



WIRELESS EBT PROJECT

June 2015 Newsletter



From the Editor – Tracy Penick

Month	EBT Transactions	Debit/Credit Transactions	Total Transactions	EBT Sales	Debit/Credit Sales	Total Sales
January	31	299	330	\$1,340.73	\$14,917.92	\$16,258.65
February	30	276	306	\$803.02	\$18,751.58	\$19,554.60
March	50	626	676	\$988.73	\$18,657.83	\$19,646.56
April	55	718	773	\$1,488.58	\$26,719.09	\$28,207.67
May	318	5570	5888	\$5,769.39	\$193,112.69	\$198,882.08
Total for Year	484	7,489	7,973	\$10,390.45	\$272,159.11	\$282,549.56

May 2015 Facts:

Total sales for May this year were lower than May 2014 (\$198,882.08 compared to \$227,045.75). The number of EBT transactions were lower in 2015 than in 2014 (318 compared to 363). For May 2015, there were a total of 5,888 wireless transactions compared to 6,581 in 2014.

In May 2015, there were 182,923 Food Assistance/EBT families in Iowa. \$42,627,493 in benefits were issued in May to these families.

Here are other interesting facts regarding May sales:

There were 80 farmers who were active in May and 39 of those had EBT sales. The farmers with the highest EBT transactions were:

- ❖ Scavo’s Vegetable Market (38) Des Moines
- ❖ Story Book Orchard (32) Story City
- ❖ The Harvest Barn (31) Weldon
- ❖ Westrum Produce (21) Stratford
- ❖ Grossman Meats (20) Preston
- ❖ Rinehart’s Family Farm (19) Boone
- ❖ Blue Gate Farm (14) Chariton
- ❖ Allen’s Grove Greenhouse (12) Donahue
- ❖ Iowa Orchard (12) Urbandale
- ❖ Oak Hill Acres (12) Atalissa
- ❖ Mast Family Farm (11) Leon

Congratulations go out to Scavo’s Vegetable Market for having the highest amount of EBT transactions and to The Harvest Barn for having the highest amount in EBT sales. Great job to both!

Visiting Farmers Markets

Tracy had the opportunity to hit the road on June 5 & 6th to visit some farmers markets as well as a couple of farms. On Friday evening, she stopped at the Mason City market. Then she had the opportunity to stop at Stillwater Greenhouse and Log Cabin Produce. On Saturday, she visited the Charles City market, Cedar Falls Overman Park market and the Waterloo market. This was a great opportunity to touch base with all of you to see how the new machines were working. Just a reminder, that it is very important to have your signage up and visible. If I can't find you, then it will be next to impossible for the Food Assistance families to find you. It was great seeing everyone!



Jesse & Becky Huang and family
North Iowa Berries and More
Mason City Market



Lindsay Kaiser
Kaiser Farm Fresh
Cedar Falls Overman Park Market

Machines all deployed

All of the new machines have been deployed for the Wireless EBT Project. We are still working on getting the billing/statements all set up correctly.

Important Information:

Ignite Payment Customer Service – 1-877-274-7915

Customer Service is available 24 hours a day, 7 days a week.

Kim Lyons – MerchantSource – 1-800-313-5198

As always, remember that you order paper rolls from Tracy. Please let Tracy know if have any questions concerning your new machine.

Welcome to the Wireless EBT Project family

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

- ❖ Liz Ware (Sugar Fine Baked Goods) – Ottumwa
- ❖ Troy Peterson – Hartley
- ❖ Clint Twedt-Ball (Matthew 25) – Cedar Rapids
- ❖ Eileen Wuebker (Crescentia Farm) – Story City
- ❖ Jason Johnson (Lucky George Farm) – Derby
- ❖ Julie Beougher (Seven Pines Farm) – Maxwell
- ❖ Debbie Crew (Our Paradise) – Ankeny
- ❖ Danny Haines (Haines Family Farm) – Moulton
- ❖ Lori Tarney (LNE Farm and Garden) - Avoca

- ❖ Scott Veach (Central Iowa Organics) – Waukee
- ❖ Daniel Curry (Clover Hill Orchard) – Mount Ayr
- ❖ Patrick Cory – Maxwell
- ❖ Todd Mills (Mills Mushrooms) – Columbus Junction
- ❖ Kamyar Enshayan (UNI Waterloo Produce Market) – Cedar Falls
- ❖ Stacie Latham (Fuel) – Ottumwa
- ❖ Lillie Jones (The Produce Store) Waterloo
- ❖ Don Norton (Norton's Greenhouse) Toledo
- ❖ Angela Sears – Honey Creek

Tips for your FD 410 machine

Below are a few tips for the FD 410 machine that might be valuable to you.

On/Off Button

To turn the FD 410 machine on, you need to push and hold down the red button. As soon as the screen turns on release the button. To turn off machine, push the red button; touch Turn Off on the screen.

EBT Transaction

- Push EBT
- Push Sale
- Swipe EBT card
- Push Yes if the last four account numbers match
- Sale type is **FOOD STAMP**
- Enter amount
- Have client enter PIN, push enter button (green button)
- Push Yes on screen for second receipt

Card Detail Report

This report provides a breakdown of each card that has been processed. You have to print this report before you close out your batch. A huge thanks to Gwen for sharing this tip!

- Push Credit
- Push More arrow
- Push Print Report
- Push Cards Details
- Machine will print out the report

Sleep Mode

There is no way to turn the “sleep mode” off in the FD 410 machine. All you need to do is simply touch the screen and the machine comes right back to the Credit/Debit/EBT sales screen.

Close Batch

- Push Credit
- Push Close
- Totals correct? Push yes
- Batch report will print
- Make sure that the bottom of the report says “Settlement Successful”

Update information with the USDA

Just a reminder that it is extremely important to report any changes to the USDA. The USDA is who authorized you to accept EBT. If you have a name change or an address change it needs to be reported so that your authorization is up to date. If you have a change, please call 312-353-6609 to report the change.

Changes to your contact information?

It is very important that DHS has your current e-mail addresses and your correct phone numbers. Tracy sends out a lot of important information and if DHS does not have your current information you could be missing out on important information. Please make sure that if you change your e-mail address or you drop or pick up a new phone number that you share that information with Tracy.

Paper for your wireless machine

Just a reminder that DHS supplies the paper rolls for your wireless machines. It is imperative that you use thermal paper or it could ruin your machine. Please do not use any other type of paper in your wireless machine other than the paper that DHS supplies. If you are running low on paper, please give Tracy a call.

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 you experience issues with your FD 410 machine, please call Technical Support at 1-877-274-7915. You will need to supply your Merchant Identification number. If you can't get the problem solved, please call Tracy.**
6. **Call Tracy if you need any supplies such as paper rolls, power cords, or battery.**
7. **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 Tracy for a replacement.**

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 877-823-4369.**
- **Food Assistance eligibility? Call Kari Lind at 515-281-7000.**
- **Supplies – call Tracy Penick at (515) 281-4935.**