

**eWIC CVB Farmers' Market Mobile
Application – Farmers' User Guide**

State of Maine, Department of Health and Human Services
Electronic Benefit Transfer (EBT) for the WIC Program

V0.09

October 17, 2023

Document History

Version	Version Description	Author	Version Date
Version 0.01	Initial Draft	Solutran	July 28, 2021
Version 0.02	Updated Farmer Registration Process and Added Refund Description	Solutran	July 29, 2021
Version 0.03	Added Section 2.0, Supported Android and iOS Operating Systems	Solutran	August 9, 2021
Version 0.04	Added following: <ul style="list-style-type: none"> Updated Section 1.0, Introduction with information on the Merchant Link web portal. Added Section 8.0. Insufficient Funds Transaction on S3 Merchant Link app Added Section 11.0. Merchant Link Web Portal section (and subsections) 	Solutran	January 24, 2022
Version 0.05	Section 7.0. Conduct a CVB Purchase – Updated the Complete Benefit Detail screenshot under Step 3 (i.e., where you enter the item price and select the appropriate Product/Category).	Solutran	March 29, 2022
Version 0.06	Under <i>Section 3.0, Registration</i> , replaced the screenshot under step 1 showing the registration approval email, which now includes links to download the Merchant Link app from the Apple store (for iOS users) or Google store (for Android users).	Solutran	October 21, 2022
Version 0.07	Added the URL link to the S3 Merchant Link web portal (i.e., S3merchantlink.com) to <i>Section 11, Merchant Link Web Portal</i> .	Solutran	December 2, 2022
Version 0.08	Added note to start of <i>Section 3.0, Registration</i> .	Solutran	August 30, 2023
Version 0.09	<ul style="list-style-type: none"> Added information on multi-factor authentication to <i>Section 5.0, Logging Into the S3 Merchant Link Mobile App</i>. Added new section – <i>Section 11.0, S3 Merchant Link App Issues and Troubleshooting</i> (and sub-sections) 	Solutran	October 17, 2023

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1.0 Introduction

Maine WIC sends a vendor file to Solutran with the list of authorized WIC farmers. Solutran enters the farmers into their retailer database and an email is sent to the farmers inviting them to the program.

The purpose of this document is to describe how authorized WIC farmers within the State of Maine can register for, download, and use the S3 Merchant Link mobile app to conduct CVB sales at farmers' markets.

The document includes information on the registration process, downloading the mobile app, conducting CVB purchases, voiding transactions, sending email receipts, and reports.

It also includes information on the Merchant Link web portal, which farmers can use to view transactions and settlement information and manage their account profile.

2.0 Supported Android and iOS Operating Systems

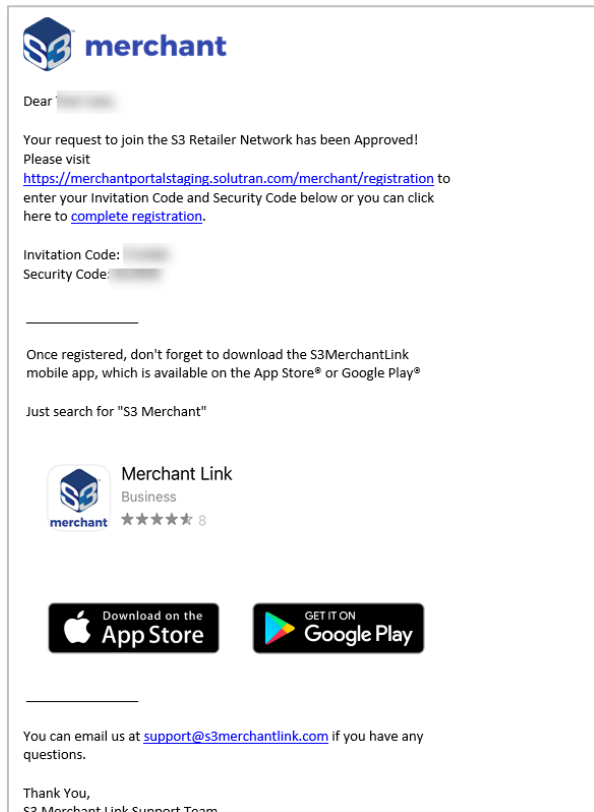
Eligible farmers must have a phone capable of running the mobile app and cellular service, which meets the following operating system requirements:

- **Android:** Requires v5.0 or above
- **Apple:** Requires iOS v11.0 or later

3.0 Registration

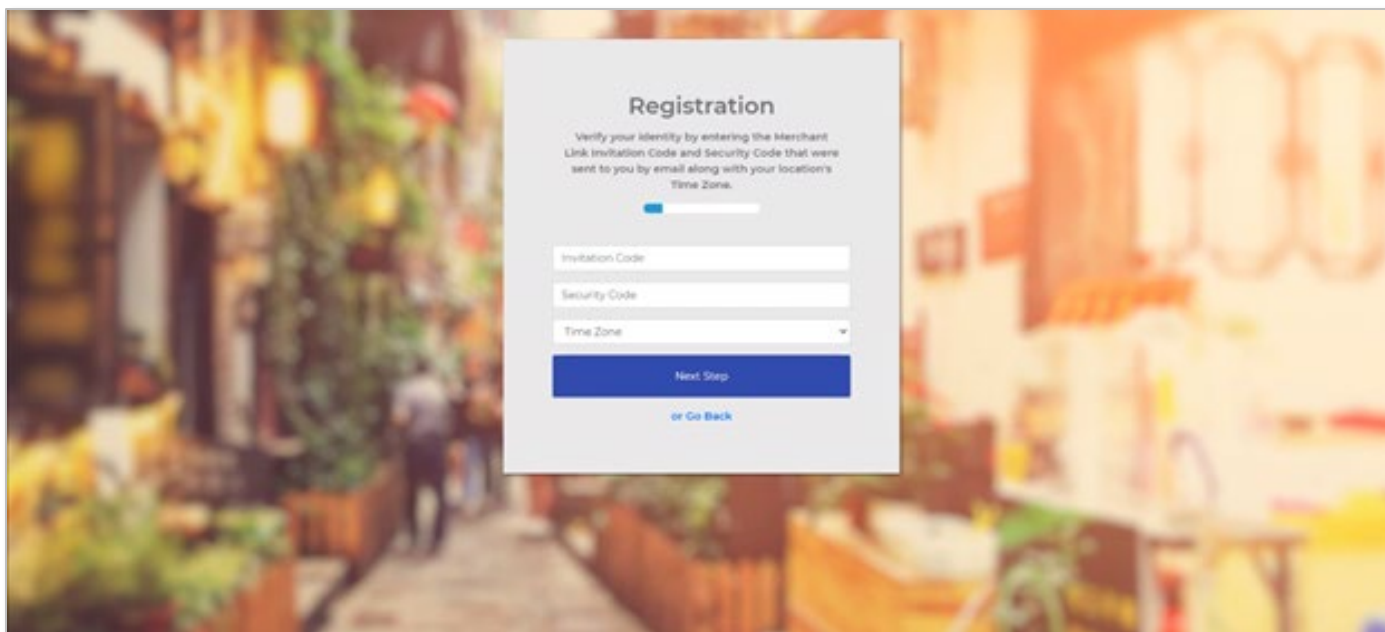
Note: Retailers need to complete registration within 30 days. If the invitation is re-sent and it has been over 30 days since the initial invitation was sent, the invitation code will have expired and an error will occur. If an error occurs, please contact the support desk.

1. If you have received an email like the one shown below inviting you to participate in the program, proceed as follows to complete registration:



Note: The bottom of the email includes links for you to download the Merchant Link app via the Apple store (for iOS users) or Google store (for Android users).

2. Click on the **complete registration** link in the email to go to the S3 Merchant Link registration screen.



- Enter the **Invitation Code** and **Security Code** from the email.
 - Select the **Time Zone** from the drop-down list (e.g., US/Eastern).
 - Select **Next Step**.
3. Confirm that the information in the system is correct and then enter the following details:
 - TIN and Company Legal Name
 - Bank Details – Routing number, account number, and payment method for settlement (e.g., direct deposit (ACH))
 - Tax Rate – For WIC foods (or CVB benefits), this should be set to 0%.
 - User Name and Password

4.0 Downloading the S3 Merchant Link Mobile App

Once the S3 Merchant Link registration process is complete, go to the Apple or Android app store to download the S3 Merchant Link mobile app.

A link to download the Merchant Link app via the Apple store (for iOS users) or Google store (for Android users) is also provided on the registration approval email (see [Section 3.0. Registration](#)).

Note: Eligible farmers must have a phone capable of running the mobile app and cellular service.

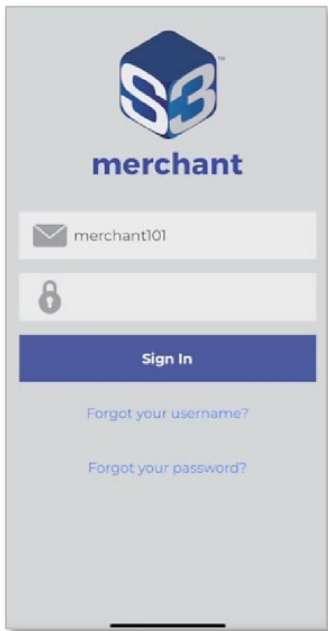
5.0 Logging Into the S3 Merchant Link Mobile App

Once you have downloaded the S3 Merchant Link mobile app, access the app on your mobile phone and follow the steps below to log in.

