



WIRELESS EBT PROJECT

May 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
Total for Year	151	2,689	2,840	\$3,451.83	\$122,033.17	\$125,485.00

April 2016 Facts:

Total sales for April this year were higher than April 2015 (\$68,907.75 compared to \$28,207.67). The number of EBT transactions were higher in 2016 than in 2015 (92 compared to 55). For April 2016, there were a total of 1,582 wireless transactions compared to 773 in 2015.

In April 2016, there were 179,096 Food Assistance/EBT families in Iowa. \$42,313,054 in benefits were issued in April to these families.

Visiting the Downtown Des Moines Farmers Market

I had the opportunity to visit the opening day of the Downtown Des Moines market on Saturday, May 7th. You could feel the excitement as everyone was so ready for the farmer's market season to begin. I would like to take this opportunity to introduce the below farmers that have joined the Wireless EBT Project.



Glenn & Michelle Kreuder (Carrie Weaver)
2XL Premium Angus



Sara & Miles Brite
Brite Acres

Are you ready for the 2016 Farmers Market season?

It is hard to believe that the 2016 Farmers Market season is here. Below are some things that you will need to do before your first market day:

- Charge your battery before your first market.
- Run test transactions.
- Check your paper supply. Farmers with lower volume of sales should have 1-2 rolls of paper. The farmers with large volume should have 3-5 rolls of paper.
- Make sure you know where your charger and your car charger cords are.
- Have your signs cleaned up and ready to go. If you need additional signage, please let me know.

Business Track

Just a reminder that Business Track is the avenue that you will use to pull your monthly statements. To pull your statement you need to:

- ❖ Log into Business Track.
- ❖ Go to Statement on the right side of the screen and click on view statements.
- ❖ Go to Comprehensive statements for
- ❖ Click on the blue 2016

Your statements will be listed by month.

Also, it is important to remember that you need to access Business Track every 90 days or your account will be made inactive. If you log in and receive the message, “your account has been disabled due to inactivity” then you will need to re-enroll for Business Track. If you have to re-enroll, please be aware that if you sign up for Dispute Manager there is a \$5.95 per month fee for this option.

For the farmers that do not have e-mail access, I will continue to mail your monthly statements.

Tips for your FD 410 machine

For some of you, it has been awhile since you have used your wireless machine. Below are some tips that might be useful as you prepare for the farmers market season.

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** (Iowa does not have an EBT Cash card)
- 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.

- 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”

Community Supported Agriculture (CSA)

Some of the farmers that participate in the Wireless EBT Project offer CSAs to their clients. There are some changes regarding CSAs that were brought about by the 2014 Farm Bill. The below information only pertains to clients that are using their EBT benefits for CSAs.

- For Food Assistance client's - payment may be accepted no more than 14 days in advance of product delivery.
- Food Assistance (EBT) benefits may not be used to pay any administrative or membership fees associated with operating a CSA.

Seed & Vegetable Plants can be purchased with EBT

Many greenhouses are now open, so I wanted to remind everyone about allowable food items for Supplemental Nutrition Assistance Program (SNAP/Food Assistance) EBT. Seeds that grow eligible food items can be purchased with an EBT card. This includes tomato, cucumber seeds, etc. EBT cards can also be used to purchase plants that produce food, such as pepper plants and tomato plants.

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.**