

Market Day Debit Food Stamp Services

I. Pre-Market Preparation

A. Market Day Supplies:

1. Tote Box or bag to bring all supplies
2. Receipt Box – use for lost sales notes and paper receipts from transactions
3. Token Tubes – Package of 50 tokens
(use cut up clear florescent light plastic packaging tubes with two plumbing fittings)
4. Partial Token Bags – Package of less than 50 tokens
(use plastic ziplock sandwich bags)
5. Blank note cards – to record lost sales
6. Blank 8 ½ x 11 Envelope – for Vendor Return Tokens
7. Electronic Card Machine with carrying case and extra paper rolls.
8. Fanny Pack – for “cashier drawer” at the market to store partial bags of tokens
9. Name Tag for your name and to advertise EBT services.
10. Notebook – for machine instructions, records and resource contacts.
11. Calculator, stapler, pen, etc.

B. Confirm before every market.

1. Fanny Pack has partial token bags
2. Tote Box has required full token tubes for one markets day’s sales
3. Machine is fully charged.

II. Beginning of Market

A. Market Manager returns last week’s tokens in envelope with **Vendor Token Return Report**. Envelop is placed in Tote Box to be counted later. Do not use these tokens on market day unless necessary.

B. Distribute Vendor Reimbursement Envelops to Vendors

C. Place Tote Box with full token tubes (50 coins) in secure place.

D. Turn on machine, clip on fanny pack with partials bags, and put on name tag. Machine needs to be on the person at all times.

III. Promote Debit/Food Stamp Food Stamp Service in Market

A. Work with Volunteers to set up signage and help to promote the electronic services.

B. Place Debit Food Stamp Service signs throughout the market and announce it on at musician’s stage

C. Offer electronic services as part of your conversation with market customers.

D. Word of Mouth is documented as the best advertising in farmers markets!

IV. Transaction Request

A. *Debit Transaction:* Tell customer the minimum purchase is four \$5 tokens for a total of \$20. The market adds a \$1.50 surcharge, which goes directly back into supporting the Food Stamp Program and the farmers market. Customer can spend the tokens only at your market. Vendors can provide change in cash.

B. *Food Stamp Transaction:* Food Stamp token are \$1 and there is no minimum purchase or surcharge. Customer can spend the tokens only at your market. They can buy food and vegetable starts. No hot food intended to be eaten on site is allowed to be purchased with food stamps.

C. *Credit Cards:* Credit card procedure similar to debit card.

V. Machine Transaction Steps (description may vary depending on machine)

A. Press top Red C button until screen shows SWIPE CARD.

B. Choose either FOOD STAMP for Food Stamp or DB for Debit or CR for Credit

C. Swipe Card metal strip up and towards the back.

D. For Food Stamp Card only, Screen asks to enter ID number –, Press OK green button.

- E. **For Debit Transaction**, Screen asks for add \$1.50 to requested amount, enter this total and enter OK green button.
- F. Screen will ask for Cash back – Enter 0 – Enter OK green button.
- G. Screen will indicate \$1.50 surcharge – Enter OK green button
- H. Screen will show total amount (sale + \$1.50 surcharge). If not, reprocess the transaction.
- I. Screen asks for PIN number. Have customer enter number and hit OK green button.
- J. Next message is Connecting, Please Wait.
- K. Transaction is completed when screen states **disconnecting**. A paper receipt will print at the bottom of machine. Hit OK green button for second receipt
- L. Tear receipt in half, 1st receipt with *statement I agree to pay the above according to card issuer agreement* is customer's receipt, second printed receipt is market's copy which is placed in Receipt Box.
- M. Return Customer card and count out coins to confirm correct number/sales amount.
- N. If sale was lost, record total dollars and reason on a blank card and place it in Receipt Box

VI. End of the Market Day

- A. At the end of each market day, run end of day Batch Report. A long paper document of all transactions for the day is printed. Place Batch report in Receipt Box.
- B. Hold down power button for 5 seconds to turn off the machine.
- C. Have Vendors count their tokens and fill in **Vendor Reimbursement Forms**.
- D. Collect **Vendor Reimbursement Envelopes** with tokens from each vendor.
- E. Pack up all supplies in Tote Box including machine and Receipt Box in Tote Box.