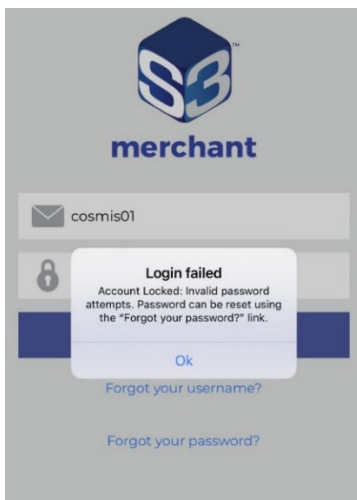
Note: The S3 Merchant Link mobile app (and web portal) may require multi-factor authentication (MFA) as a second verification step when you log in. When required, in addition to entering your usual login credentials to log in, you will be prompted to enter a one-time passcode, which you can have sent to your phone by text message or phone call.

To activate MFA for the S3 Merchant Link mobile app, you will need to update the app by downloading it from the App Store (iOS/Apple) or Google Play (Android).

1. Enter your username and password.



If you make consecutive login attempts with an incorrect password, the application will lock your user ID and display the following message, which directs you to use the **Forgot your password?** link to unlock your account, as shown below.



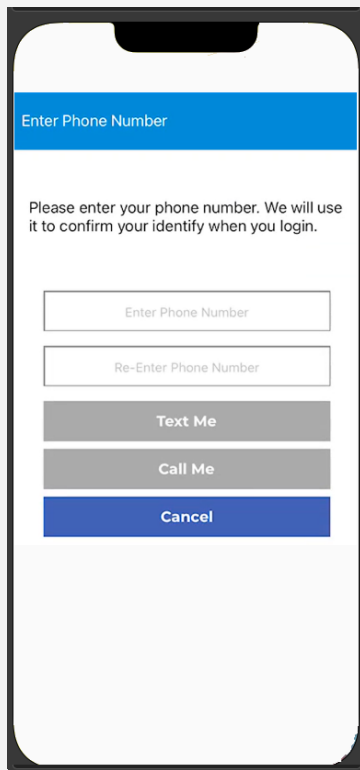
2. If multi-authentication is required to log in, **proceed to Step 3**. If you are not prompted for additional authentication, **proceed to step 4**.
3. If multi-factor authentication is required, follow the steps below:

Multi-Factor Authentication:

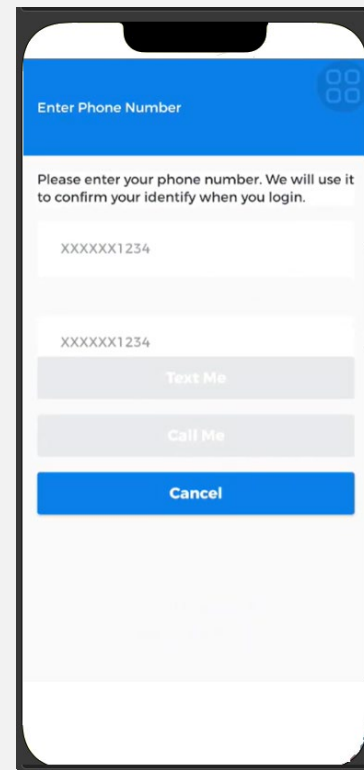
- a. If prompted to enter a phone number for multi-factor authentication, enter your 10-digit phone number **twice** without any spaces, dashes, or any other character.

Example: If your phone number is (999) 888-1234, enter the number as **9998881234** without adding a U.S. country code prefix of '1'.

Apple Device



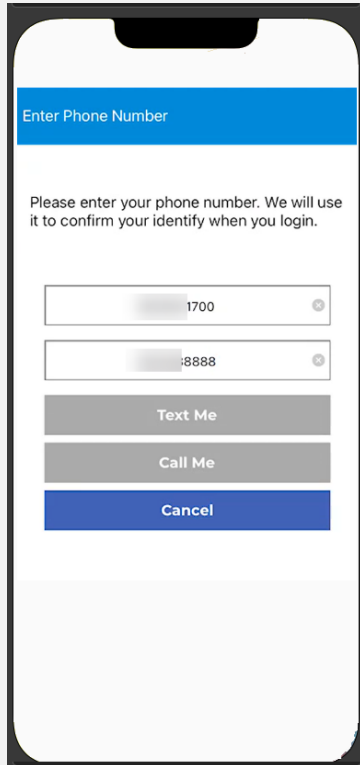
Android Device



You are asked to enter your phone number **twice** for validation purposes and to allow you to re-enter the phone number if you incorrectly enter the wrong number.

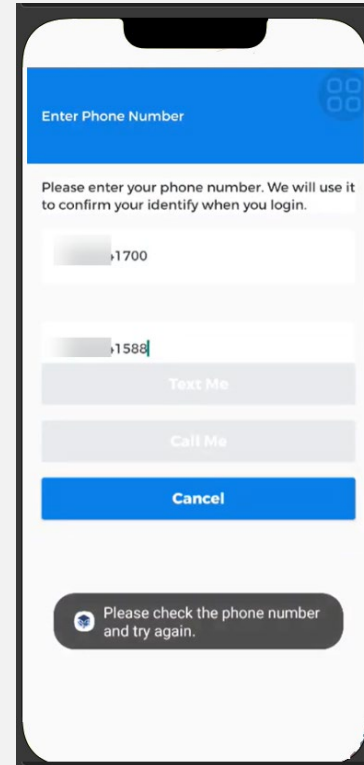
Apple Device

*If you enter two different phone numbers, the **Text Me** and **Call Me** options remain disabled (greyed out).*



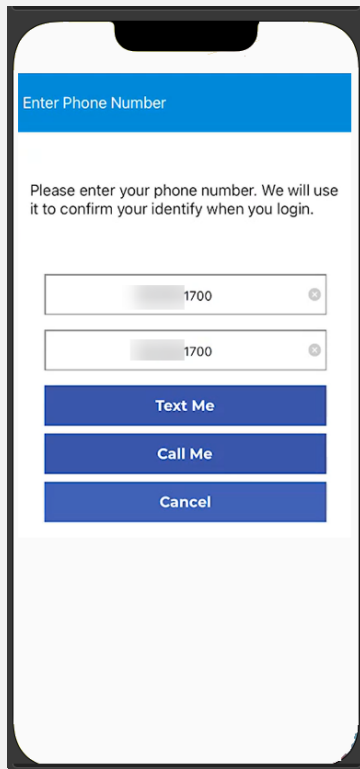
Android Device

If you enter two different phone numbers, the screen prompts you to check your phone number and try again.

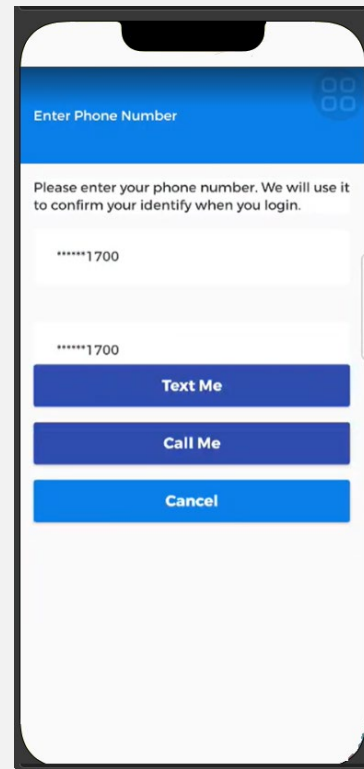


b. Once entered, tap **Text Me** or **Call Me** to receive a one-time passcode (OTP) by text message or phone.

Apple Device



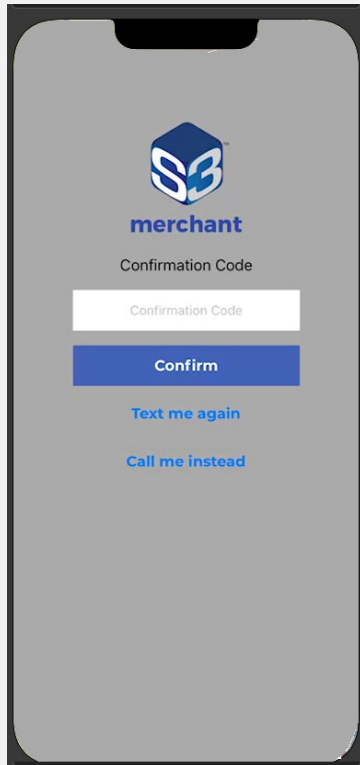
Android Device



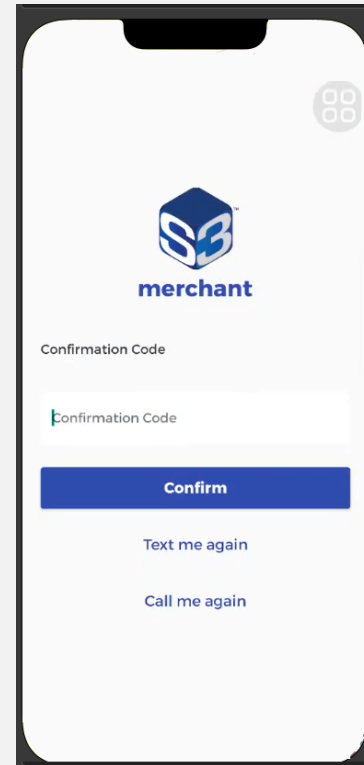
- c. The Merchant Link application sends the one-time passcode to you by text or phone call, which you should enter by tapping the **Confirmation Code** field.

