

Troubleshooting Tips

Sign in to S3 Merchant Link mobile app on your mobile phone. Use your unique username on the envelope icon. This is NOT the email it is the unique username you created.



After password reset, I can't log in to my account, "Invalid password".

It is recommended to uninstall and reinstall the S3MerchantLink App after a password reset.

WIC customer brings me their eWIC card.

Ask customer to download BNFT app or scan the QR code on the yellow poster. The



WICShopper app cannot be used to shop with WIC farmers.

It won't let me click on purchase or balance inquiry.

Make sure that your phone settings are allowing Merchant Link to access your camera and location. To do this, go to your phone's settings, scroll to find the Merchant Link app, and make sure that your camera and location settings are allowed.



It is difficult to scan barcode.

If you are unable to scan a barcode from a participant's device, then you can manually type in the number below their bar code.

Be patient with the app as your internet connection may be slow. It may take a few seconds for the data to be retrieved in the app.



Maine WIC Famer Redemption Process

S3 Merchant Link (S3ML) Mobile App Steps



1. WIC customer will provide a barcode (generated by their mobile BNFT app or printed, eWIC Card number is invalid)
2. On your smart phone open S3ML mobile App. Select **Purchase** from the main menu
3. The S3ML mobile app displays transaction tips. Select **Continue**
4. 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**.
5. Enter the Item **Price** and select the appropriate Product/Category from the list for ME Grown Produce or WIC General Produce for grown outside Maine.
6. The screen displays the entered item details (Enter price: \$5.00 & category: ME Grown Produce).
 - The S3 Merchant Link mobile app asks receipt method email or no receipt. Select option and submit transaction.
7. The screen displays a transaction summary. Select one of the following options:
 - OK or Void Transaction
8. On completing the purchase, the screen displays a notification message.
 - **Purchase successfully processed**

Maine WIC : 207-287-3991 or WICVendor@maine.gov
S3ML [support@s3merchantlink.com](mailto:s3support@s3merchantlink.com) or call 833-532-1650



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