



SNAP (formerly EBT) Manual Voucher Process

How to use vouchers?

Retailers should make sure that they have first been approved by the USDA FNS offices to accept SNAP (EBT) cards and have received an approved FNS #. You will need to make sure you have provided this information to your merchant services provider (i.e.: CardConnect MerchantSource® agent offices call 1-800-313-5198) to have the FNS number activated on your file and device.

Merchants should have a supply on hand of authorized Manual SNAP paper vouchers. Retailers/merchants can purchase a supply of manual vouchers from MerchantSource® 1-800-313-5198) 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

This is what the SNAP Manual Vouchers look like.

OFFLINE FOOD STAMP VOUCHER
Important: Vouchers must be entered or cleared on the POG device within 10 days of customer sale or funds will not be reimbursed.

1. EBT CARD NUMBER: 1234567

14. DATE (MM/AA/YY):

11. AUTHORIZATION:

13. AMOUNT:

6. REASON:
☐ 1st Party Processor Down ☐ Store Terminal Down ☐ 3. Purchase ☐ Refund
☐ Phone Line Problem ☐ Host Computer Down ☐ Emergency Response

7. Store FNS Auth Number:

3. Store Name:

4. Store Address:

8. Store City/State/Zip Code:

12. Store Supervisor/Clerk Signature:

2. PRINT CARDHOLDER NAME:

12. CARDHOLDER SIGNATURE:
In signing this voucher, I believe that food stamp funds are available for the full amount of this transaction.

Food Stamp regulations prohibit representation of this voucher by retailer if voice authorization is denied.

How do retailers submit vouchers for settlement?

Retailers must clear the vouchers using the method designated by their merchant services provider thru their Point-of-Sale device 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.

IMPORTANT TO NOTE: The following instructions for ONLY for retailers/merchants who State SNAP/EBT processor is Conduent. IF you are unsure contact your State FNS representative to verify as your manual SNAP authorization numbers will not be able to be processed with the following directions.

Merchants processing using a FD410DW wireless terminal or other wireless POS terminal should have instructions on your quick reference card on how to process your transactions. If you are unable to locate them please call the Technical Support phone number located on the side of the device (based on the device model technical support phone numbers could be different). If you still are not sure where to call – call MerchantSource® at 1-800-313-5198 press option 1 for further directions.

Merchants processing using a Clover device (a First Data company), will be required to follow the following instructions to have them processed. Merchants processing using another other wireless POS terminal should have received instructions with their device.

Merchants using the Clover Flex wireless device can submit their Authorized Manual SNAP Vouchers to be processed to MerchantSource®. The request must be received by MerchantSource® prior to 10 days (expiration period) the following informational request:

Submission Steps:

1. Sign the *Waiver and Release including SNAP Processing Waiver* form (required).
 2. Complete the *Manual Voucher Processing Request* form (required).
 3. Submit the completed required forms (attached to this email) and authorized Manual SNAP/EBT Voucher copies (**COPIES ONLY**) to edocs@merchantsource.com for processing.
- What MerchantSource® will do on the merchant/retailers behalf (only **AFTER** we received the written request) we will have a profile built for a separate device (which resides inside our offices) and we will program that device with the specific retailers' information
 - We will manually process the SNAP transactions thru the POS device and settle the batch.
 - If there are any errors or declines the merchant will see the information on the receipts we provide back to them. While we are assisting merchants/farmers in this manner we cannot, of course, guarantee that each manual voucher processed will be approved and deposited (in case there is any issue) but we will notify the retailer when the entry has been completed and provide record of all manually entered transaction.

If you have any questions regarding this process, please contact MerchantSource at 1-800-313-5198 press option 1.

MerchantSource® 1-800-313-5198 14242 Wild Timber Court, Estero, FL 33928

SNAP Manual Voucher Process Request form

Please complete this form which is REQUIRED to accompany the Signed *Waiver and Release including SNAP Processing Waiver* form (required). Email this form and the above waiver form along with the SNAP transactions to be processed to edocs@merchantsource.com

Customer hereby grants permission to MerchantSource® representatives or employees, to establish appropriate file/hardware configurations and use of the Customer's live Merchant Identification numbers necessary, expressly for the purpose of SNAP (EBT) manual voucher processing on the Customer's behalf. MerchantSource® will perform this task only at the written request of the Customer.

Merchant DBA (Doing Business As) Name: Downtown Marquette Farmers Market

**MERCHANT NUMBER THRU MERCHANTSOURCE
(CARDCONNECT AGENT OFFICES):** _____

Merchant Address: 337 W. Washington Street, Marquette, MI 49855

Phone #: 906-228-9475

Emergency Phone #: 906-361-6503

Authorized Merchant Signer on Account (type name): Rebecca Salmon

I hereby Authorize MerchantSource® to process the following authorized Manual SNAP/EBT Vouchers on behalf of our company/organization in accordance to the signed documents below.