Note: The one-time password will expire after 10 minutes. If it has expired, tap **Text me again** or **Call me instead** (or **Call me again**) to be sent another code.

Apple Device



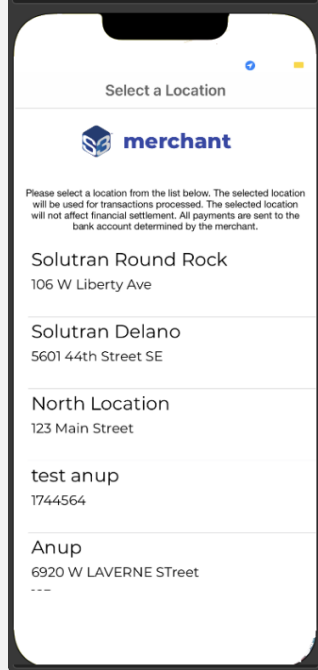
Android Device



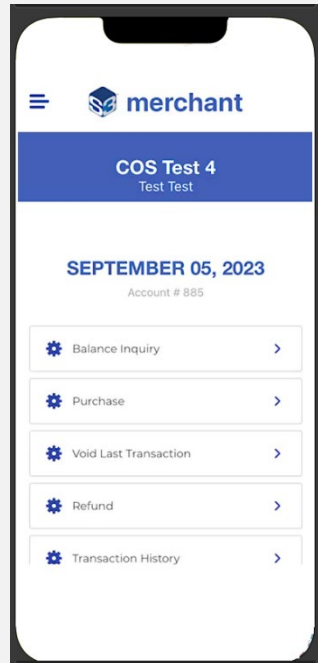
d. Once entered, tap **Confirm**.

Apple Device

If you entered the confirmation code correctly, you are asked to choose your location.



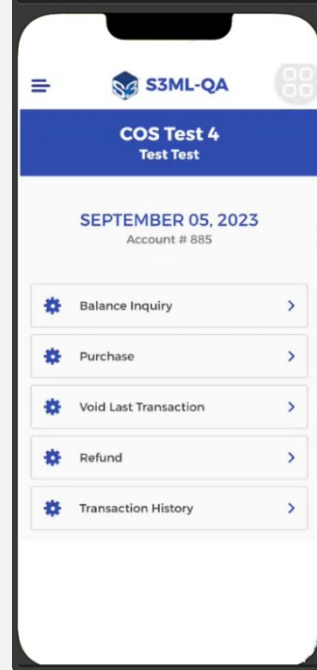
Once selected, you are directed to the main transaction screen.



e. Proceed to **Step 5** below.

Android Device

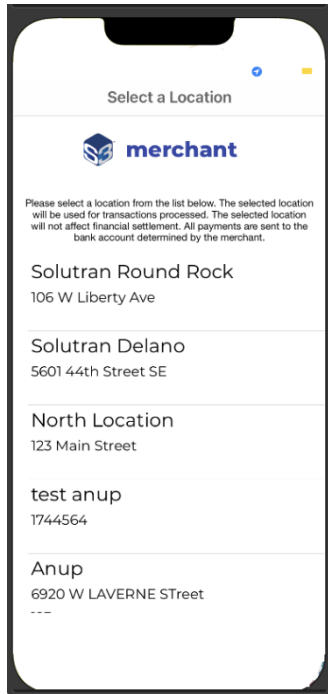
If you entered the confirmation code correctly, you are directed to the main transaction screen.



4. (Continued from Step 2) If multi-factor authentication *not* required, tap **Sign In**.

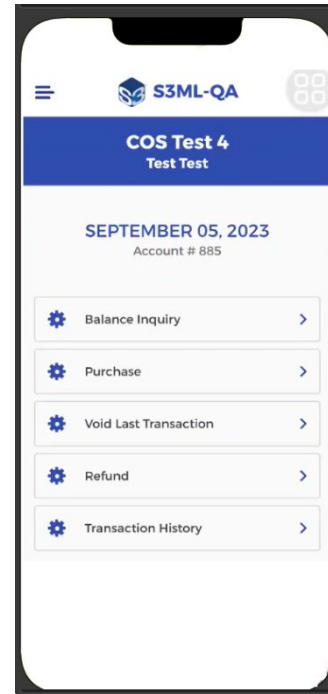
Apple Device

You are asked to choose your location.

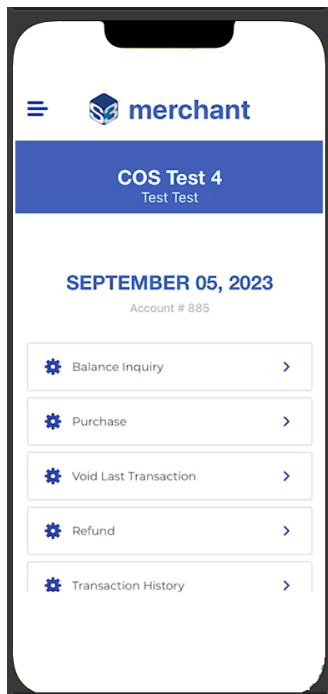


Android Device

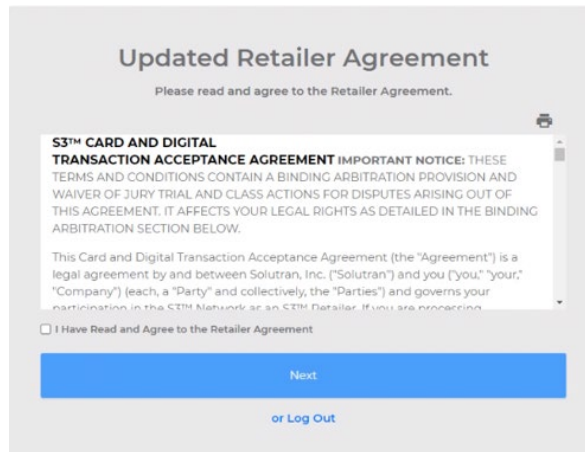
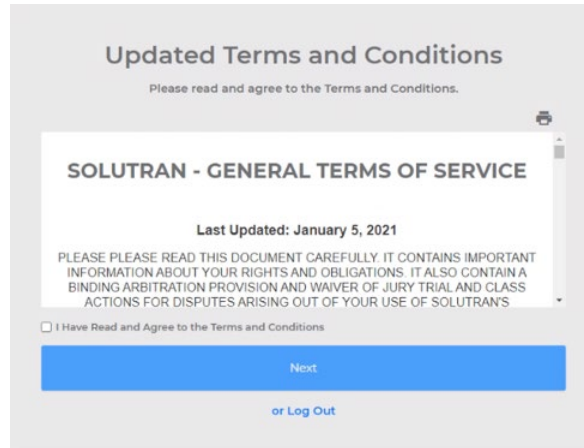
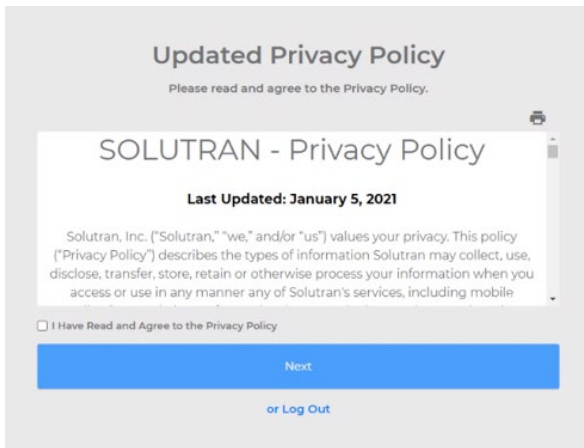
You are directed to the main transaction screen.



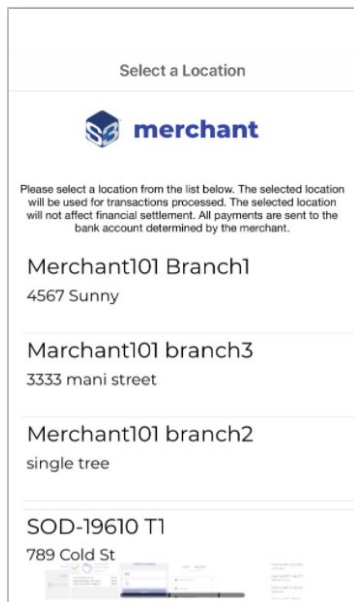
Once selected, you are directed to the main transaction screen.



