**SNAP/EBT Manual Voucher Redemption**

All providers must honor manual vouchers, so it is important to know how to complete them correctly and how to enter manual vouchers on your specific equipment. Use manual vouchers to receive and redeem SNAP EBT benefits if:

* Your machine goes offline unexpectedly
* A natural disaster cuts out your power source
* You are using wired equipment from FIS and do not have a phone line at the market so must enter vouchers post-market

*When you become SNAP-authorized, provider FIS will send you information on their free, wired, EBT equipment, which comes with manual vouchers. Contact your provider to see if they can send you vouchers for free and ask about their manual voucher redemption policy. Vouchers can also be purchased from* [*www.goebt.com*](http://www.goebt.com)

How to process vouchers:

* Fill out the voucher with customer card information, market information, FNS number, and amount they are using and have them sign it
* At the time of transaction call your State Authorization Number (see below) to ensure funds are available and receive authorization code (automated system, help available if needed)
* Once you have written authorization code on the voucher, give them one copy and keep the other to enter into your machine
* Within 10 days of receiving the manual voucher, you MUST enter it into your machine, whether it is a wired machine from FIS or a wireless third-party provider’s equipment
	+ **Instructions vary by machine for entry of voucher, but authorization code must be valid and FNS number must be working**
	+ **If you have trouble entering the voucher number, add “0” at the beginning - voucher numbers must be seven digits long**

Contact Numbers:

* Florida State Authorization Number: 1 866 629-1102
* SNAP Farmer’s Market Hotline: (312) 353-6609
* FAB SNAP Tech Support: (352) 377-6345, ext. 125 or (352) 469-6127
* NovoDia Group FAQ article “Process offline SNAP vouchers” <https://support.novodiagroup.com/hc/en-us/articles/202576978>