

FARMERS MARKET



STEP-BY-STEP GUIDE

Step 1: SIGN IN



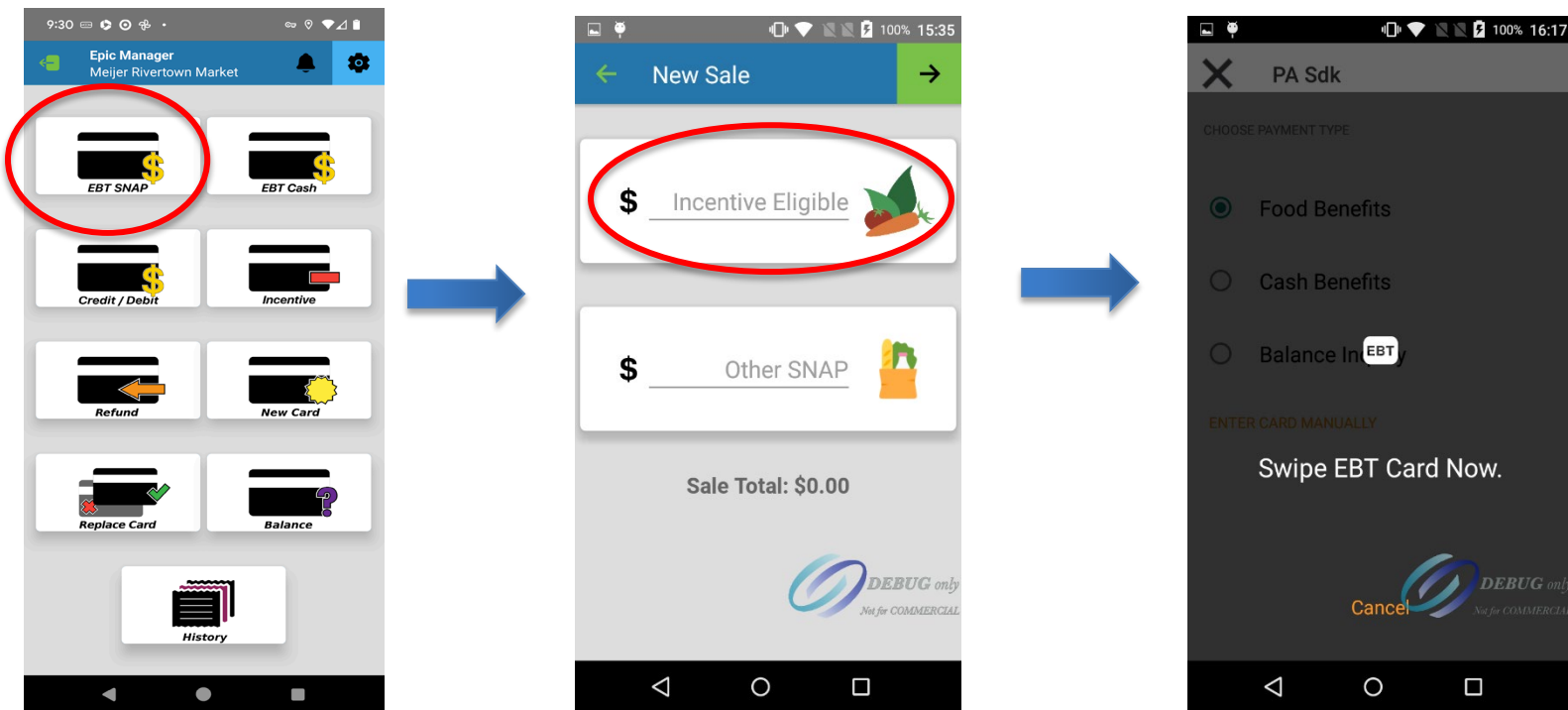
1. Sign into “**PAY ANYWHERE sdk**” application on the PAX device with the market’s FNS username and password*
 - a. *Have your 4-digit PIN readily available*
2. Sign into the “**FRESH INCENTIVES**” application (carrot icon) on the PAX device with the market’s Fresh Incentive username and password*
3. You must be signed into both applications to process any EBT transactions.
4. ALWAYS process transactions through the Fresh Incentives App, NOT Pay Anywhere.
5. Move to Step 2 “**EBT SNAP**” for both New and Existing users.

***Note that the Pay Anywhere and Fresh Incentive logins will most likely be different. Encouraged to document them somewhere for staff and volunteers to easily access.**

Technical support: Please first call EPIC TECHNOLOGY SOLUTIONS at 1-866-259-2934, option 2. Provide them details of the issue that needs resolved. You can also refer to the Troubleshooting section of the Market Manager Binder.

