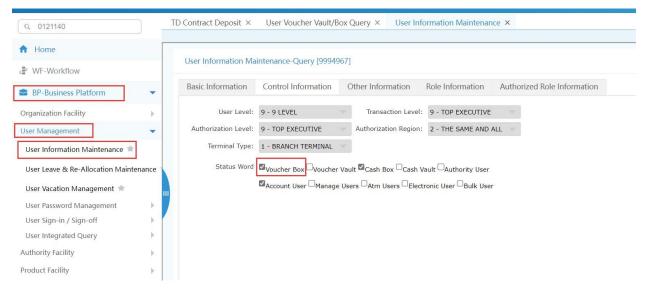**Resolution** :

1. Through the User Information Maintenance [9994995] transaction, you can check whether the teller you are using has the right to use the certificate. Only the teller who has checked the Voucher Box can use the voucher

2. The Passbook Number that can be used can be queried through the User Voucher Vault/Box Query [9993801] transaction