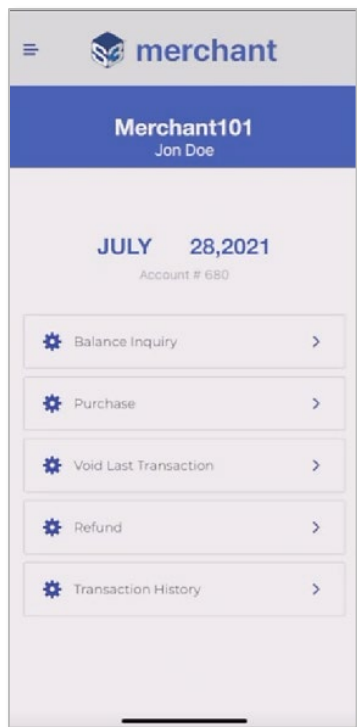
- When logging in for the first time, you are asked to read and agree to the Privacy Policy, Terms and Conditions, and Retailer Agreement by selecting the check boxes (i.e., **I Have Read and Agree to the...**) for each one and select **Next**.



- The S3 Merchant Link mobile app displays the locations associated with your vendor account. If more than one location is listed, select the appropriate location.

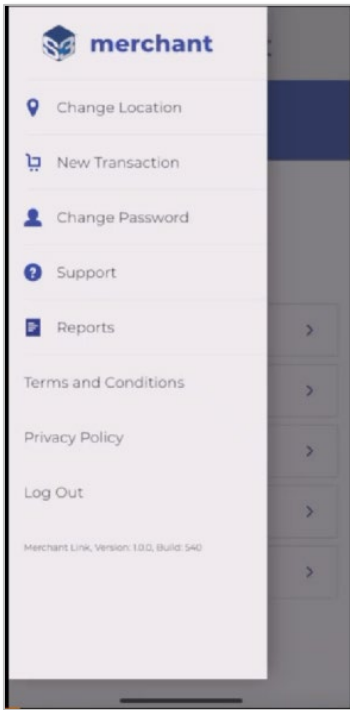


7. The main menu displays the following options:



Main Menu Option	Description
Balance Inquiry	Select this option to check the cardholder’s benefits. For details, see Section 6.0 Check Cardholder’s Balance .
Purchase	Select this option to conduct a CVB purchase. For details, see Section 7.0 Conduct a CVB Purchase .
Void Last Transaction	Select this option to void the last transaction. For details, see Section 9.0 Void Last Transaction .
Refund	This option is not usable for eWIC.
Transaction History	Select this option to view a list of CVB transactions conducted for the current or previous days. For details, see Section 10.0 View the Transaction History .

4. Alternatively, you can press the flyout menu icon (☰) in the top left of the main menu to access the following additional options:



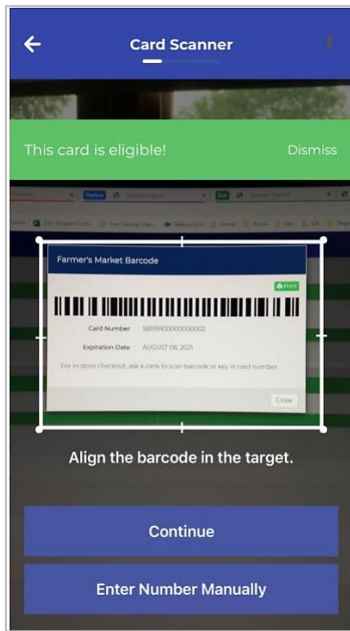
Flyout Menu Option (Top Left of Main Screen)	Description
Change Location	Select this option to view or edit your current location details.
New Transaction	Select this option to conduct a new transaction, which is the same as the 'Purchase' option on the main menu. For details, see Section 7.0 Conduct a CVB Purchase .
Change Password	Select this option to change your current password to access the S3 Merchant Link mobile app.
Support	Select this option to send an email to the Support Help Desk.
Reports	Select this option to generate a Merchant or User Report for the current day or for previous days.
T & C	Select this option to view the terms and conditions for using the S3 Merchant Link mobile app (accepted during the registration process).
Privacy Policy	Select this option to view the S3 Merchant Link Privacy Policy (accepted during the registration process).
Log Out	Select this option to log out of the S3 Merchant Link mobile app.

6.0 Check Cardholder's Balance

Prior to conducting a CVB purchase, you can check the cardholder's CVB benefits, so they know how much they have to spend.

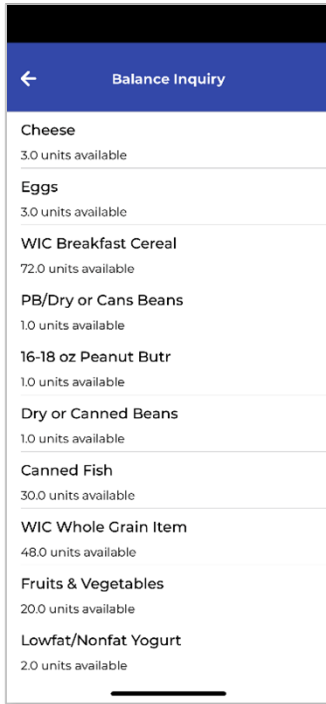
To check the cardholder's balance, proceed as follows:

1. Select *Balance Inquiry* from the main menu. The S3 Merchant Link mobile app displays the *Card Scanner* screen.
2. Using the scanner, scan the cardholder's barcode on their Bnft mobile app or from a printout (obtained from the cardholder portal) and select ***Continue***.



3. If the cardholder is eligible for CVB benefits, the screen displays confirmation, e.g., "This card is eligible".
 - If the card is not eligible, select ***Dismiss***
 - If the card is eligible, select ***Continue***

4. The amount of their WIC balance is displayed.

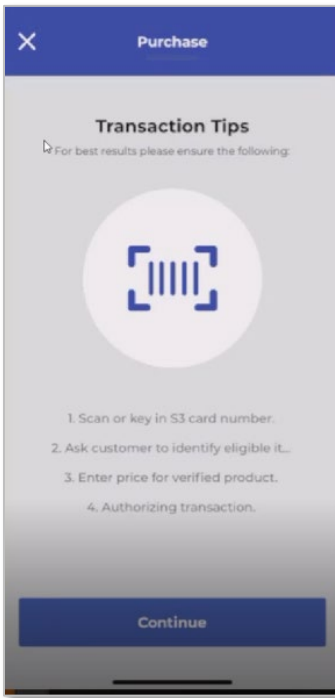


Note: For cardholders to be eligible for CVB purchases, they must have CVB benefits in their monthly benefit. Using the Bnft mobile app on their phone (which they can download via the iOS or Google app store) they can create an account and request a barcode, which they present to the farmer. Alternatively, if they do not have a phone capable of supporting the Bnft mobile app, they can use the cardholder web portal to create an account and print the barcode for presentation to the farmer.

The barcode includes a 'card number'. The card number is not the actual card number but a 'barcode' number.

7.0 Conduct a CVB Purchase

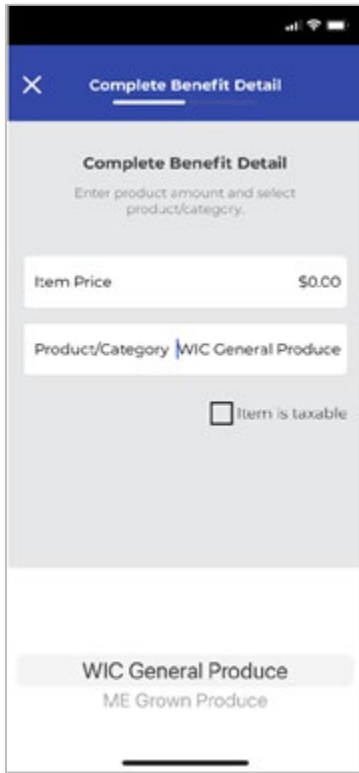
1. Select *Purchase* from the main menu. The S3 Merchant Link mobile app displays transaction tips. Once read, select **Continue**.



2. The *Product Scanner* screen displays. Scan the cardholder's barcode on their Bnft mobile app or from a printout (obtained from the cardholder portal) and select **Produce Item**.



3. Enter the **Item Price** and select the appropriate **Product/Category** from the list of eligible items displayed at the bottom of the screen, e.g., WIC General Produce.

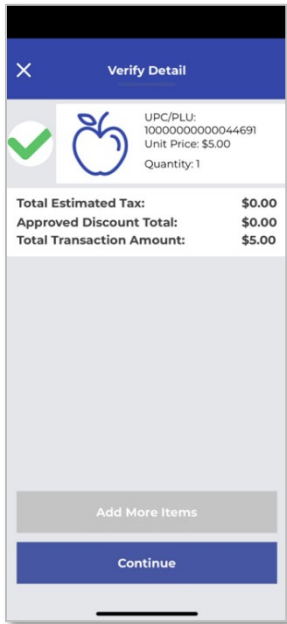


The screenshot displays the 'Complete Benefit Detail' screen. At the top, there is a blue header with a close button (X) and the title 'Complete Benefit Detail'. Below the header, the screen shows the following fields and options:

- Item Price:** A text input field containing '\$0.00'.
- Product/Category:** A dropdown menu with 'WIC General Produce' selected.
- Item is taxable:** A checkbox that is currently unchecked.
- Item List:** A list of items at the bottom of the screen, including 'WIC General Produce' and 'ME Grown Produce'.

Note: WIC food items are not subject to State tax. As such, do not select the **Item is taxable** check box.

