

# FARMERS MARKET



# STEP-BY-STEP GUIDE

# Step 1: SIGN IN



1. Sign into “PAY ANYWHERE sdk” application on the PAX device with the markets FNS username and password\*

*a. Have your 4-digit PIN always available*



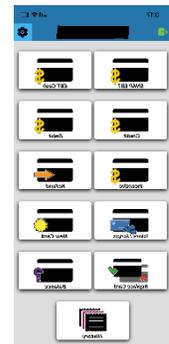
2. Sign into the “FRESH INCENTIVES” application (carrot icon) on the PAX device with the markets Fresh Incentive username and password\*

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. *First time Fresh Bucks card user.* Move to step 2 “NEW CARD”

6. *Repeated Fresh Bucks card user:* Skip to step 3 reload “SNAP/EBT”



**\*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: NEW CARD

(New Card Users ONLY)



1. Click on “NEW CARD”
2. Swipe the Hoosier Works EBT card
3. Swipe a new Fresh Bucks card
4. Enter as much info as possible. **Zip code is required.** Email and phone number is highly encouraged. Ask if the customer would like to provide any additional information.
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 emails and phone numbers as it is easier to look up participants if a card is lost or participants have inquires and sending updates.**

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# Step 3: Reload SNAP/EBT

(Load funds for new and repeated users)

1. Press “SNAP/EBT”
2. Swipe the Fresh Bucks card
  - The last four digits of the SNAP/EBT card will show up. Double check that these are the last four digits of the card the customer gave you.
3. 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*
4. Click the green “checkmark” to continue (top right)
5. Pay Anywhere app opens – **Swipe EBT card**
6. Participant enters **4-digit PIN number (numbers will not appear)**
7. Transaction ✓ Approved, hit continue.
8. Fresh Bucks will be automatically loaded onto the Fresh Bucks card.
9. Click the green “checkmark” to complete (top right). 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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