### Tips for Manual Voucher Approval

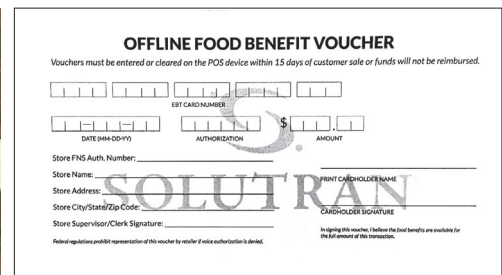
**Voucher Number:** Many vouchers do not have space provided for the voucher number, so you will need to write it down in a blank space on the voucher.

**Obtaining More Vouchers:** Manual vouchers are provided by each State’s EBT processor or the third-party provider you choose to use for your EBT processing. Make sure to ask how to obtain more manual vouchers should you need them.

**Speaker-Phone Use:** It’s been reported the speaker-phone feature on some cell phones will not work during the approval call. It is best to check this feature before you try using it.



Offline Food Benefit Voucher Example 1.



Offline Food Benefit Voucher Example 2.

## Clearing the Voucher

“Clearing the voucher” is the process that transfers the funds reserved for your CSA to your bank account. You must use your EBT terminal to clear the vouchers. You have 10 to 15 days after approving the voucher to clear it, and it typically takes two business days for the cleared funds to be deposited in your bank account. If you do not clear the voucher within that time, the funds will be released and no longer held for your CSA.

When you clear the vouchers, you will type in the card number, dollar amount, authorization number, and voucher number from your copy of the filled-out voucher into the terminal. Once this information is entered, your EBT terminal will print out a receipt, or a grand total if you are processing multiple vouchers.

**Important:** These are the basics of approving and clearing a voucher. Make sure to ask for detailed instructions from your EBT processor about how this process works with your specific terminal.