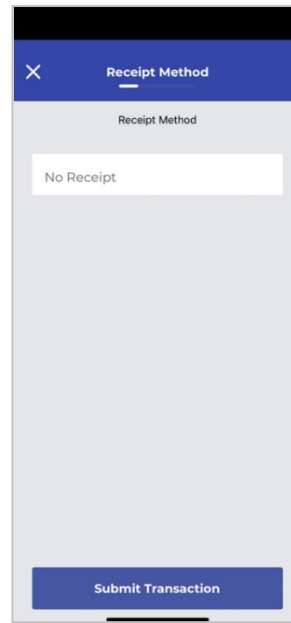
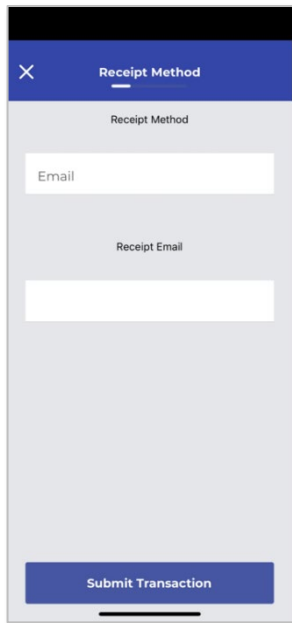
4. Select **Continue**. The screen displays the entered item details (with an image representing the product/category of the item, e.g., apple, potato, etc.) for verification.



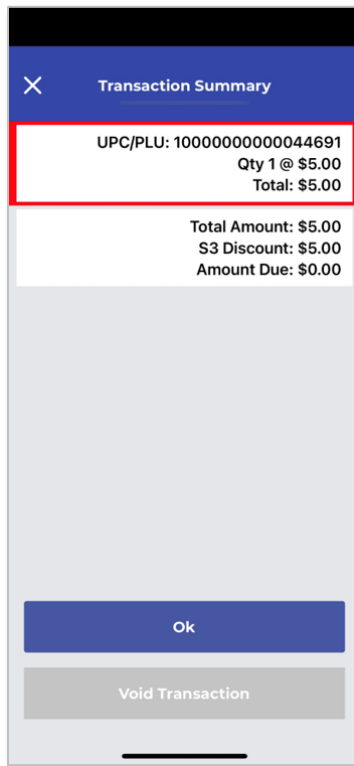
5. The S3 Merchant Link mobile app asks if you want to send a receipt. Select one of the following options:

- **Email** – Select this option to send the cardholder an email with a receipt of the transaction. Select the **Receipt Email** field, enter the cardholder’s email address, then select **Submit Transaction**.
- **No Receipt** – If the cardholder does not want a receipt, select this option. Select **Submit Transaction**.

Note: The cardholder can use the Bnft mobile app or cardholder portal to obtain information on their purchase.



6. The screen displays a transaction summary.

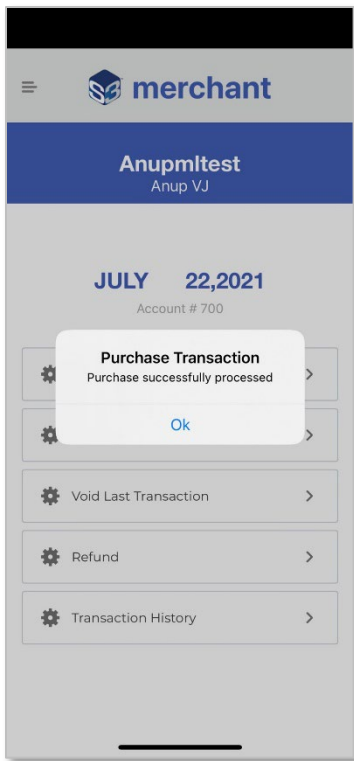


Select one of the following options:

- **OK** – Select this option if all items are eligible for the purchase (i.e., displayed in green) and the cardholder wants to proceed
- **Void Transaction** – Select this option if the cardholder wants to void the transaction for whatever reason

Note: You cannot void only one item. You must void the entire transaction.

7. On completing the purchase, the screen displays a notification message.

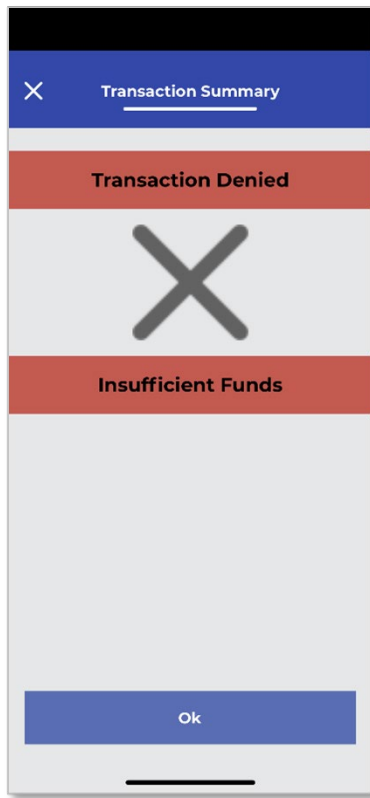


8.0 Insufficient Funds Transaction

If a transaction attempts to debit more benefits than is available, the transaction will be denied. This will be handled by the system without any user intervention. An error message will be displayed indicating the transaction was denied.

If there are insufficient funds to complete a transaction the following steps will occur:

1. Follow the steps in Section [7.0 Conduct a CVB Purchase](#).
2. After completing Step 6, select **OK** to complete the transaction. The following message will be displayed to indicate that there are insufficient benefits on the card to complete the transaction:



3. Should you receive this message, you should select **OK**. Once selected, you will be returned to the main menu.
4. Once back at the main menu, it is suggested that you run a balance inquiry to confirm the amount of the Fruits and Vegetables benefit available. After the balance is known, you can process a purchase for up to the remaining CVB balance.

Note: For cardholders to purchase amounts greater than their available balance, it is possible to use a different form of tender (e.g., cash, check, debit/credit card, etc.). However, these alternate tenders will need to be processed outside the S3 Merchant Link application.

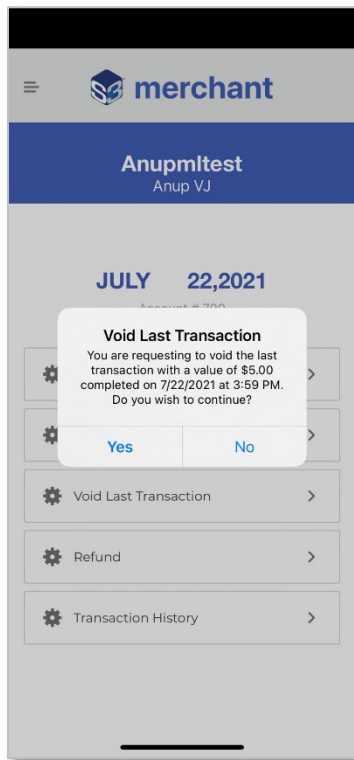
9.0 Void Last Transaction

You can use this option if a cardholder wants to void the transaction after it has been successfully completed (and they are still at your stand) or there was a problem with the last transaction.

To void the *last* transaction:

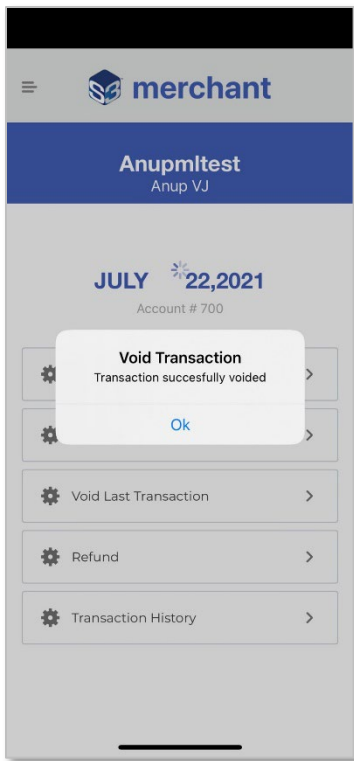
1. Select *Void Last Transaction* from the main menu.

The S3 Merchant Link mobile app displays the following:



2. Confirm the transaction details with the cardholder.

3. To proceed, select **Yes**. If successful, the screen displays a confirmation.



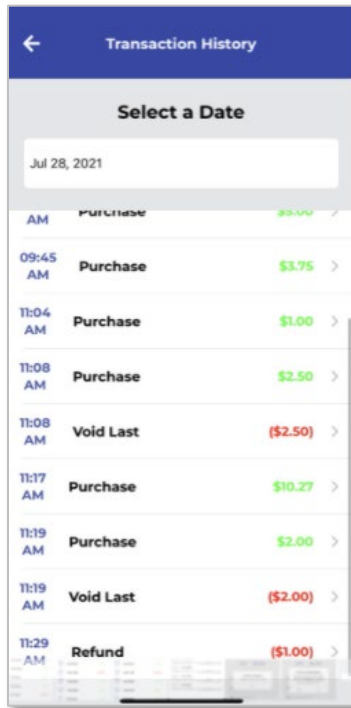
4. Select **OK** to return to the main menu.

10.0 View the Transaction History

To view the transactions for the current day or for a previous day:

1. Select *Transaction History* from the main menu.

The S3 Merchant Link mobile app displays the *Transaction History* screen.



