

# How to Run a Paper SNAP Voucher at Your Farmers Market

WSU Wireless Technology Project Rita Ordóñez May 18, 2011  
(updated by Karen Kinney and Des Boucher on February, 17, 2016)

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Before doing a manual voucher transaction, it is critical that you consult with your machine provider about how to process and clear a manual voucher. If for some reason your wireless machine does not work, you can run SNAP EBT (food stamp) transactions manually with a paper voucher and a cell phone.

1. Ask the customer how much they want to spend.
2. Ask for their EBT card.
3. Enter EBT card number and card holder name and purchase amount on the paper voucher.
4. Check “purchase” box on the paper voucher.
5. Enter Store FNS number for your market on voucher.
6. Enter transaction Date/Time on paper voucher.
7. Call EBT customer service: (888) 328-9211 before July 18, 2016, and (877) 262-9905 beginning July 18, 2016.
  - a. Follow directions for “Manual Food Stamp Transaction”
  - b. Follow directions provided on phone; enter numbers into the phone keypad:
    - i. Enter FNS number
    - ii. Enter manual voucher number (red number in right hand corner of voucher)
    - iii. Enter customer EBT card number
    - iv. Enter purchase amount with \* for decimal and # at the end of the amount
    - v. Enter 1 if correct amount
8. Wait for approval number, enter it on paper voucher.
9. End the call according to phone directions.
10. Fill out market information on paper voucher-store name, address, city/state/Zip Code.
11. Sign voucher.
12. Have customer sign the voucher. White copy is for customer.
13. Pink and yellow copies are for market records.
14. Distribute tokens.
15. In order for the market to receive the money from the EBT transaction, you must clear the manual voucher on the Point of Sale machine.

When you call in a manual voucher a temporary hold is placed on the customer’s account for the amount of the transaction. To get the funds released, and settled to your account, you have to clear the paper voucher. You have 30 days to clear the voucher in order to receive the funds.

If you have any problems with processing a manual voucher, please contact Des Boucher at (509) 241-3633 or Mark Hill at (360) 725-4555 at the Washington State Department of Social and Health Services (DSHS).