Authorized Merchant Signer on Account (sign here): Rebecca Salmon

Submission Steps:

1. Sign the *Waiver and Release including SNAP Processing Waiver* form (required).
2. Complete the *Manual Voucher Processing Request* form (required).
3. Submit the completed required forms (attached to this email) and authorized Manual SNAP/EBT Voucher copies (**COPIES ONLY**) to edocs@merchantsource.com for processing.

What MerchantSource will do with the SNAP/ EBT Vouchers:

Only **AFTER** we received the written request, your SNAP transactions will be processed thru a POS device and settle the batch. If there are any errors or declines the merchant will see the information on the receipts we provide back to them. While we are assisting merchants/farmers in this manner we cannot, of course, guarantee that each manual voucher processed will be approved and deposited (in case there is any issue) but we will notify the retailer when the entry has been completed and provide record of all manually entered transaction.

MERCHANTSOURCE – ONLY SECTION:

Date Request Received: _____

Date Processed Transactions: _____

Date Replied to Merchant: _____

Transactions processed by Staff Member (Initials): _____

Participating Customer Release Form

This agreement is between Merchant Resource Center, Inc. d/b/a MerchantSource® (“MerchantSource”) and City of Marquette Downtown Development Authority (“Customer”).

Customer hereby grants permission to MerchantSource representatives or employees, to provide to representatives or employees of Conduent (EBT processor) or USDA FNS any and all information requested by Conduent or USDA FNS which Customer had previously provided to MerchantSource, for use in providing Customer SNAP/EBT credit and debit card processing equipment, supplies, and merchant processing services for the Conduent or USDA FNS EBT wireless program, or any information or reports which are generated from the input of information by Customer in the farmer’s market program into the devices supplied by MerchantSource within the Payment Card Industry Data Security Standards.

Customer hereby grants permission to MerchantSource representatives or employees, to establish appropriate file/hardware configurations and use of the Customer’s live Merchant Identification numbers necessary, expressly for the purpose of SNAP (EBT) manual voucher processing on the Customer’s behalf. MerchantSource will perform this task only at the written request of the Customer.

Customer does hereby release, discharge and hold harmless MerchantSource, its officers, directors, employees, representatives, and agents of and from any claims, demands, actions, causes of action and suits at law or in equity for and on account of any injuries, damage, loss or expense sustained by the Customer on account of the provision of any Customer information, including financial information, given to Conduent or USDA FNS by MerchantSource while participating in the farmer’s market program sponsored by Conduent or USDA FNS.

I hereby certify that I have signing authority for above stated “Customer”.

Date: 3/4/2020

Rebecca Salmon

Signature of Participating Customer

337 W. Washington Street

Address

Marquette, MI 49855

City, State, Zip Code

Manual SNAP Voucher Authorization

Please check with FNS online for any updates to this information.

If you have any difficulty obtaining a IVR (Integrated Voice Response) **over the phone** for your manual SNAP vouchers, please contact your States FNS office.

Manual Voucher Authorization

If you are a SNAP authorized retailer authorizing a manual voucher, use the contact information below:

STATE	VOUCHER PHONE
ALABAMA	800-477-8604
ALASKA	866-237-2493
ARIZONA	877-262-9905
ARKANSAS	800-765-1438
CALIFORNIA	866-328-4212
COLORADO	877-262-9905
CONNECTICUT	855-891-6692
DELAWARE	866-570-7893
DISTRICT OF COLUMBIA	888-225-0699
FLORIDA	866-629-1102
GEORGIA	888-248-4727
GUAM	877-262-9905
HAWAII	877-262-9905
IDAHO	877-262-9905
ILLINOIS	800-418-8000
INDIANA	844-226-8212
IOWA	800-414-1422
KANSAS	800-831-5235
KENTUCKY	877-262-9905
LOUISIANA	866-880-5264
MAINE	800-477-7640
MARYLAND	877-326-5899
MASSACHUSETTS	866-891-7897
MICHIGAN	888-529-1693
MINNESOTA	800-831-5235
MISSISSIPPI	866-598-1772

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MISSOURI	888-277-6090
MONTANA	866-850-1563
NEBRASKA	877-262-9905
NEVADA	877-262-9905
NEW HAMPSHIRE	800-831-5235
NEW JERSEY	866-891-7954
NEW MEXICO	800-429-5505
NEW YORK	855-325-0910
NORTH CAROLINA	800-831-5235
NORTH DAKOTA	800-655-1397
OHIO	866-568-2835
OKLAHOMA	866-653-2865
OREGON	800-831-5235
PENNSYLVANIA	888-736-6328
PUERTO RICO	787-289-7623
RHODE ISLAND	800-831-5235
SOUTH CAROLINA	800-554-5312
SOUTH DAKOTA	800-655-9203
TENNESSEE	888-225-4009
TEXAS	877-209-5339
UTAH	844-891-2738
VERMONT	800-831-5235
VIRGIN ISLANDS	866-884-2874
VIRGINIA	866-281-2449
WASHINGTON	877-262-9905
WEST VIRGINIA	866-545-6503
WISCONSIN	877-415-5166
WYOMING	877-262-9905






Downtown Marquette Farmers Market_SNAP Manual Voucher Request

Final Audit Report

2020-03-04

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