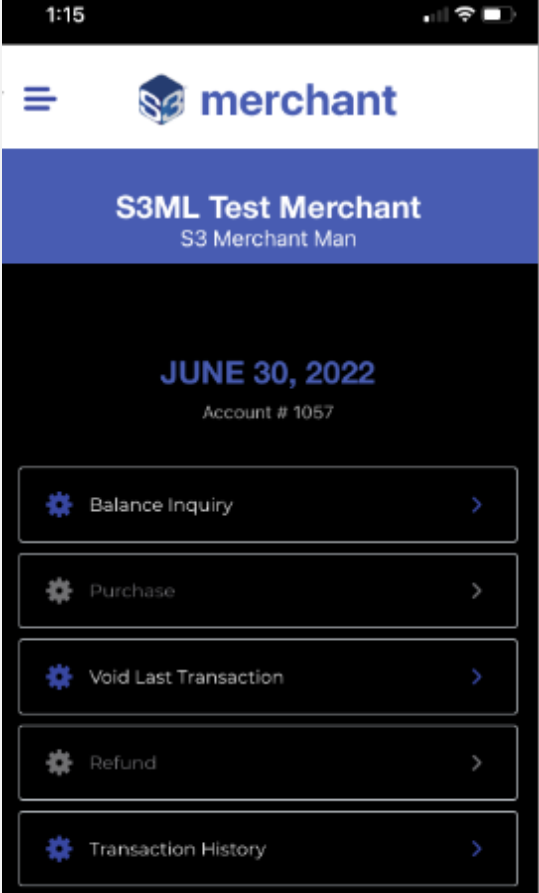
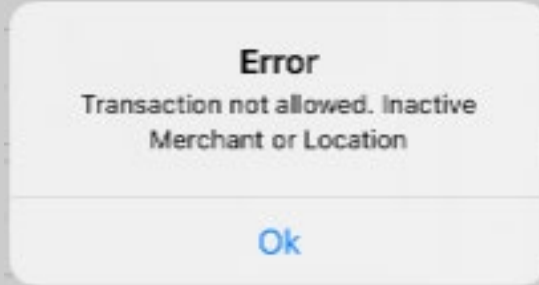
By default, the screen displays the transactions for the current day. Purchases are shown in green and voided transactions in red.

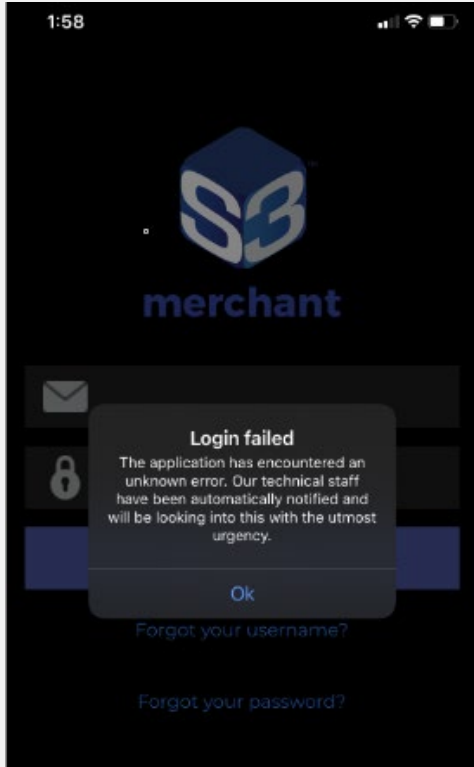
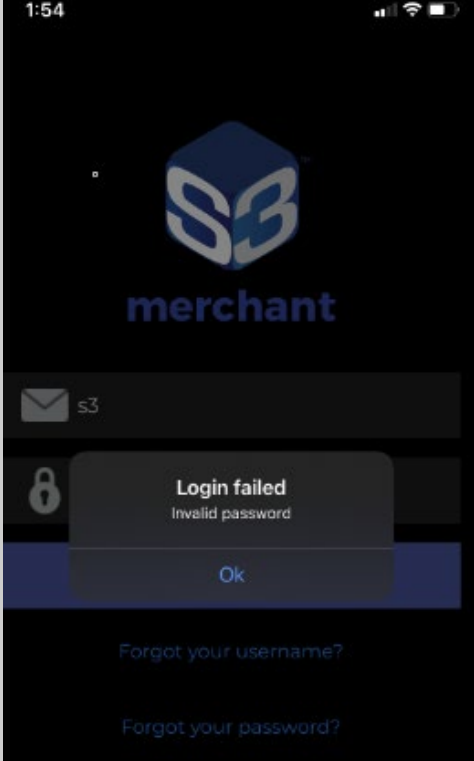
2. To view transactions on a previous date, enter the date at the top of the screen.

11.0 S3 Merchant Link App Issues and Troubleshooting

11.1. Common Errors

The following table shows common errors which users may encounter in the S3 Merchant Link app.

Common Error	Example
<p>Grayed Out Purchase/Refund Buttons</p>	
<p>Transaction Not Allowed – Inactive Merchant or Location</p>	

Common Error	Example
<p>Login Failed – Unknown Error</p>	
<p>Login Failed – Invalid Password</p> <p>The username and password are set up by the vendor during registration. The vendor can tap the Forgot your username? or Forgot your password? options at the bottom of the Login screen to obtain their username or reset their password.</p>	

11.1.1. Resolution Steps for All Common Errors

To resolve common errors, follow the steps below:

1. If logged into the S3 Merchant Link application, log out and close the application.
2. Uninstall the S3 Merchant Link application from your device.
3. Go to your device settings and check for system updates:
 - a. On an Apple device, navigate to *Settings > General > Software Update*
 - b. On an Android device, navigate to *Settings > About Phone > Check for Updates*
4. Update the device, if needed, to meet the application requirements.
5. Restart the device by turning the device off and then on.
6. Re-download the S3 Merchant Link application from the App Store (Apple) or Google Play (Android).
7. Log in to the S3 Merchant Link application.
 - a. If any options remain “grayed out” (e.g., the Purchase and Refund options), select the Ribbon Menu Key in the top left corner.
 - b. When the S3 Merchant Link application asks to track your location, you **MUST** select “Yes” or “Allow”.

Allow “Merchant Link” to use your location?

For retailers with multiple locations, S3 Merchant Link uses location information to determine where transactions occur.

8. If the S3 Merchant Link application does not ask to track your location when launched for the first time, you can update the application setting for your device.

To do this:

- a. Navigate to the *Device Settings* and search for the S3 Merchant Link application.
 - b. Under the *Location Settings* option for the application, select “Yes” or “Allow” to enable the S3 Merchant Link application to track the device’s location.
9. Return to the S3 Merchant Link application and log in using the **Username** and **Password** you selected during registration.

If issues continue, please contact support@s3merchantlink.com and provide the following:

- Your Vendor Name and Vendor Number
- Your S3 Merchant Link Username
- A detailed description of the issue you experienced

11.2. Location Tracking Issue

1. If logged in to the S3 Merchant Link application, log out and close the application.
2. Update the S3 Merchant Link application settings in your device's settings to "Allow" location tracking.
To do this:
 - a. Navigate to the *Device Settings* and search for the S3 Merchant Link application.
 - b. Under the *Location Settings* option for the application, select "Yes" or "Allow" to enable the S3 Merchant Link application to track the device's location.
3. Return to the S3 Merchant Link application and log in using your **Username** and **Password** you selected during registration.
4. If the issue persists, uninstall the S3 Merchant Link application from your device.
5. Re- download the S3 Merchant Link application from the App Store (Apple) or Google Play (Android).
6. Log in to the S3 Merchant Link application.
 - a. If any option remain "grayed out", select the Ribbon Menu Key in the top left corner.
 - b. When the S3 Merchant Link application asks to track your location, you **MUST** select "Yes" or "Allow".

Allow "Merchant Link" to use your location?

For retailers with multiple locations, S3 Merchant Link uses location information to determine where transactions occur.

If issues continue, please contact support@s3merchantlink.com and provide the following:

- Your Vendor Name and Vendor Number
- Your S3 Merchant Link Username
- A detailed description of the issue you experienced

