

Farmers Market User Guide

DOUBLE UP FOOD BUCKS APPLICATION | EPIC TECHNOLOGY

“BRING YOUR OWN DEVICE” (BYOD)

If you are using your own device, see set-up steps on the next page.



SIGN IN

1. Locate the “FRESH INCENTIVES” application (apple or carrot icon) on your tablet.
2. Enter your e-mail address & password.
3. Set your market location.



SPEND DOUBLE UP

1. Click on “SPEND”
2. Enter the \$ amount of “LOCAL PRODUCE” (DUFB eligible items)
3. Enter the \$ amount of “OTHER SNAP”
4. Click the GREEN ARROW (top right)
5. Swipe or Scan Double Up Food Bucks (DUFB) Card
6. Press the green CHECKMARK (top right)
7. Receipt - Customers can enter their email address to receive an electronic copy of their receipt, the Press “SEND” to email customer. For a printed version press “EMAIL MANAGER”
8. Complete Sale by pressing “OK”



CHECK BALANCE

1. Press “CHECK BALANCE”
2. Swipe DUFB Card
3. Balance appears
4. Press “OK”



HISTORY & REPORTS

1. Click on “HISTORY”
2. You’ll see transactions listed from newest to oldest
3. You can click on an individual transaction to see more information
4. To find daily totals click on the “TOTALS” tab
5. Click on the tabs along the bottom to review detailed reports



Bring Your Own Device

SET UP “BRING YOUR OWN DEVICE” (BYOD)

To download the application on your own device:

1. Click on the GOOGLE PLAY STORE ICON on your Device:
2. Download the application:

ANDROID

- Type the following in the search box: “FRESH INCENTIVES”
- Click on “FRESH INCENTIVES” App + complete download

APPLE/iOS DEVICE

- Type the following in the search box: “DOUBLE UP FOOD BUCKS”
- Click on “DOUBLE UP FOOD BUCKS” icon + complete download



Market Manager Functions



NEW CARD SIGN UP

1. Press "NEW CARD"
2. Swipe **new** DUFEB Card
3. Swipe State EBT Card
4. Enter contact information (zip code required; we prefer to gather as much info as possible – in case of lost card)
5. Press "SUBMIT"
6. Press "ACCEPT" Marketing Policy & Privacy Policy



LOAD FUNDS (Earn DUFEB)

1. Swipe State EBT Card through regular terminal as usual
2. On Tablet Press "LOAD CARD"
3. Enter total SNAP sale as "EARN AMOUNT"
4. Swipe DUFEB Card
5. Swipe State EBT Card
6. Press "CONFIRM"

Even if SNAP sales are more than daily cap, enter the entire amount. The app will automatically cap daily DUFEB earning.



REPLACE CARD

1. Press "REPLACE CARD"
2. Swipe State EBT Card
3. Swipe **new** DUFEB Card
4. Press "REPLACE"
5. Click green checkmark (top right corner of screen) to finish and return to Main Menu

Once "REPLACE" is pressed, the old DUFEB card will be invalidated. Any remaining balance will be transferred to the new DUFEB Card.

REPORTING TOOLS

To view reports go to: <https://admin.mydoubleup.com>




Frequently Asked Questions

CARD READS INVALID

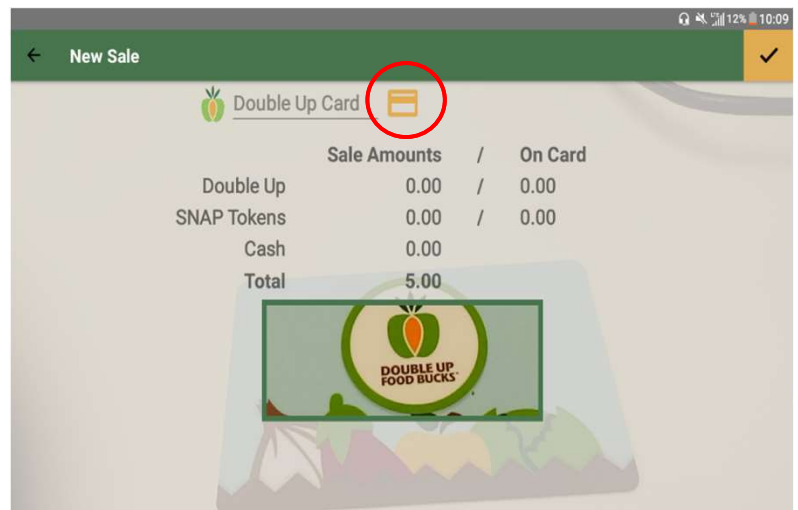
If a loyalty card reads “invalid” upon swiping for payment, this means the card is not found and the card is not yet linked to a shopper’s account. The customer will need to be given a new replacement card.

CARD READER NOT RESPONDING

1. Make sure the card reader is connected & recognized.
2. An  ORANGE ICON will indicate the card reader is connected. *If the icon is grey the card reader is not connected.*

IF THE CARD READER IS NOT CONNECTED

1. Unplug the Card Reader.
2. Turn volume all the way up.
3. Reinsert the card reader.
4. The card reader indicator should now be orange



HOW DO I VOID A TRANSACTION?

You can only void the last completed transaction

1. Select “HISTORY”
2. Click on the last transaction to view the receipt screen.
3. Press “VOID TRANSACTION”

IF THE TRANSACTION IS OLDER: Please provide the market manager with the DUF B Card number. The manager will log into the administrative portal to void the transaction.

WHAT IF A SHOPPER HAS A REPLACEMENT EBT CARD?

- The user should call the number on the back of their Double UP card. *
- An administrator will edit their account. - The old EBT # will be deactivated and the new EBT # will be connected to their DUF B account
- *If both the State EBT # & DUF B # has been lost, it maybe more difficult to transfer balances.*

HOW DO I REVIEW RECEIPT IN ANOTHER LANGUAGE?

To see the receipt in Spanish or Arabic, switch between languages by pressing on the arrow directly above the ‘OK’ button.



More Resources

SEE MORE REPORTS

1. Vendors can log into <https://mydoubleup.com> on a PC or Phone with the same email and password that is used in the application.
2. Click REPORTS from the left menu to see a list of reports.
3. Select the report from the drop down.

Currency Data: Shows reports for each type of currency (SNAP EBT or DUFB). Use this report to calculate how much DUFB you have collected. You will need to run a separate report for SNAP EBT.

Sale Data: Shows a report for the number of sales and amount. NOTE: “sales” include SNAP, DUFB, and Cash

SHOPPER ON-LINE TOOLS: CHECK BALANCE

Customers can check their own balances!

1. They can create an online account at www.mydoubleup.com
2. Once they've created their account they'll see all their DUFB information all in one place.

TECHNICAL DIFFICULTIES

If you experience technical difficulties:

Epic is available for questions and support, and can help with any tablet issues.

Call: 866-259-2934, Option 2

DOUBLE UP FOOD BUCKS PROGRAM SUPPORT

Email us! info@doubleupnys.com

Call us! 1-800-682-5016

Resources and more: www.doubleupnys.com