# Frequently Asked Questions
# Using Maryland eWIC Cash Value Benefits at Farmers Market

Do I need a separate machine?
- No, the only equipment required is a smart phone or tablet with a data connection.

Can we use both Android and Apple? How about a tablet?
- The app will work with Apple or Android phones. The app will work on tablets if the tablet has a data package. See operating system requirements below.

Do I need Wi-Fi to connect?
- No, you do not need Wi-Fi; you only need a data connection for both phones and tablets. 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 v14.0 or later

Do I need to do a separate application from my FMNP authorization?
- No, if you are authorized for FMNP, you can be set-up to accept WIC CVB.

Do I have to sign up now or can I do it later?
- There is no deadline to sign up, you may do so at any time.

How do I sign up?
- Email andrea.tompkins@maryland.gov and she will forward your information to Solutran. You will then receive an email invitation to sign up.

Can you add locations later in the season?
- Yes, locations can be added at any time.

Can you add users as you go?
- Yes, you can add users at any time.

How do we get paid?
- Payments are made by ACH deposit two business days after settlement date.

Will my employees see my bank information?
- Only persons with Admin rights can see the banking information. Users that are set up as clerks cannot see your banking information.

Can I use TotilPay instead of Merchant Link?
- Yes. If you have a TotilPay account, eWIC can be added at no charge to you. Please get in contact with Totlipay to set that up.

Is the S3 Merchant Link free?
- Yes, it is free. There are no set up, transactional, or cancellation fees.

Troubleshooting, what if I need help? Who do I contact?
- If you need help, you will contact S3 Merchant Link Support at support@s3merchantlink.com or 866-730-7746.

Is there signage available to let participants know I accept eWIC at my stand?
- Yes, you will be provided signs that say, "Maryland WIC Accepted Here".

How will participants access their benefits without a mobile phone?
- Participants will be able to sign in to their "My BNFT" account on a computer and print a barcode to take with them to the market.

Will the barcode expire?
- Yes, the barcode will only be good for 30 days. Participants will need to generate a new bar code every 30 days. The barcode can be used an unlimited number of times until it expires, or the participant's benefits are used up for that month.

Who is scanning the actual code and with what device?
- The participant will pull up a bar code on their phone, or present a paper version, and the farmer will scan it with his/her phone or tablet.

Do I need a separate scanner to scan the barcode?
- No, the app has a built-in barcode scanner.

Can the participant pay cash if their order is more than their benefit balance?
- Yes and No. Mixed tenders are not supported in this app, the transaction would be denied if the total WIC CVB purchase exceeds their benefits balance. The farmer and participant can work together to get as close to the maximum as possible without going over. Any overages will need to be paid for with cash or a different tender in a separate transaction.

Is this going to replace the green eWIC card?
- No, participants will still need their card to shop in the grocery store or to use with a farmer that uses TotilPay. The card will not be needed for farmers using the S3 Merchant Link app.

Can we help participants sign up at the market?
- Absolutely! We can provide you with instructions to help participants sign up.

What is the State going to do for those who don't have smartphones or tablets?
- All federal programs are moving towards electronic processing of transactions. Farmers without means to process transactions will not be able to participate in eWIC.

Do we have plans for helping the Amish community?
- Unfortunately, we do not have a solution to help farmers that don't use electronic devices, but are working on it.

Who do I contact if I have any questions about S3 Merchant Link?
- You can contact Andrea Tompkins with the Maryland WIC Program at andrea.tompkins@maryland.gov or (410) 746-7162. Make sure you provide your farm name, ID # and a phone number.