



## **EBT - Manual Voucher Call-in Procedures**

This process is necessary when you're accepting SNAP/EBT transactions via manual vouchers, rather than swiping someone's EBT card at the point of sale. By doing this procedure, you are a) ensuring that the EBT customer has sufficient funds for their purchase, and b) placing a hold on the shopper's EBT account for the amount that is owed.

### **Here are the steps:**

1. Dial this number **1-800-477-7640**
2. Press 1 for English, 2 for Spanish
3. Enter your 7 digit FNS#
4. Press 1 to confirm your number
5. Press 1 for manual voucher authorization
6. Press 1 again for authorization
7. Enter manual voucher # located in upper right corner
  - a. You can make up the number, just be sure to track it on the voucher. **This # must be 7 digits long.**
8. Enter the customer's 19 digit card number
9. Enter sales amount
10. **You'll receive a transaction authorization #- WRITE THAT DOWN!**

Now, you will either process this transaction using your landline EBT machine, or mail it in to your Merchant Services Provider for processing. The mail-in system will have to be pre-arranged with your MSP, so be sure to contact them if you plan to mail in the vouchers for processing.