



WIRELESS EBT PROJECT

November 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
June	228	7,672	7,900	\$2,575.69	\$202,384.50	\$204,960.19
July	443	7,626	8,069	\$5,685.38	\$137,073.54	\$142,758.92
August	750	9,963	10,713	\$9,297.05	\$187,564.96	\$196,862.01
September	490	9,465	9,955	\$6,362.47	\$201,662.13	\$208,024.60
October	319	9,066	9,385	\$4,983.46	\$224,090.17	\$229,073.63
Total for Year	2,458	54,329	56,787	\$33,705.70	\$1,382,171.12	\$1,415,876.82

October 2019 Facts:

Total sales for October this year were higher than October 2018 (\$229,073.63 compared to \$213,747.52). The number of EBT transactions were higher in 2019 than in 2018 (319 compared to 200). For October 2019, there were a total of 9,385 wireless transactions compared to 8,220 in 2018.

In October 2019, there were 151,158 Food Assistance/EBT families in Iowa. \$35,171,450 in benefits were issued in October to these families.

Upcoming Events

Iowa Specialty Producers Conference- January 23 & 24, 2020 at the FFA Enrichment Center located at 1055 SW Prairie Trail Parkway in Ankeny.

Iowa Farmers Market Association Workshop- Saturday, February 8, 2020 at the Grace Lutheran Church located at 3010 52nd Street in Des Moines.

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.