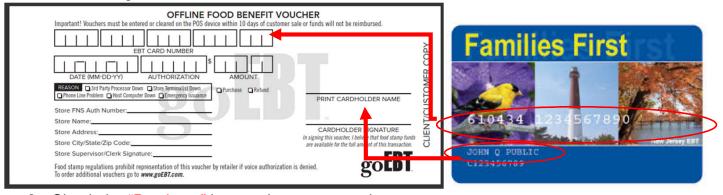
How to Run an "Offline Food Stamp Voucher" at Your Market

Paper vouchers can be ordered online from www.goEBT.com or other retailers

- 1. Ask the customer for their EBT card and ask how much they want to spend on it.
- 2. Enter the [EBT Card #] and [Card Holder Name] and [Purchase Amount] on the paper voucher in the designated boxes.



- 3. Check the "Purchase" box on the paper voucher
- **4.** Enter your [FNS #] on the voucher

FNS#:

- 5. Enter the transaction date [MM-DD-YY] on the voucher
- 6. Call EBT Customer Service: 1-866-891-7954

Follow the directions provided to you over the phone for completing a "Manual Food Stamp Transaction" using the keypad:

- 1) Enter your market's FNS #
- 2) Enter manual voucher # (red number found on right hand corner of voucher)
- 3) Enter the customer's EBT Card #
- 4) Enter the purchase amount, using an asterisk * for decimal, and # at the end of the amount
- 5) Enter 1 if correct amount
- 7. Wait for the authorization # and then write it in the designated boxes on the voucher
- **8.** End the call according to the phone directions
- **9.** Fill out market information on the paper voucher (store name, address, city, state, zip code)
- **10.** Sign the voucher and have the customer sign the voucher

 Hand them the white copy and retain the pink and yellow copies for market records
- **11.** Distribute tokens or scrip in amount of purchase on the paper voucher.

In order for the market to receive the money from the EBT transaction, you must enter or clear the manual voucher on the wireless machine. You have only 10 days to clear the paper voucher. Use the instructions and reference guides provided with your EBT machine for further information about entering transactions.