



# WIRELESS EBT PROJECT

## May 2012 Newsletter



### From the Editor – Tracy Penick

Total Transactions	EBT Transactions	Total Sales on Wireless
<b>2011 Total: 42,748</b>	<b>7,286 (17.0%)</b>	<b>\$1,002,550</b>
<b>2012 Totals:</b>		
January 471	88 (18.7%)	\$ 14,977
February 639	75 (11.7%)	\$ 14,733
March 1,300	94 ( 7.2%)	\$ 26,134
April 1,848	74 ( 4.0%)	\$ 67,561
YTD		
<b>2012 Total 4,258</b>	<b>331 (7.8%)</b>	<b>\$123,405</b>

#### April 2012 Facts:

Total sales for April this year were a lot higher than April 2011 (\$67,561 compared to \$29,252). The number of EBT transactions were also higher in 2012 than in 2011 (74 compared to 73). For April 2012, there were a total of 1,848 wireless transactions compared to 757 in 2011.

In April 2012, there were 191,574 Food Assistance/EBT families in Iowa. \$49,535,879 in benefits were issued in April to these families.

#### Here are other interesting facts regarding April sales:

There were 42 farmers who were active in April and 14 of those had EBT sales. The farmers with the highest number of EBT transactions were:

- ❖ Yoder's Natural Farm (10) Bloomfield
- ❖ Iowa Food Cooperative (9) Des Moines
- ❖ Oak Hill Acres (9) Atalissa
- ❖ Grossman Meats (8) Preston
- ❖ Sawyer Beef (7) Princeton

Congratulations to Yoder's Natural Farm for having the highest number of EBT transactions and to the Iowa Food Cooperative for having the highest amount in EBT sales. Great Job!

### IMPORTANT

Before you head to your first farmers market of the season we ask that you please complete the following:

1. Run a credit transaction.
2. Run a debit transaction (we have had some of the Nurit wireless machines that debit has not been set up correctly).
3. Call either Tracy or Kim to run a EBT transaction.
4. Make sure that you have plenty of paper rolls on hand so that you don't run out.
5. Make sure that both of your batteries are charged.
6. Make sure that your signs are cleaned up.

7. Make sure that your Nurit 8000/8020 machines are printing out two receipts. If not please follow the instructions given below.
8. Make sure that your Nurit 8000/8020 is not going to sleep. If your machine is going to sleep, please follow the below instructions to disable this feature.

It is very important that you have everything tested before you head to market as we don't want your clients not to be able to purchase your products because something is not working correctly.

## **Important information concerning your Nurit machines**

1. If your machine is going to sleep, please follow the below instructions to turn off the Battery Saver:
  - Go to Credit Sale Screen
  - Push the red colored 'Menu Cancel' key
  - Screen will say 'Enter Password'. Remember the password is always the current date mm/dd/yyyy or 04282011, hit the 'Enter' button after entering the date
  - You will now see 'Menu Screen'. Press 3 'Merch. Options'
  - Now push 5 for 'Battery Saver'
  - Now push 1 for 'Off'
  - The machine will ask 'Are you Sure?' Push the green enter button for Yes.
  - You are finished! The machine will now stay on until you turn it off. Hit the Menu Cancel button until you see the Credit Sale Screen
2. If your machine is not printing a second receipt for EBT and debit, please follow the below instructions:
  - Go to Credit Sale Screen
  - Push the red colored 'Menu Cancel' key
  - Screen will say 'Enter Password'. Remember the password is always the current date mm/dd/yyyy or 04282011, hit the 'Enter' button entering the date
  - You will now see 'Menu Screen'. Press 3 'Merch. Options'
  - Now push 1 for 'Receipt Print'
  - Now push 1 for 'Receipt Copy'
  - Now push 4 for 'EBT'
  - Now push 3 for 'Always Two Copies'

If your machine is not printing a second receipt for Debit, then follow the above instructions but choose option 3 for Debit.

It is very important that you are providing your EBT customers a receipt as that is a federal regulation!

