

Market Day Food Stamp & Debit Services

I. Pre-Market Preparation

- A. Double check that you have all the following supplies in one tote bag/box:
 - 1. Electronic Card Machine with carrying case and extra paper rolls.
 - 2. Receipt Box – use for lost sales notes and paper receipts from transactions
 - 3. Tokens – have separate bags/boxes for \$1 and \$5 tokens
 - 4. Blank note cards – to record lost sales
 - 5. Blank 8 ½ x 11 Envelope – for Vendor Return Tokens and Reimbursement Form
 - 6. Fanny pack/bag – for “cashier drawer” at the market to store all returned tokens
 - 7. Name Tag for your name and to advertise EBT services.
 - 8. Notebook – for machine instructions, records and resource contacts.
 - 9. Calculator, stapler, pen, etc.
- B. Confirm before every market.
 - 1. Quantity of \$1 and \$5 tokens is sufficient for that day
 - 2. Machine is fully charged.

II. Beginning of Market

- A. Distribute Vendor Reimbursement Envelopes with Reimbursement Form inside to Vendors
- B. Place Tote Box with all supplies in secure place at EBT booth, centrally located
- C. Turn on machine, put on name tag and visit each vendor to answer any questions.

III. Promote Debit/Food Stamp Service in Market

- A. Set up signage for directions to the EBT/Debit Booth and instructions on the new program.
- B. Offer electronic services as part of your conversation with market customers. Word of Mouth is documented as the best advertising in farmers markets.

IV. Customer Purchase of Tokens – Customers can spend the tokens only at your market.

- A. **Note on Food Stamp Transaction:** EBT Food tokens are \$1. There is no minimum purchase or surcharge. \$1 tokens can buy food and vegetable starts. They cannot buy hot food intended to be eaten on site, alcohol or nonfood items. EBT Cash tokens are \$5. There is no minimum purchase or surcharge. EBT Cash can be used to purchase any market good.
- B. **Note on Debit Transaction:** Debit cards will have a surcharge of \$1.50. This can be compared to using an ATM machine; you can recommend customers to take out a minimum of \$20.00.
- C. Ask for the Food Stamp or Debit Card, determine the \$ amount and swipe card through the machine.
- D. Turn the machine towards the customer and ask them to enter their PIN number, then hit OK
- E. Two paper receipts are produced by the machine. One for customer, one is placed in Receipt Box. Transaction will only be completed if the customer has funds in their account.
- F. Return the customer’s card and count tokens out-loud to confirm that the correct number of token dollars matches the customer sale’s receipt.
- G. If the machine fails and sale is lost, record total dollars and reason on blank card. Place note card in Receipt Box.

V. End of the Market Day

- A. At the end of each market day, run a Batch Report. A long paper document of all transactions for the day is printed. Place Batch report in Receipt Box.
- B. Have Vendors count their tokens and fill in **Vendor Reimbursement Forms**, these should be returned to you all in the envelope before they leave the market. Recount tokens and, if requested, give vendor receipt for next weeks payment.
- C. Pack up all supplies in the one bag/box.

