



2nd Street Market SNAP Exchange Center

Vendor Acceptance & Reimbursement Overview for Food Access Programs at Market

Introduction:

Beginning in 2017 Five Rivers MetroParks/2nd Street Market partnered with the nonprofit agency, Homefull, and began offering a Supplemental Nutrition Assistance Program (SNAP) giving recipients the opportunity to exchange their food stamp benefits for tokens that could be used as payment with participating vendors. This opportunity, along with a few other food access incentive programs (Produce Perks/Senior Coupons. Etc.) has been a win/win for both the recipients, who now have better access to local food, and the vendors which gained another source of potential revenue. At the end of 2023, the partnership between the two agencies ended as their goals diverged, but FRMP was able to take over full responsibility of SNAP Exchange Center, ensuring continued access to local foods for those in need.

SNAP Recipient Process:

Customers who receive EBT benefits can come to the SNAP Exchange Center at the far west end of the Market next to the office to exchange their benefits for wooden tokens. They scan their Ohio Direction card, choose an amount to purchase and receive tokens if their card is approved. They also receive a matching amount of free Produce Perks (PP) green metal tokens up to \$25 dollar match to be used to purchase produce and produce related plants.

Vendor Acceptance Qualifications:

Any vendor who sells food products, excluding any food sold to be consumed onsite (prepared food) or alcohol, are eligible to accept SNAP wooden tokens. (*Frozen or prepacked/labeled prepared food is an eligible food item.*) Visit link for more information: <https://www.fns.usda.gov/snap/eligible-food-items>. Only those selling produce or plants that produce fruits/veggies are eligible to accept PP green tokens. Tokens received as payment are not allowed to be traded with other vendors, used to purchase items from other vendors, or used by customers to purchase ineligible items. Violations could result in the loss of the Market's SNAP eligibility and/or a vendor's license agreement being revoked.

Vendor Reimbursement:

A vendor wishing to participate in the Market's food access programs such as SNAP tokens, need to fill our paperwork with FRMP and to sign up for Electronic Funds Transfer (EFT) if they prefer direct deposit of reimbursements rather than a check. Market staff will provide necessary forms as required.

Once set up in the FRMP system, a vendor can begin to accept tokens as payment for eligible items from customers. A participating vendor can turn in the tokens they've received anytime during Market operational hours at the SNAP Exchange Center located at the west end of the Market. Market management will provide a template invoice for vendors to use when turning in tokens to the SNAP Exchange Center for reimbursement. A vendor should count tokens and fill out the invoice ideally prior to turning in tokens with the staff/volunteers at the SNAP Exchange Center in order to expedite the process. Blank invoices will be available at the Center if needed.

The staff/volunteer will provide a copy of the invoice for the vendors records &/or a receipt if there is no printer access. The Market staff will turn in the vendor reimbursement invoices to FRMP finance department on a weekly basis for payment processing. Vendors should expect to receive their reimbursement checks either by mail or EFT (as designated by vendor) within two weeks of turning in tokens.

Misc:

- All tokens – SNAP & Produce Perks – are equal to \$1. No change back is allowed for token payments.
- FRMP covers all of the transaction and service fees associated with this program.
- Food/Farmer Vendor participation is not required but highly encouraged.
- Wooden SNAP tokens have the 2nd Street Market logo and can only be used at our market.
- Green metal PP tokens only have the PP logo and can be used at any participating market.
- Live edible plants are eligible for both SNAP and Produce Perks tokens, but only SNAP can be used for dried herbs.
- Prescription RX coupons & TANF coupons may also be accepted as payment by those vendors eligible to accept PP green tokens. The RX program allow participating doctors to prescribe fruits and vegetables to their patients and the TANF program helps eligible families receive additional fresh produce access help, but we don't see either of them too often.
- Specific instructions for other seasonal food access programs (Senior Coupons, WIC, etc.) will be shared with the appropriate vendors (growers) prior to the outdoor market season. These programs may or may not be administered by FRMP depending on the program.
- Volunteers will only be responsible for doing customer token transactions and will not be taking vendor reimbursements at this time.
- All volunteers and staff will need to review the SNAP training on a yearly basis.

