SNAP Produce Rewards Quick Guide

Eligible Foods for SNAP Produce Rewards
Customers using SNAP benefits should choose eligible foods to receive SNAP Produce Rewards.

Eligible Foods ✔️	Non-Eligible Foods 🚫
Fresh fruits and vegetables Examples: Potatoes, garlic, onions, mushrooms, apples, tomatillos, bok choy, butternut squash, cabbage, strawberries, peaches, pears.	Fruits or vegetables produces that have added SALT, SUGAR, or FAT. Examples: Jams/Jellies, sauerkraut, pickled vegetables.
Frozen fruits and vegetables _WITHOUT added salt, sugar, fat_ Example: Frozen blueberries _without_ syrup.	Fruits or vegetables that have been CANNED or HEATED. Examples: canned peaches, canned applesauce, popcorn.
Bagged Fruits and Vegetables Example: bagged fresh salad greens.	Fruits or vegetables that have been DRIED. Examples: dried chili peppers, dried garlic.
Fresh Herbs Examples: Cilantro, basil, parsley, basil, thyme, mint, dill.	Herbs that have been DRIED. Example: bay leaves.
Seeds and Plant Starts _that PRODUCE FOOD_ Examples: Tomato starts, melon starts, lettuce seeds.	ORNAMENTAL or DECORATIVE items. Examples: Carved or painted pumpkins.
Cut fruit and vegetables _WITHOUT dips/ dressings_ Example: sliced watermelon.	

How to Process SNAP EBT and Produce Rewards

1. Select **Food Stamp** on the FIS EBT menu.

2. Select **Food Stamp Purchase**.

3. Enter the total food purchase amount and press **OK**.

4. Enter the amount for just the Produce Rewards-eligible items and press **OK**. *If there are no eligible items, enter $0.00*

5. Verify that the card is a Washington SNAP EBT or a Pandemic EBT (P-EBT) card. *Cards from out of state will NOT work.*

Do NOT use Washington WIC EBT card.

6. Swipe the card through the card reader slot and press **OK**.

7. Ask the cardholder to verify the amount and enter their PIN and press **OK**. *NEVER ask a cardholder for their PIN, they must enter the PIN themselves.*

8. If the transaction is:
   • **APPROVED**, verify the purchase amount and give the customer receipt to the cardholder. Press **Yes** to print the merchant copy.
   • **DECLINED**, give the customer receipt copy to the cardholder. Press **Yes** to print the merchant copy.

Questions about Produce Rewards?
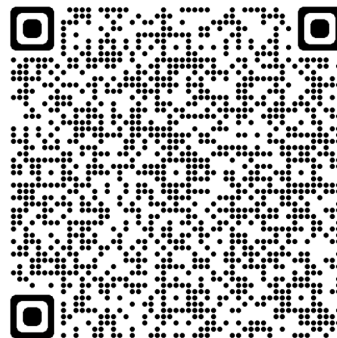Contact Department of Health
Phone: 360-236-2540
Text: 360-742-1770
Email:
ProduceRewards@doh.wa.gov

www.doh.wa.gov/Produce RewardsFarmVendors

Farm Vendors: Find out more about Produce Rewards

SNAP Customers: Find out more about Produce Rewards

Turn on the device

1. Press and hold the **green O** (Enter) key for approximately 3 seconds. The device cycles through several processes and then opens the main screen.
2. To perform transactions, follow the sign on procedure.

Turn off the device

1. Press and hold the **red X** (Cancel) key for approximately 3 seconds. The Power Panel screen displays.
2. Press Shutdown. The device cycles through several processes and then shuts down.

Sign On - You must sign on to the device to perform transactions.

1. Press FIS EBT on the main screen. The message on the Sign On screen says CLOSED.
2. Press Sign-On.
3. Key in your 3-digit ID number and press OK. Your 3-digit ID number is __ __ __
4. Key in your 4-digit password and press OK. Your 4-digit password is __ __ __ __

If you sign on incorrectly, "EDIT ERROR" displays on the screen.

Network Connection – If terminal is not able to connect to FIS network.

To restart the network connection:

1. Select **Function** on the menu.
2. Select **Network Settings**.
3. Enter the password (**0923**).
4. Select **Network Restart**. (Terminal will display a "success" message)

To test the connection:

1. Check the very top of the display and confirm that the terminal shows the AT&T connection.
2. Select **Function** on the menu.
3. Select **Comms Test**.
4. When the connection is successful, the terminal prints the **Communications Test** receipt.

Demo Mode – <u>Cannot</u> collect payment in Demo Mode. It is used to practice transactions.

To start demo mode:

1. Select **Function** on the menu.
2. Select **Demo Mode**.
3. Enter **0723** (Demo Mode password) and press **OK** (terminal displays "IN DEMO MODE")
4. Practice transactions.

To exit Demo Mode:

1. Select **Function** on the EBT menu.
2. Select **Demo Mode** (Terminal displays "IN LIVE MODE).

Car Charger Mode – Battery will <u>not</u> charge in wall outlet if this mode is enabled.
To exit Car Charger mode:
    1. Select **Control Panel** from the menu.
    2. Select **Power Panel**.
    3. Select **Car Charger.**
    4. Can now charge using a standard wall outlet.
To activate Car Charger mode:
    1. Select **Control Panel** from menu.
    2. Select **Power Panel**.
    3. Select **Car Charger.**
    4. Can now charge using a car charger outlet.

End-of-day Balancing – See EBT Merchant POS procedure Manual for V400m.

Contact

Questions about your EBT device?

FIS main Merchant Services (general questions, order blank vouchers):
Phone: 1-800-894-0050   Email: merchant.services.support@fisglobal.com

FIS Merchant Services (to obtain manual voucher authorization code):
Phone: 1-877-262-9905