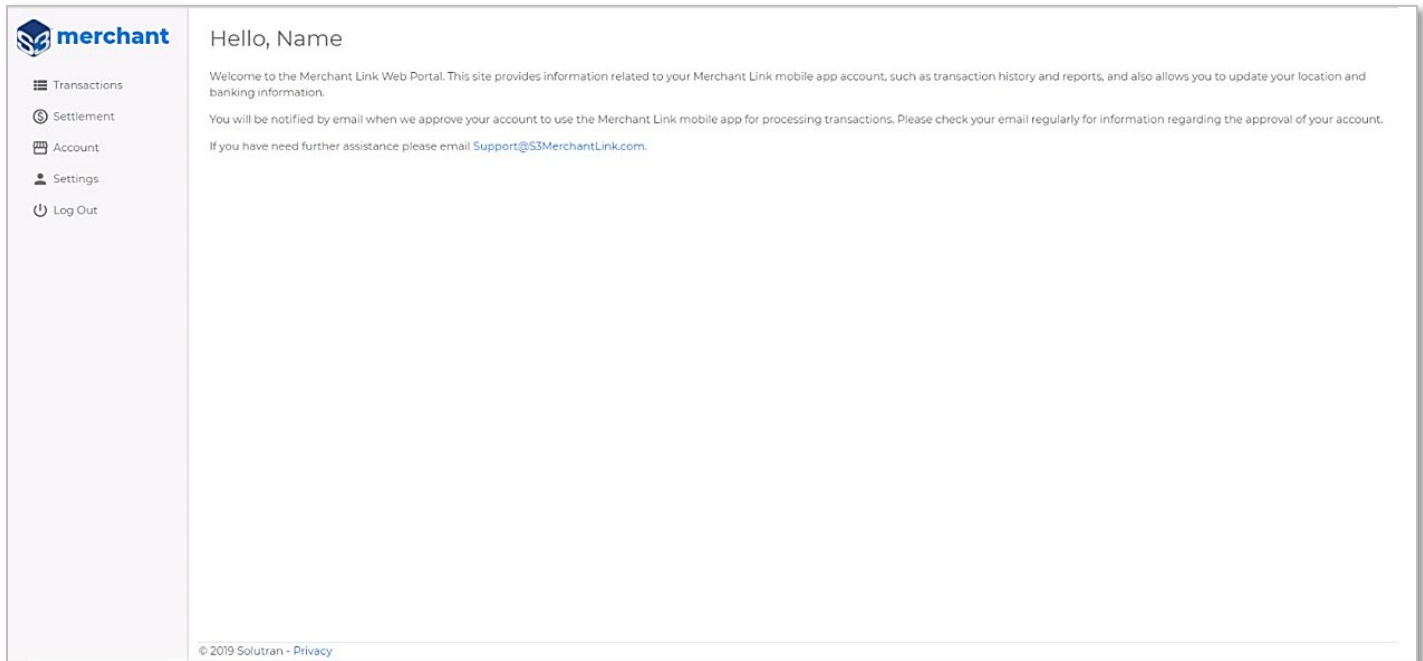
12.0 Merchant Link Web Portal

The Merchant Link web portal (S3merchantlink.com) provides information related to a farmer's Merchant Link mobile app account such as transaction history and reports and settlement details. It also allows farmers to update their account profile details including contact and banking information, location(s), users, and owner settings and passwords.

Note: This option is only available to administrators. Clerks do not have access to personal information.

12.1. Home Page

On accessing the Merchant Link web portal using your username and password, the portal displays the *Home* page.



The left of the page displays the following options:

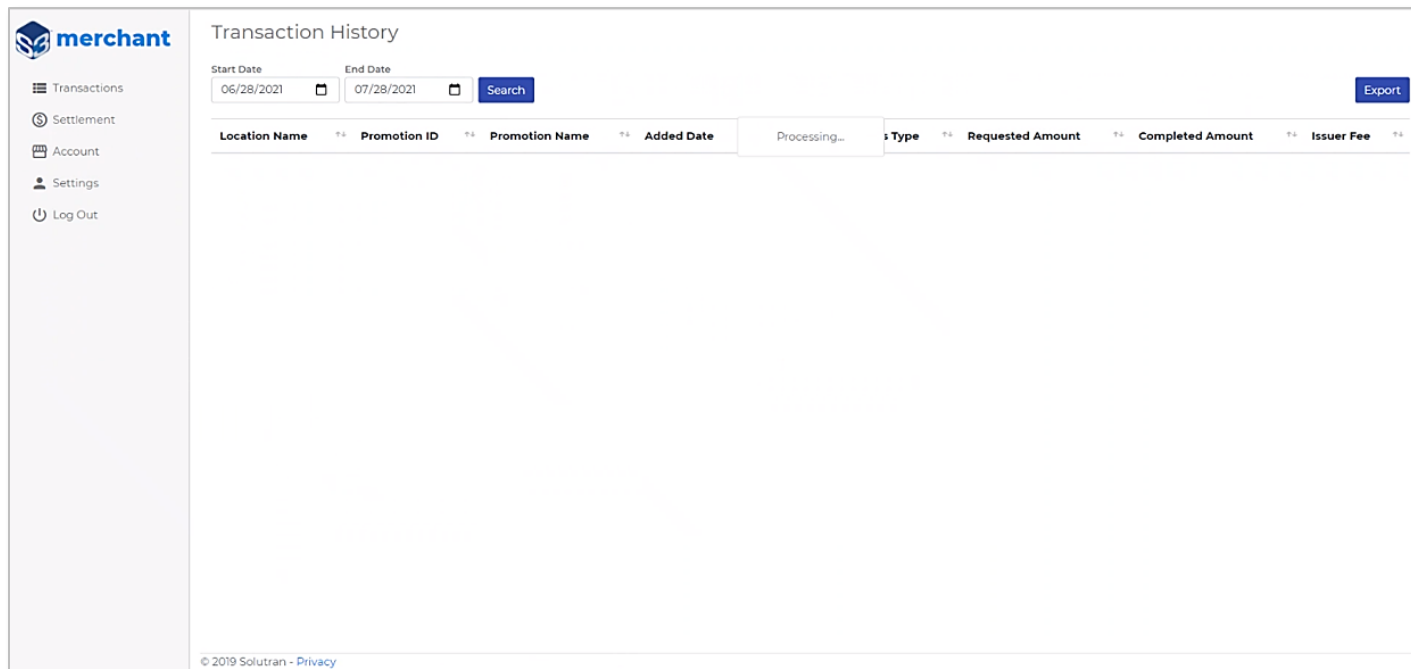
Main Menu Option	Description
Transactions	Select this option to view transactions. For details, see Section 12.2 Transaction History .
Settlement	Select this option to view settled transactions, i.e., cleared by the bank. For details, see Section 12.3 Settlement .
Account	Select this option to view and manage your account details, including contact and banking information, locations, and users. For details, see Section 12.4 Account .
Settings	Select this option to view and manage your owner settings and password. For details, see Section 12.5 Settings .
Log Out	Select this option to log out of the portal.

12.2. Transaction History

To view the transaction history, proceed as follows:

1. Select *Transactions* from the menu options displayed on the left of the portal.

The portal displays the *Transaction History* screen, which displays transactions for the current day.



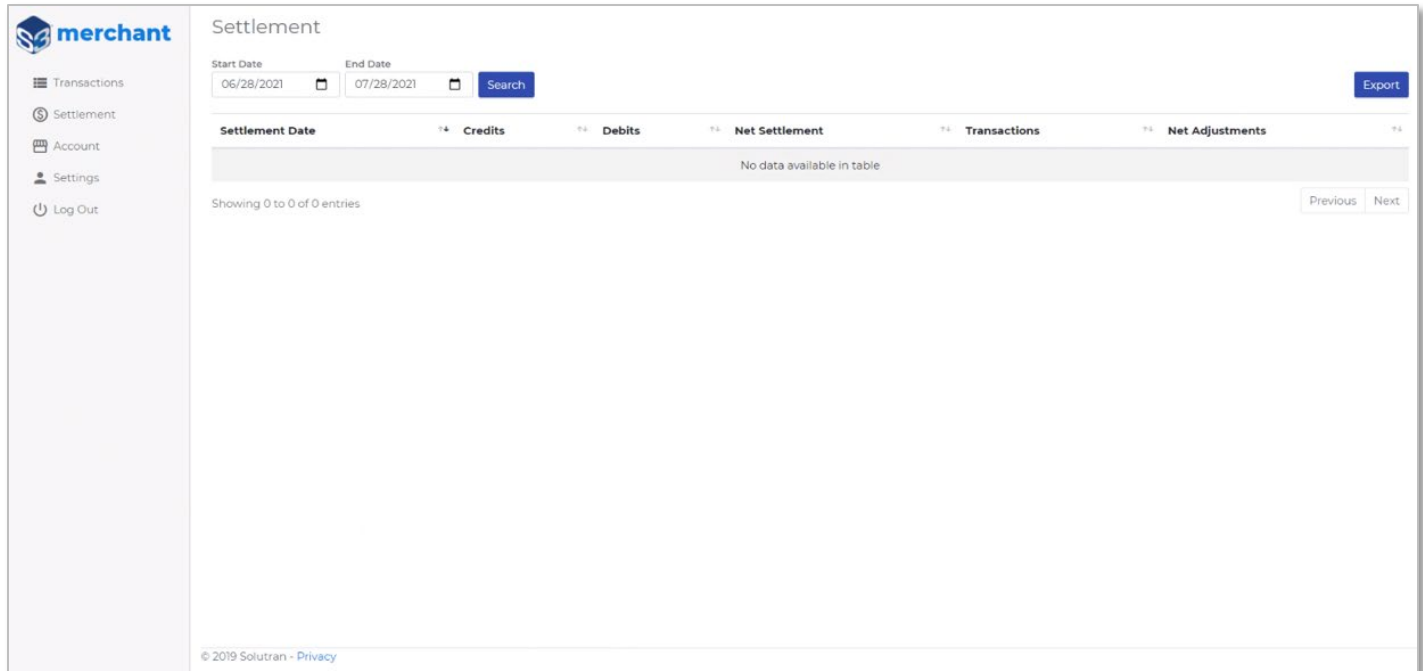
2. To view transactions for previous days, use the **Start Date** and **End Date** fields and click **Search**.
3. To download the transactions, click **Export**.

12.3. Settlement

To view settled transactions, proceed as follows:

1. Select *Settlement* from the menu options displayed on the left of the portal.

The portal displays the *Settlement* screen, which displays settled transactions for the current day (i.e., transactions cleared by the bank).



2. To view settlement history for previous days, use the **Start Date** and **End Date** fields and click **Search**.
3. To download the settlement history, click **Export**.