SNAP Video Training Links

Please complete prior to your first volunteer shift at the Market's SNAP Exchange Center this video and read through the step-by-step Market exchange process in the pages that follow:

This video goes over the typical retail store SNAP transaction process. Although not all of it applies to the Market's token exchange process, it does give a good overview of what SNAP is and how it works overall.

<https://www.fns.usda.gov/snap/retailer/training/cashiers-accepting-benefits>

**The training guide in the link below is not required of you to complete, but it is a good reference if you wish to know more about how the SNAP program works.*

<https://www.fns.usda.gov/snap/retailer/training/guide>

2nd Street Market SNAP Exchange Center Training

Exchange Process:

After greeting the customer and finding out they would like to do a SNAP exchange, follow this process for distributing tokens:

- Login into laptop located on shelf behind the Welcome Wagon:
Login: *should default to appropriate login automatically (if not, see Market staff)*
Password: 2ndstreetSALE!
- Go to Produce Path website Chrome browser tab which should already be open for you. If not, please have Market staff open the program to the proper page.
- In the calendar, click on the correct date so it is highlighted in green. Click the button, 'Add New Transaction'.

The screenshot shows the 'Enter Daily Sales & Data' interface for 2nd Street Market. The interface includes a sidebar with navigation links (Dashboard, Organizations, Networks, Markets, Profile, My Reports) and a main content area. The main content area displays a calendar for April 2024, with the 18th highlighted in green. Below the calendar, there are summary statistics for the selected date (Thursday, April 18, 2024): Transactions (0), Payment Distributed (\$0.00), and Incentives Distributed (\$0.00). There are buttons to 'Add new transaction' and 'Add new aggregate transaction'. At the bottom, there is a table for 'Transactions for 4/18/2024' with columns: Time, Customer, Research ID, POS ID, Other ID, Payment type, Payment amount, Incentive, Incentive distributed, Entry Method, and Manager. The table currently shows 'No transactions to show.'

- A second window will open with the customer information data entry page.
 - Ask the customer for their first/last initials and the last four digits of their Ohio Direction card and enter that info in the Customer ID box.

producepath.org/admin/markets/98a8b98-13bc-4af6-88d0-a77100d3499e/daily

FM Tracks

Dashboard > 2nd Street Market

2nd Street Market

Enter Daily Sales & Data

April 2024 < > Thursday, April 18, 2024
This day is not a market day for 2nd Street Market.

Transactions(0) Reimbursements(0) Post market

Transactions: 0 Payment Distributed: \$0.00

+ Add new transaction + Add new aggregate transaction

Transactions for 4/18/2024

Time	Customer	Research ID	POS ID	Other ID	Payment type	Payment amount	Incentive
No transactions to show.							

What do the colors mean?

Customer Information

Customer ID: Ex. CP1234 Customer Zip Code: 45402

☐ Anonymous ☐ Anonymous

Payment Methods ☒ Auto-calculate

Payment method: Select a payment method

Payment amount: \$

Please enter a valid payment amount (e.g. 1.00)

+ Add another payment method

Incentives

Select a payment method to view available incentives

Note: Auto-calculate is on. Incentives will be calculated automatically based on the amount of payments redeemed.

- Ask for and enter the customers zip code in appropriate box:
 - If they chose not to give this personal information, please click the 'Anonymous' option below the appropriate box. You can let them know this information is only used for data tracking purposes if they ask.

producepath.org/admin/markets/98a8b98-13bc-4af6-88d0-a77100d3499e/daily

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Payment method: Select a payment method

Payment amount: \$

Please enter a valid payment amount (e.g. 1.00)

+ Add another payment method

Incentives

Select a payment method to view available incentives

Note: Auto-calculate is on. Incentives will be calculated automatically based on the amount of payments redeemed.

- Select SNAP/EBT in the payment method drop down.

Welcome to Produce Path. Click here to use the old interface (available for a limited time) →

Dashboard > 2nd Street Market

2nd Street Market

Enter Daily Sales & Data

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This day is not a market day for 2nd Street Market.