**None of the above information affects our farmers that use the VeriFone machines.**

## **Welcome to the Wireless EBT family**

We would like to take this chance to welcome all of the new farmers that have joined the Wireless EBT Project in the last couple of months. They are:

1. Patrick Standley (Coyote Run Farm) – Lacona – Produce, eggs, beef
2. Kimberley Lappe (Lappe's Farm Products) – Peru – Produce & baked goods
3. Michael Mc Clellen (Fertile Dirt Farms) – Hills – Produce & jam/jellies
4. Diane Reeves (Martha & Ivan's Gardens Bakery) – Nashua – Produce & breads
5. Mike Livingston (Zion Valley Farms, LLC) – Orient – Produce
6. Kristy Neidlinger (Digging Earth Gardens & Bakery) – Mason City – Produce & baked goods

7. Shane Mairet (Mairets Garden Center, LLC) – Muscatine – Produce
8. Jesse & Becky Huang (North Iowa Berries & More) – Mason City – Produce
9. David & Nora Zimmerman (Zimmerman’s Greenhouse & Produce) – Alta Vista – Produce & baked goods
10. Irene Knapper (Irene’s Bread’s N Things) – Calamus – Baked Goods
11. Connie Chartier (Connie’s Creations) – Fairfield – Produce & jams/jellies
12. Rhonda Mixdorf (Prairie Hilltop Farm, LLC) - Thayer – Produce
13. Cary & Eric Spray (Natures Way) – Packwood – Produce
14. Donna Wisnousky (Skyline Farm) – Swisher – Fruit & jam/jellies
15. Jim Donnelly (Airport Gardens) – Fort Dodge – Produce
16. Melanie Seals (Country Roads Produce) – Moravia – Produce
17. Anissa Stewart (SNAX) – North Liberty – Produce & baked goods
18. Belinda O’Brien (O’Brien’s Own Granola) – Center Point – Granola
19. Alex Broadbent (Country Boys Sweet Corn) – Norwalk – Sweet Corn
20. David Hotz-Haywood (Hotz & Haywood Foods) – Washington – BBQ sauces

## Check out the DHS website!

Have you ever been to the DHS website to check out the Wireless EBT Project link? When you do, you will be able to view the updated Wireless EBT Project video, Wireless EBT Project brochures and the last five months of newsletters. Please click on the below link and check it out:

[http://www.dhs.state.ia.us/Consumers/Assistance\\_Programs/FoodAssistance/FarmersMarket.html](http://www.dhs.state.ia.us/Consumers/Assistance_Programs/FoodAssistance/FarmersMarket.html)

## Stickers for the side of your wireless machine

If your machine was not shut down over the winter months and you would like some new stickers for the side of your machine, please let Kim Jones know and she will mail you some. The stickers are the contact information for either TMS or TSYS and your merchant ID number.

## Supplies

Just a reminder - if you are running low on paper for your wireless machine to please give Kim or Tracy a call. DHS supplies the paper rolls for your wireless machines. It is very important that you do not use any other kind of paper as it could do damage to your machine. You always want to make sure to have plenty of paper on hand before you head to the market.

## Reminders:

1. **Remember that you cannot ring up a sale for another vendor. You could lose your Food Stamp certification and be terminated from the Wireless Project.**
2. **Since you are paying for the commercial transaction fees, be sure to keep track of what you are paying so you can use those expenses as a tax deduction.**
3. **You cannot set a minimum purchase amount. If an EBT household wishes to purchase \$.50 in onions, you do need to process the transaction. Same for any debit or credit transaction.**
4. **Hot foods and hot drinks (cocoa, coffee, and tea) cannot be purchased with SNAP EBT benefits.**
5. **If your Nurit machine quits working, you need to call TMS Tech Support at 1-888-848-6825. This is the phone number on the side of your machine. If you can’t get the problem solved, please give Tracy a call.**

6. If your VeriFone machine quits working, you will need to call Jason Butts at 402-602-4086 or Chris Shanahan at 402-602-4275. If you can't get the problem solved, please give Tracy a call.
7. Call Kim if you need any supplies such as paper rolls, power cords, or battery.
8. The second battery that we provide to you was purchased by DHS. If you ever need to return your wireless machine, be sure to keep one battery, carrying case and signs.
9. **Charge your batteries before market.** You should always have a charged battery, ready to go for market. If a battery is not holding a charge, contact Kim for a replacement.
10. Please make sure to keep the original box that your machine came in as it contains the Sim card, which is needed to identify your machine if you have to call TMS.

## Help Desk

We are here to help you!

When you have questions about:

- Participating in the Wireless project or reimbursement questions? Call Tracy Penick at 515-281-4935.
- What you can sell to EBT customers, or being authorized to accept EBT? Call USDA/FNS at 515-284-4035.
- Food Assistance eligibility? Call Tom Wakefield at 515-281-6820.
- Supplies – call Kim Jones at (515) 281-5410.