



WIRELESS EBT PROJECT

September 2016 Newsletter



From the Editor – Tracy Penick

Month	EBT Transactions	Debit/Credit Transactions	Total Transactions	EBT Sales	Debit/Credit Sales	Total Sales
January	22	355	377	\$617.64	\$16,680.16	\$17,297.80
February	12	304	316	\$741.80	\$16,890.55	\$17,632.35
March	25	540	565	\$475.96	\$21,171.14	\$21,647.10
April	92	1490	1582	\$1,616.43	\$67,291.32	\$68,907.75
May	246	6294	6540	\$3,190.99	\$229,762.92	\$232,953.91
June	396	6019	6415	\$4,858.76	\$141,388.75	\$146,247.51
July	859	6862	7721	\$9,134.28	\$121,054.63	\$130,188.91
August	825	5835	6660	\$10,199.08	\$113,602.03	\$123,801.11
Total for Year	2,477	27,699	30,176	\$30,834.94	\$727,841.50	\$758,676.44

August 2016 Facts:

Total sales for August this year were higher than August 2015 (\$123,801.11 compared to \$122,535.59). The number of EBT transactions were lower in 2016 than in 2015 (825 compared to 993). For August 2016, there were a total of 6,660 wireless transactions compared to 6,962 in 2015.

In August 2016, there were 178,039 Food Assistance/EBT families in Iowa. \$42,411,747 in benefits were issued in August to these families.

Visiting Farmers Market

I hit the road on Friday, September 2nd and headed to Donahue. I had the opportunity to stop at the Cinnamon Ridge Farm and view their robotic dairy. Their operation is truly awesome and so interesting to view. They also have a great shop on the farm where they sell their meat and cheeses along with many other items. On Saturday, I visited the Clinton market. This was a great market with several vendors and a great selection of things to purchase. Then I headed to the North Park Mall market in Davenport. This is a small market but offered a good variety of items for purchase. My last stop was the Freight House market. This is a large market with many vendors and you can purchase any type of fruit and vegetable that you can think of.

On Friday, September 23rd I had the opportunity to visit the Oelwein market. Although it was not the best weather, the vendors were there and selling some great items. On Saturday, September 24th I had the opportunity to visit the Dubuque market. This market offered a wide variety of fall items as well as

wonderful baked goods for sale. My last stop was the Decorah market. This small market offered a nice variety of fall pumpkins and produce.



Ken Shelly
Shelly Farms
Clinton market



Bonnie Grossman
Mrs. Grossman's Meats
Clinton market



Ken & Janice Thomsen
Farmer Ken's Produce
Davenport – Freight House market



Virginia Keppler
Jason's Veggies
Oelwein market



Glen Stillmunkes
Stillmunkes Produce
Dubuque market

EMV Update

The FD410 wireless machines are finally Europay, MasterCard and Visa (EMV) compliant. Once the download is complete, your screens will look different. Please refer to my e-mail that I sent out on August 22nd as there was an attachment with tips on how to run transactions with this new software.

This does not affect the new farmers that have the FD410DW wireless machines as they were already EMV ready.

Monthly Statements

Just a friendly reminder that it is important to log into Business Track every month to pull your monthly statement.

The monthly statements load into Business Track around the 3rd of every month. To pull your statement you need to:

- ✓ Log into Business Track
- ✓ Go to Statement on right side of screen and click on View Statements
- ✓ Go to Comprehensive statements for
- ✓ Click on blue 2016

Your statements are listed by month.

For those farmers that do not have e-mail, Tracy will continue to mail your monthly statements. It is also important to look over your statement every month. Ignite Payments informs you of important information/changes on page 1 and page 3 of your monthly statement.

You will need to change your password every 60 days in Business Track. Also, if you don't access Business Track in a 90 day period your account will be automatically deleted.

Upcoming Events

Des Moines Downtown Winter Season Markets – Des Moines is holding their indoor/outdoor markets at Capital Square/Nollen Plaza on November 18 & 19 and December 16 & 17 and the hours are from 9:00 a.m. to 1:00 p.m. If you are interested in having a booth at this winter market and are a farmer/grower/producer or sell farm value-added products please e-mail Lydia Zerby at lzerby@downtowndesmoines.com

Iowa Fruit & Vegetable Growers Conference – January 26 & 27, 2017 at the FFA Enrichment Center on the DMACC Campus in Ankeny.

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. I send 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 me.

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 me 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.