12.4. Account

Use the *Account* screens to manage your account, including contact and banking information, locations, and users.

To access the account screens, select *Account* from the menu options displayed on the left of the portal.

The portal displays the *My Account* screen – **Contact Information** tab, which displays your contact details. You can access other account information by clicking on the other tabs at the top of the *My Account* screen (i.e., **Banking Information**, **Locations**, and **Users**). Information on each of the tabs is provided in the sub-sections below.

12.4.1. Contact Information

1. To access the account contact information, select *Account* from the menu options displayed on the left of the portal. The **Contact Information** tab displays by default.

The screenshot shows the 'My Account' page with the 'Contact Information' tab selected. The sidebar menu on the left includes: Transactions, Settlement, Account, Settings, and Log Out. The main content area has four tabs: Contact Information (highlighted with a red box), Banking Information, Locations, and Users. The Contact Information tab contains the following fields:

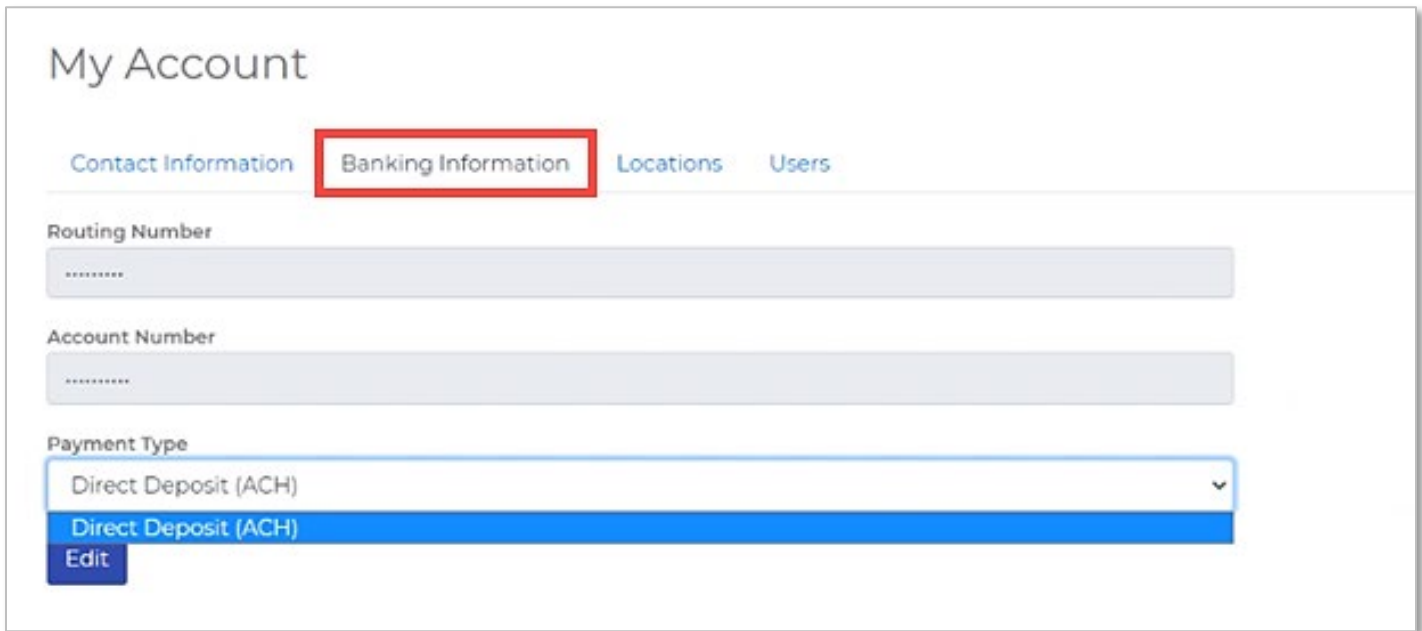
- Merchant DBA Name
- Address 1
- Address 2
- City
- State
- Zip
- Corporate Tax Identification Number (TIN/EIN)
- Company Legal Name (tied to your Tax ID)
- First Name
- Last Name
- Phone
- Mobile Phone
- Email

A blue 'Save' button is located at the bottom left of the form. The footer of the page reads '© 2019 Solutran - Privacy'.

2. You can edit the contact details and click **Save** to save the details.

12.4.2. Banking Information

1. To view or edit your account’s banking details, click the **Banking Information** tab at the top of the *My Account* screen.
2. Click **Edit** to edit the routing number, account number, or payment type.



12.4.3. Locations

1. To view or edit your locations, click the **Locations** tab at the top of the *My Account* screen. The portal displays a list of your locations, including the name of the location, city, and State.



2. To view or edit a location’s details, click the **Name** for the location. The portal displays the location’s details.

- To add a location, click **Add Location** on the right of the screen. The portal displays the *Add Location* screen for you to add a location. Once entered, click **Save**.

My Account

Contact Information Banking Information **Locations** Users

Add Location

Location Name

Address 1

Address 2

City

State

Zip

Location Phone

Time Zone

First Name

Last Name

Phone

Email

Location Email

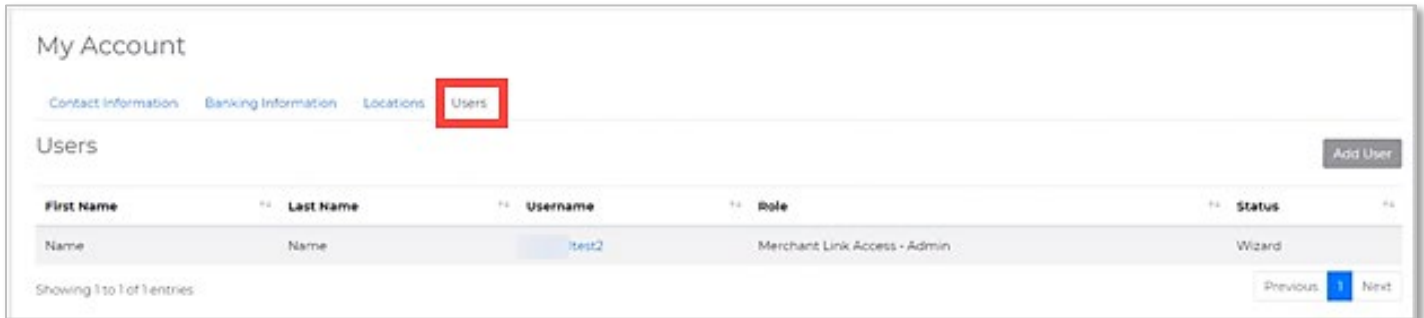
Tax Rate
 %

Save **Cancel**

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12.4.4. Users

1. To view, edit, or add a user, click the **Users** tab at the top of the *My Account* screen. The portal displays a list of users.



2. To view more details for a user, click the **Username** link for the user.
3. To add a user, click **Add User** on the right of the screen.

The portal displays the *Add User* screen for you to add a user. Once added, click **Save**.

The screenshot shows the 'Add User' form. At the top, there are navigation tabs: 'Contact Information', 'Banking Information', 'Locations', and 'Users'. The 'Users' tab is highlighted with a red box. Below the tabs, the title 'Add User' is displayed. The form contains the following fields: 'First Name' (with a placeholder 'First Name'), 'Last Name' (with a placeholder 'Last Name'), 'Email' (with a placeholder 'Email'), and 'UserName' (with a placeholder 'Username'). Below the fields are two radio buttons: 'Clerk' (selected) and 'Admin'. At the bottom of the form are 'Save' and 'Cancel' buttons. Below the buttons is a note: 'When you create a new user in the Clerk role, they will be granted access to the mobile app and an email will be sent to them with download instructions and a temporary password. When you create a new user in the Admin role, they will have access to both the mobile app and this web portal, and they will also receive an email with a temporary password.' At the bottom left of the page, it says '© 2019 Solutran - Privacy'.

Note: Only users with admin rights are allowed to access the Merchant Link Web Portal. These users are the only ones that can view and update information in the Merchant Link Web Portal. However, *all* users (i.e., admins or clerks) can access the S3 Merchant Link mobile app and process transactions.

12.5. Settings

The Settings option allows you to view or edit the owner settings and passwords.

To access the settings, proceed as follows:

1. Select *Settings* from the menu options displayed on the left of the portal.
The portal displays the *Settings* screen, which displays your contact information.
2. If you make any changes, click **Save** to save the details.

Settings

Contact Information Passwords

FirstName
Name

LastName
Name

EmailAddress

PrimaryPhone

SecondaryPhone

Title

Dept/Unit/Name

Address

Address2

City

State

Zip

Save Cancel

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3. To make any password changes, click the **Password** tab at the top of the *Settings* screen. The portal displays the *Password* screen.



The screenshot shows the merchant portal's Settings screen. On the left is a navigation menu with options: Transactions, Settlement, Account, Settings, and Log Out. The main content area is titled 'Settings' and has a sub-tab 'Password' highlighted with a red box. Below the sub-tab are four input fields: 'Password', 'New Password', and 'Confirm Password'. At the bottom of the form are 'Save' and 'Cancel' buttons. A copyright notice '© 2015 SoluTran, Inc.' is visible at the bottom left of the page.

4. To change your password:
 - In the **Password** field, enter your current password.
 - Enter your new password in both the **New Password** and **Confirm Password** fields.
 - Click **Save**.