



WIRELESS EBT PROJECT

June 2019 Newsletter



From the Editor – Tracy Penick

Month	EBT Transactions	Debit/Credit Transactions	Total Transactions	EBT Sales	Debit/Credit Sales	Total Sales
January	17	378	395	\$603.09	\$15,832.29	\$16,435.38
February	11	429	440	\$679.10	\$18,944.12	\$19,623.22
March	17	696	713	\$682.42	\$24,038.00	\$24,720.42
April	20	931	951	\$778.93	\$50,252.76	\$51,031.69
May	163	8,103	8,266	\$2,058.11	\$320,328.65	\$322,386.76
Total for Year	228	10,537	10,765	\$4,801.65	\$429,395.82	\$434,197.47

May 2019 Facts:

Total sales for May this year were higher than May 2018 (\$322,386.76 compared to \$299,651.58). The number of EBT transactions were slightly lower in 2019 than in 2018 (163 compared to 164). For May 2019, there were a total of 8,266 wireless transactions compared to 7,663 in 2018.

In May 2019, there were 154,354 Food Assistance/EBT families in Iowa. \$35,114,772 in benefits was issued in May to these families.

Visiting Farmers Markets

I had the opportunity to get on the road and visit a few farmers markets on Saturday, June 8th. I started my day at the Clinton Farmers Market. This is a smaller market that offered meat, produce and several other items for sale. I then headed to the Northpark Mall Farmers Market in Davenport. This is also a smaller market but had a lot of baked goods and plants/flowers for sale. I finished up my travel at the Freight House Market in Davenport. This market had to move due to the flooding in this area. Although this market was moved, they had a large amount of shoppers at this market. This market sells everything from produce to doggy biscuits.

Just another reminder to always have your signs up and visible at each and every market that you attend.



Bonnie Grossman
Mrs. Grossman's Meats
Clinton Market



Emily Osborn & Jessica Goodale
Barnyard Produce
Freight House Market



Pat Connor
Palm Tree Pat
Freight House Market

Tips for your FD 410 wireless machine

For some of you, it has been awhile since you have used your FD410 wireless machine. Below are some tips that might be useful as you prepare for the 2019 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 the machine, push the red button; touch Turn Off on the screen.

EBT Transaction

- On Screen push Other
- Push More
- Push EBT
- Push Sale
- Sale type is **FOOD STAMP** (Iowa does not have an EBT Cash card)
- Swipe EBT card
- Push Yes if the last four account numbers match
- Enter amount, push enter button (green button)
- Have client enter PIN, push enter button (green button)
- Push Yes on screen for second receipt

Debit/Credit Transaction

- On Screen push Sale
- Enter amount, push enter button (green button)
- Present card, if chip insert card, if swipe then swipe card on right side of machine
- Push Yes on screen for second receipt
- Make sure the client signs the Credit card receipt

Detailed Reports.

If you need additional reports, please follow the below instructions. You have to print these reports before you close out your batch.

- On Screen push Other
- Push Report
- Chose which report you want
- Push print 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 Sales screen.

Close Batch

- On Screen push Other
- Push Close Batch
- Close Batch? Push OK
- Batch report will print
- Make sure that the bottom of the report says “Settlement Successful”

Tips for your Clover Flex machine

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

On/Off Button

To turn the Clover Flex on, you need to push the white button on the right side of the machine until you see the Clover symbol. To turn off the Clover Flex, push the white button on the side of the Clover, push Power off and the Clover Flex will power down.

Docking Station

Plug the charger cord into the bottom of the docking station. Settle the Clover Flex on the docking station to charge. You will know it is charging when the white battery appears on the screen.

EBT Transaction

- On Screen push Sale
- Enter amount and push the EBT button
- Sale type is **SNAP FOOD BENEFITS** (Iowa does not have an EBT Cash Benefit card)
- Push green Pay button
- Swipe the EBT card on the bottom of machine
- Have the client enter their PIN
- Touch All Done! screen
- Receipt will roll out

Debit/Credit Transaction

- On Screen push Sale
- Enter amount, choose green Charge button
- Present card, if chip insert card, if swipe then swipe card on the bottom side of machine
- If credit, have client sign the screen or if debit have client enter their PIN
- Push green Done button
- Touch All Done! Screen
- Choose green verify button
- Receipt will roll out

Detailed Report

If you need a report following your market day, please follow the below instructions.

- On Screen push Reporting
- Push printer button located at the top right of the screen
- The report will print

Sleep Mode

There is no way to turn the “sleep mode” off in the Clover Flex machine. Just push the white on/off button on the side of the machine to bring the Clover Flex out of sleep mode.

Close Batch

The Clover Mobile will batch automatically each night. If you want to know what time of day that this will occur, push the Closeout icon. It will tell you the time of day that your batch will close and reflect all of your batches. If you touch one of the batches, it will give you a detailed report of what your sales were for that day.

Community-Supported Agriculture (CSA)

Some of the farmers that participate in the Wireless EBT Project offer CSAs to their clients. The below information only pertains to clients that are using their EBT benefits for CSAs.

- For Food Assistance recipients – 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.

CardConnect Monthly Statements

Remember it is important to log into CardPointe every month to pull your monthly statement.

If you did not receive an e-mail from CardPointe, please give them a call at 1-877-828-0720. Once you are activated, you will pull your monthly statements from the CardPointe portal.

It is important to note that you will have to change your password every 60 days. It is also important to look over your statement every month. CardConnect will inform you of important information/changes on your account via your monthly statements.

USDA reauthorization

Just a reminder that you have to reauthorize every 5 years with the USDA to accept EBT. If you receive a reauthorization letter from the USDA, please complete and return it promptly. If you don't complete the paperwork timely, you will lose your EBT authorization and will have to reapply and complete the application to come back into the program.

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 email address 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 email 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 EBT 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 transactions.
4. Hot foods and hot drinks (cocoa, coffee, and tea) cannot be purchased with SNAP EBT benefits.
5. If you experience technical issues with your FD410 or your FD410DW machine, please call 1-800-828-9034. If you experience technical issues with your Clover Flex, please call Technical Support at 1-888-211-1274. You will need to supply your Merchant Identification number. If you can't get the problem solved, please call Tracy.
6. For customer service issues, please call CardConnect at 1-877-828-0720.
7. Call Tracy if you need any supplies such as paper rolls, power cords, or battery.
8. **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 EBT 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.