Step 2: Earn SNAP Match (new or existing users)

1. Press “EBT SNAP”
2. Enter the amount of SNAP benefits the customer would like to process in the “INCENTIVE ELIGIBLE” section.
 - *Do not put anything in the “Other SNAP” section.*
3. Click the green arrow to continue.
4. Pay Anywhere app opens – **Swipe EBT card now.**
5. Participant enters 4-digit PIN number (numbers will not appear when they type in).
6. Transaction ✓ Approved, hit **continue**.



Updated April 2025

NEW PARTICIPANT (needs a Fresh Bucks card)

1. Click on the “**New Incentive Account**”
2. **Swipe** a New Fresh Bucks card AND participant’s EBT card
3. Complete the information window. At minimum, provide Name, Zip, and Phone.
4. Click the green “checkmark” to complete (top right).
5. A receipt showing transactions is available to print.

The first screenshot shows the 'Load Funds' screen with a green checkmark in the top right. Below the header, it says 'Please provide additional info to claim incentive'. There are two input fields: 'Incentive Card or Phone' and a camera icon. At the bottom, there are two buttons: 'New Incentive Account' (highlighted with a red circle) and 'Skip'.

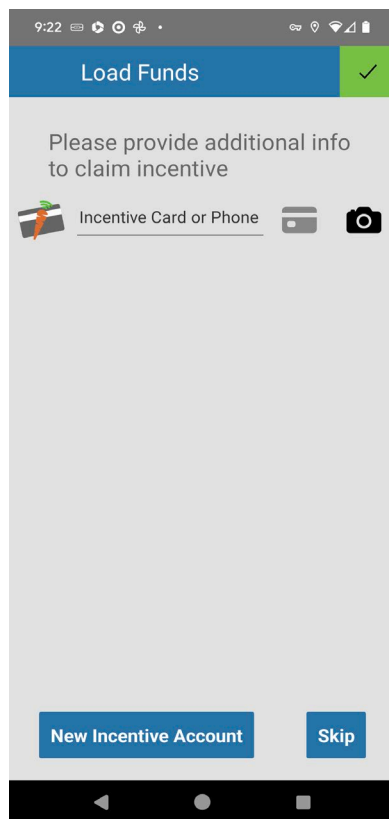
The second screenshot shows the 'New Card' screen with a green checkmark in the top right. It has two input fields: 'SNAP EBT Card *' and 'Incentive Card *'. Below these is a red warning: '* DOES NOT PROCESS EBT *'. There are several input fields: 'First Name', 'Last Name', 'Phone', 'Email', 'Street Address', 'City', 'MI', 'Zip *', 'Household Size', and 'Child Count'. A red note below the 'Phone' field says: 'By entering your number, you agree to receive mobile messages. Message frequency varies. Message and data rates may apply. View our Privacy Policy: <https://freshincentives.com/#/privacy> and SMS Terms: <https://freshincentives.com/#/smsterms>'. There is a camera icon next to the 'Incentive Card *' field.

The third screenshot shows a receipt from 'Meijer Rivertown Market' with 'Epic Manager' and a timestamp of '2023-07-28 09:26:57' and ID#6612825. The receipt lists: 'Incentive-eligible produce 0.01', 'Sale Total 0.01', 'Double Up - MI Earn 0.01', and 'Double Up - MI Balance 0.02'. At the bottom, there are three buttons: 'Void Transaction' (orange), 'Spend' (blue), and 'Done' (green).

Updated April 2025

EXISTING PARTICIPANT (already has a Fresh Bucks card)

1. **Swipe** Fresh Bucks card.
2. Click the green “checkmark” to complete (top right).
3. A receipt showing transactions is available to print.



REPLACE CARD



1. Click on “REPLACE CARD”.
2. Swipe EBT card that the customer originally signed up with.
3. Swipe or scan a **NEW** Fresh Bucks card.
4. Click the green “checkmark” to complete.

***Please only replace cards if they were lost or stolen. To avoid over issuing of multiple cards, we ask not to replace cards for participants who forgot them at home or somewhere else. Encourage and remind them to have it with their Hoosier Works card.**

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NEW CARD (Can still use this feature for new users)



1. Click on “NEW CARD”
2. Swipe EBT card
3. Swipe new Fresh Bucks card.
4. Ask participant to complete the information window. At minimum, collect Name, Zip, and Phone.
5. Click the green “checkmark” to complete (top right)
6. Message will appear that card is **activated**.
7. Move to next step “SNAP/EBT” to complete a SNAP transaction and load the Fresh Bucks card.

***Zip codes are required in order to activate a card. We are encouraging phone numbers and emails as it is easier to look up participants if a card is lost or participants have inquires and sending updates/news.**

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