



SNAP Manual Voucher Process

How to use vouchers?

Retailers should contact their TPP to confirm that they have the capability to accept and clear vouchers. Those that do so should also be able to provide the retailer with the paper forms used for the voucher process. Retailers should request a supply of these to keep on hand.

When to use vouchers?

Begin using vouchers when the system is experiencing issues or the point of sale (POS) machine responds with a message similar to the following: *No MSG from Host; Host Sent NAK; Lost Carrier; No Answer message.*

How to complete vouchers?

Complete the following fields on the voucher:

- EBT card number
- Date
- Authorization number (Retailer must call the State EBT Processor's retailer helpline to obtain an authorization number; this ensures there are enough funds in the EBT account and that a hold is placed on those funds – all State retailer helplines are available at <https://www.fns.usda.gov/sites/default/files/snap/state-lines.pdf>)
- Amount
- Reason
- Store FNS number
- Store name, address, city, state, ZIP
- Store supervisor signs the voucher
- EBT client prints name and signs the voucher
- Give the client the customer copy of the voucher

How do retailers submit vouchers for settlement?

Retailers must clear the vouchers using the method designated by their TPP within 10 calendar days. These methods may include a special clear function on the POS machine which can be used when the system is again accessible, or an online function. Some require the retailer to mail the original copy of the paper voucher form to the TPP and they convert it an electronic transaction themselves.