



# How to use an offline EBT/SNAP/CalFresh voucher for farmers' markets/ farm stands when your wireless EBT terminal is not working

Summary: Offline vouchers are used when the wireless EBT terminal is not working.

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These instructions are for farmers' markets/ farm direct SNAP retailers that are using the FIS SNAP/EBT terminal paid for by CDSS.

Ecology Center resource to certified farmers' markets and small farmers in California [ecologycenter.org](http://ecologycenter.org). Contact [ebt@ecologycenter.org](mailto:ebt@ecologycenter.org) for more information.

How to get offline vouchers from FIS (the company contracted with California Dept of Social Services to provide EBT terminals to certified farmers' markets in CA free of charge):

- Request offline vouchers by email from [Mark.Nelson@fisglobal.com](mailto:Mark.Nelson@fisglobal.com) and provide the following in an email.
  - Name of market or farmer
  - FNS number
  - Direct phone number to reach them (\*\*Remember, that if you get a call from Mark Nelson, the call will be coming from a Missouri phone number\*\*)
- Whenever a terminal goes down/stops working, the **market needs to report it as soon as possible**. Send an email to [ebtoperations@osi.ca.gov](mailto:ebtoperations@osi.ca.gov) and cc' [Mark.Nelson@fisglobal.com](mailto:Mark.Nelson@fisglobal.com) and [CDSSEBT@DSS.CA.gov](mailto:CDSSEBT@DSS.CA.gov), including name of market or SNAP retailer/ farmer, FNS SNAP retailer permit number, direct phone number and description of issue.

How to use the offline voucher

1) Fill out the paper voucher with the customer present.

2) Call the Voucher Approval Number **(866)-328-4212** for California merchants or you can call the number on the customers card. Recommend that you do this with the customer present.

- You have to verify the customer has enough funds to conduct the transaction
- If they have enough funds available to cover the cost of the current transaction, the Voucher Approval Team will
  - Freeze the funds for 15 days
  - Then they will generate a unique Voucher Approval Number for this particular transaction
    - You will need to record this Voucher Approval Number on the Paper Voucher because you will need it to clear/redeem the frozen funds soon after

3) Later, you must "Clear"/Redeem the voucher.

- **Summary:**
  - You have to unlock the frozen funds before the 15 day freeze period expires
  - **Note: the day you create the voucher counts as day one.** Otherwise, the Voucher Approval will be cancelled/voided, and the funds will be released back to the customer. The customer will have no further obligation to pay the transaction amount
- Paper Voucher funds can be cleared/redeemed several ways:
  - 1) Using the MORE button on an EBT terminal that has the merchants market information loaded in it
    - You press the MORE button and follow the prompts and enter the requested information until the transaction is complete (more details listed below)
  - 2) Using the merchant portal [ebtedge.com](http://ebtedge.com)
    - You have to set-up your account information in [ebtedge.com](http://ebtedge.com) in order to access your transaction information
    - You have to use your own internet accessible device to access [ebtedge.com](http://ebtedge.com)
    - See more details below
  - 3) Calling FIS help desk at [866-328-4212](tel:866-328-4212) and having a customer service representative clear the voucher for you.

### **Option 1: Voucher Clear Purchase on the EBT Terminal**

All voucher transactions must be cleared by entering the information from the voucher into a POS terminal. (These instructions are for the FIS terminal)

1. Press **MORE**.
2. Press **F3** (Voucher Clear).
3. Press **F2** (Food Stamp).

4. Press **F2** (Purchase).
  5. Key in the customer's EBT card number and press **ENTER**.
  6. Key in the amount written on the voucher and press **ENTER**.
  7. Key in the approval number and press **ENTER**.
  8. Key in the voucher number and press **ENTER**.
  9. The transaction will be approved or declined. If the transaction is:
    - **APPROVED**, verify the receipt and save it with the voucher copy.
    - **DECLINED**, contact the FIS Help Desk at [866-328-4212](tel:866-328-4212)
- Voucher Clear Transaction Receipts

**Option 2: Clear Vouchers on ebtEDGE.com:**

To see any outstanding Vouchers that need to be cleared in ebtEDGE.com. You need your organizations' login credentials. (see end of document for how to create an account on ebtedge.com)

- Click on Voucher Clear Processing (Open)
- If you have any available vouchers to be cleared, they will appear on the screen
  - See the attachment
- Click on the empty square boxes to check/select them
- Then, click on the box that says (Process Checked Vouchers)
- The system will let you know it has successfully cleared them

About ebtEDGE.com

- ebtEDGE.com is an FIS merchant portal available to all our merchants
- Merchants should access their [ebtedge.com](http://ebtedge.com) account at least once a month to prevent from being locked out. Merchants will be locked out after three failed attempts to log in
- If you cannot access your account, you will need to create a new account and password
- Steps on how to create a Merchant account
  1. [www.ebtedge.com](http://www.ebtedge.com)
  2. Merchant Log In
  3. (On the right side) register online now
  4. It will take you to the Merchant Registration page
  5. FNS #
  6. Phone number you used to register with the state
  7. User name must be an email address
    - If you have trouble accessing your account, change your email address and try again
  8. Re enter
  9. Password (One Uppercase-One Lowercase-NO special characters)

10. Re enter
  11. ALL three security questions
  12. Select continue
  13. Deposits & Invoices
  14. Upper right-hand corner- View 1099K Form
  15. Navigate through EBT Edge!
- If you have problems setting up yourebtEDGE.com account, please contact Merchant Services Support (800-894-0050) for assistance with registering your account
  - If you cannot access your account, you will need to create a new account and password
    - Reach out to Merchant Services Support - Merchant Services Support: 800-894-0050, [Merchant.Services.Support@fisglobal.com](mailto:Merchant.Services.Support@fisglobal.com)
  - To see Deposits/Invoices (Transactions)/Claims within ebtEDGE.com:
    - Click on Merchant Deposits/Invoices/Claims
    - Select the date or date range
    - Click on Show deposits
      - The system will show any recent deposits
        - Keep in mind deposits may occur up to two business days after the transactions
          - Be sure to include these days in your search range
    - Click on the settlement date to the left
      - This will bring up all the transactions for the desired date
      - On this same screen you have the option to Save the information in either Excel or PDF format

**Option 3: Calling FIS help desk at [866-328-4212](tel:866-328-4212) and have a customer service representative clear the voucher for you.**

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If you are using the Totil Pay/Novo Dia Group EBT terminal instead of FIS, use these [instructions](#) to use/ process offline EBT vouchers.