

# FREQUENTLY ASKED QUESTIONS



365Pay

## SETTING UP AND FUNDING YOUR ACCOUNT

- 1. I have funds loaded on my Market C account. How do I transfer those funds to the 365Pay app?**  
At Market C kiosk, use Manage Account to log in to your account. On your phone, download the 365Pay app from the Google Play or App Store. When the app opens on your phone, select “I have an account, but need a password.” Then choose “Scan QR code from Kiosk. Follow instructions on phone. Log out of kiosk.
- 2. Where do I download the app and is there a cost to the app?**  
The app is free of charge and available from Google Play or App Store.
- 3. Can I load value to my 365Pay app via a desktop or website?**  
Yes, visit MyMarketAccount.net and log in with your app login and password.
- 4. Can I load cash to my account?**  
Yes, cash may be loaded at the Market C kiosk by using the Manage Account function. Follow on-screen instructions.
- 5. Are the 365Pay app and Market C the same account?**  
After transferring funds from your Market C account to 365Pay app, you will have only one account. You may continue using your Market C account card, fingerprint or 365Pay app to access your new 365Pay account and funds.
- 6. Can I change my PIN and password on the 365Pay app for the Market C kiosk?**  
Absolutely. Use the Manage Account functionality and follow on-screen instructions.

## USING YOUR ACCOUNT

- 7. How do I use the 365Pay app to pay for food and beverages?**  
The app generates a square QR code. The square QR code is scanned at cafés, Market C locations, or designated vending machines as a form of payment.
- 8. Can I use my registered fingerprint to pay at the café?**  
Not at this time. You may use your Market C account card or 365Pay app.
- 9. How does auto-reload work?**  
In the 365Pay app, you may designate a reload trigger and amount to replenish your account. The 365Pay app will use the specified credit or debit card to complete the transactions.
- 10. Is the information from my purchases shared with my employer?**  
Your specific information is never shared with your employer. We may provide aggregate location information to an employer if requested.
- 11. Can I use my Market C account card to make purchases in the café?**  
Yes, you are able to use your Market C account card in the café.
- 12. Will I be able to see my purchase detail?**  
Yes, you will be able to review all transaction data (loading of funds and spending history), as well as items purchased at Market C.
- 13. How will app purchases show on my credit card statement?**  
Most purchases will appear from our software provider: 365, TROY MICHIGAN.

## TROUBLESHOOTING

- 14. I never had a Market C account card or registered my fingerprint. Why can't I access the kiosk with my login and PIN?**  
With the upgraded kiosk software, your previous login and password will no longer be recognized. Please contact your local AVI representative at the phone number posted at the Market C store or visit AVIMarketC.com.
- 15. How do I obtain a refund if I no longer choose to use the 365Pay app?**  
Use the Contact Us feature within the app to initiate a refund.
- 16. I created a new account on 365Pay and can't transfer my Market C funds to the 365Pay account. How do I combine?**  
To merge the accounts, please contact AVI at the phone number posted at the Market C store or visit AVIMarketC.com to send us your request through the contact us form. Include your 365Pay account and Market C account information.
- 17. I lost my Market C Account Card. How do I disable it?**  
You may delete your account number under the Manage Account functionality in the 365Pay app or at the Market C kiosk. If you have a security issue, please contact AVI at the phone number posted at the Market C store or visit AVIMarketC.com.