### Beginning of the Day

#### Login
Locate the Fresh Incentives application on the tablet.
Your email address is ________________
Your temporary password is ________________

*Note: you will be asked to change your password every 90 days.*

#### Set Your Location
If you are a member of multiple locations. You will need to select the location you are at for the day.

#### Main Menu

**Community Partners:**
Community Partners have additional buttons for:

- [LOAD CARD] – Add Funds to a Market Card
  *(screenshots to come)*

- [REPLACE CARD] Issue a replacement Market Card
  Click “Replace Card” button, swipe I.D or manually input I.D. then swipe or manually input new Market Card. *(Screenshots will come be placed later)*

- [NEW CARD] Signup a new cardholder
  - PUID is the cardholder's State I.D
  - A second I.D can be added when issuing a card to a new cardholder
  - Be sure to select the organization the cardholder is a part of.
  - This feature is also where you can update cardholder information

- [BALANCE] – Check Balance on Market Card
Load

Click [Load] on the Main Menu.

Scan/Swipe/Key Enter the Market Card Number

Note for scanning: Under camera preferences you can set up rear camera. You can only use this function on Market Cards (not PUID’s).

Swipe, or Key enter the State ID or PUID
The system will automatically calculate the load amount for the family.

Note: You can override the calculated amount if you choose to.

Press the [Arrow] in the top right to advance to next screen to complete the load.

IF THE CARD WILL NOT SWIPE:

Make sure the card reader is recognized. An [green icon] shows that a card reader is connected.

If the card reader is not connected. Unplug the card Reader. Turn up the volume on the tablet. And reinsert the card reader. The card reader indicator should be Green

After a completed load a receipt will be displayed.

Enter email and press [Send] to email the customer a receipt.

In the event of an error you can by clicking the button in the bottom left of the screen. This will only cancel the last load transaction.

Press [OK] to return to the Main Menu.

You can click this button to change the language.
You can choose from English, Spanish and Arabic.
Click [New Card] on the Main Menu.

Scan/Swipe/Key Enter the Market Card Number

Swipe, or Key enter the State ID or PUID

Note: You can add secondary ID at the time of creating a new card.

After both cards have been successfully entered, the card input boxes will have highlighted blue and user information input boxes for Name, Address, Phone number, Household Size, and Child Count will appear.

Note: If you are updating a card the user information stored in the system will be displayed for you to edit.

Fill in the user information. Information marked with a "**" are required.

Press the [Check Mark] in the top right to advance.

The system will prompt for the user to accept the Privacy Policy and again for the Marketing Policy. Please show the screen to the cardholder so they can review and accept the policies.

After both policies have been accepted a message will appear welcoming the cardholder to the program.

Press [Ok] to return to the Main Menu.

IF THE CARD WILL NOT SWIPE:

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If the card reader is not connected. Unplug the card Reader. Turn up the volume on the tablet. And reinsert the card reader. The card reader indicator should be Green.
**Reports and History**

On the Main Menu select [ HISTORY]

A list of transactions is displayed from newest to oldest.

You can click on a transaction to get more information.

*Note: Spend Total includes Sale Amounts Cash, & Market Card Transactions.*

To find daily totals pull the [ DETAILS] tab leftward from the right side of the screen.

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**Balance**

Click [ BALANCE] – on the Main Menu.

*Enter the Card Number.*

*Note: You can Swipe/Manually Enter/ Take Photo of Card Number*

The Card Balance should pop up automatically.
You can log into [https://freshincentives.com](https://freshincentives.com) on a PC or Phone with the same email and password that is used in the app.

Click REPORTS From the left menu to see a list of reports.

Click SELECT A REPORT under Reports and scroll down until you see CURRENCY DATA

Click CURRENCY DATA

**Note:** Currency Data shows reports for each type of currency. Use this report to figure out how many Hoophouses for Healthy-Market Card transactions you have processed.

Once you have licked CURRENCY DATA three tabs should appear under it being; CURRENCY, TARGET DATA, & OUTLETS.

On the CURRENCY tab click on Hoophouses for Health

On the TARGET DATA tab make sure it’s on EARN AND SPEND.

On the OUTLETS tab click the market you sold at that you want to view the reports for.

**Note:** If you sell in one or more markets you can click them as well in this tab.
Once you have added the market you are selling at you can move forward to the calendars.

The calendar to the left is where you can click on the Start Date you would like to see.

The calendar to the right is where you can click on the End Date of what you would like to see.

Once you have selected your Start and End Date you can click on RUN REPORT.

The report will generate. By scroll down you will be able to view your report.

FAQ

I made a mistake, how do I Void a Transaction?

Vendors can void the last transaction only. This feature is located on the receipt screen. This feature is also located under [HISTORY] by clicking on the last transaction to view the receipt screen. Press [Void Last Transaction]

If the transaction is older. Please provide the MIFMA the-Market Card number. A Manager can correct a transaction by using the https://freshincentives.com website to search for the card number and fix the transaction.

How can I see more reports?

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

Community Partners can log into https://freshincentives.com on a PC or Phone with the same email and password that is used in the application. Click REPORTS From the left menu to see a list of reports. Select the report from the drop down.

Currency Data: Shows reports for each type of currency. Use this report to figure out how much Hoophouses for Healthy Market Card transactions you have collected.

Sale Data: Shows a report on the number of sales and amount. Note sales include Incentives Market Card Transactions and Cash