



Iowa's Students First Act ESA Program

Vendor FAQs

Vendor Application

How do vendors apply to become approved to sell products and services in the Odyssey Marketplace?

On June 22, a link to the vendor application within the Odyssey platform will be available on the Department's Students First ESA Act webpage under the section "Information for Vendors".

Who can answer questions about the vendor application?

The Odyssey support team is available to answer questions at either 515-368-9564 or help.ia@withodyssey.com.

Eligible Products and Services

What products and services may be sold in the Odyssey Marketplace?

Products and services sold in the marketplace may only be for products and services that are eligible to be purchased with ESA funds as defined in the [Eligible and Ineligible Expenses document](#) posted on the Department's [Students First ESA webpage](#).

Payments

How do vendors receive parent/guardian payments through Odyssey? Do vendors have to send invoices?

All transactions and payments are processed through Odyssey with Stripe.

ESA funds can only be used with approved vendors listed in the Odyssey Marketplace for that vendor's approved products or services. Once the parent/guardian approves the transaction, the funding is deducted from the ESA and transferred to the account the vendor has linked to Stripe. It can take 2-5 business days for the vendor to receive the funds in their account.

How long does it take to receive a payment once the parent/guardian approves the transaction?

Once a transaction is created, the parent/guardian has to approve the transaction on their end before the funding can be released and the order is finalized. An approved transaction can take 2-5 business days to be released through the Stripe process.

How do vendors sign-up for Stripe?

Once a vendor is approved, additional information regarding the Stripe sign-up process will be provided.