Transactions(0) Reimbursements(0) Post market

Transactions: 0 Payment Distributed: \$0.00

+ Add new transaction + Add new aggregate transaction

April totals: Transactions: 26 Reimbursements: 11

What do the colors mean?

Transactions for 4/18/2024

Time	Customer	Research ID	POS ID	Other ID	Payment type	Payment amount	Incentive
No transactions to show.							

Customer Information

Customer ID: Ex. CP1234 Customer Zip Code: 45402

Anonymous Anonymous

Payment Methods

Auto-calculate

Payment method: Select a payment method

SNAP/EBT

Please enter a valid payment amount (e.g. 1.00)

+ Add another payment method

Incentives

Select a payment method to view available incentives

Note: Auto-calculate is on. Incentives will be calculated automatically based on the amount of payments redeemed.

- Ask customer how much they would like to spend on SNAP tokens and enter that amount in the Payment Amount box:
 - You should not need to click 'Add another payment method', because the Produce Perks option should come up automatically.

Welcome to Produce Path. Click here to use the old interface (available for a limited time) →

Dashboard > 2nd Street Market

2nd Street Market

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Transactions for 4/18/2024

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Customer Information

Customer ID: Ex. CP1234 Customer Zip Code: 45402

Anonymous Anonymous

Payment Methods

Auto-calculate

Payment method: SNAP/EBT

Payment amount: \$ 25

+ Add another payment method

Incentives

Produce Perks

Healthy Food Incentive Program - Matching

Incentive cap: \$25

\$ 25

Note: Auto-calculate is on. Incentives will be calculated automatically based on the amount of payments redeemed.

Payment

- Click the 'Produce Perks' option so it turns green. The Produce Perks amount box will automatically enter the correct amount of PP which will match the amount of SNAP tokens purchased.

COMPASS - Home | Five Rivers MetroParks | 2024_BoD Job Description.pdf | 2024_BoD Application v2.pdf | Amazon.com: 9 Aluminum C... | Checkout - ShadeUSA | Enter Daily Sales & Data - Farm

producepath.org/admin/markets/9ba9b898-13bc-4af6-88f0-a77100d2499e/daily

2nd Street Market | Facebook Business... | fiveiversmetropark... | 2nd Street Market... | 2nd Street Market... | Outdoor Recreation... | Vendor Application... | 100% Free People S... | Emerge Access for... | Dashboard - Farme...

Welcome to Produce Path. Click here to use the old interface (available for a limited time) →

FM Tracks

Dashboard | Organizations | Networks | Markets

Quick search | Ctrl K

Profile | My Reports

Logout

Dashboard > 2nd Street Market

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Transactions for 4/18/2024

Time	Customer	Research ID	POS ID	Other ID	Payment type	Payment amount	Incentive
No transactions to show.							

Customer Information

Customer ID: Ex. CP1234 Customer Zip Code: 45402

Anonymous Anonymous

Payment Methods ☒ Auto-calculate

Payment method: SNAP/EBT

Payment amount: \$ 25

Remove payment

+ Add another payment method

Incentives

Produce Perks ☒ Healthy Food Incentive Program - Matching Incentive cap: \$25

Checking availability...

Note: Auto-calculate is on. Incentives will be calculated automatically based on the amount of payments redeemed.

- Scroll down to reveal & verify the final transaction amounts. Do not click the 'Add Transaction' button at this time. The next steps in the process will be done on the card terminal and you will return to the computer to finish this transaction later, so please keep it open.

COMPASS - Home | Five Rivers MetroParks | 2024_BoD Job Description.pdf | 2024_BoD Application v2.pdf | Amazon.com: 9 Aluminum C... | Checkout - ShadeUSA | Enter Daily Sales & Data - Farm

producepath.org/admin/markets/9ba9b898-13bc-4af6-88f0-a77100d2499e/daily

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Payment

Healthy Food Incentive Program - Matching Incentive cap: \$25

\$ 25

Note: Auto-calculate is on. Incentives will be calculated automatically based on the amount of payments redeemed.

Payment

\$25.00 SNAP/EBT

Total Currency

\$25.00

Additional Tracking

Other ID

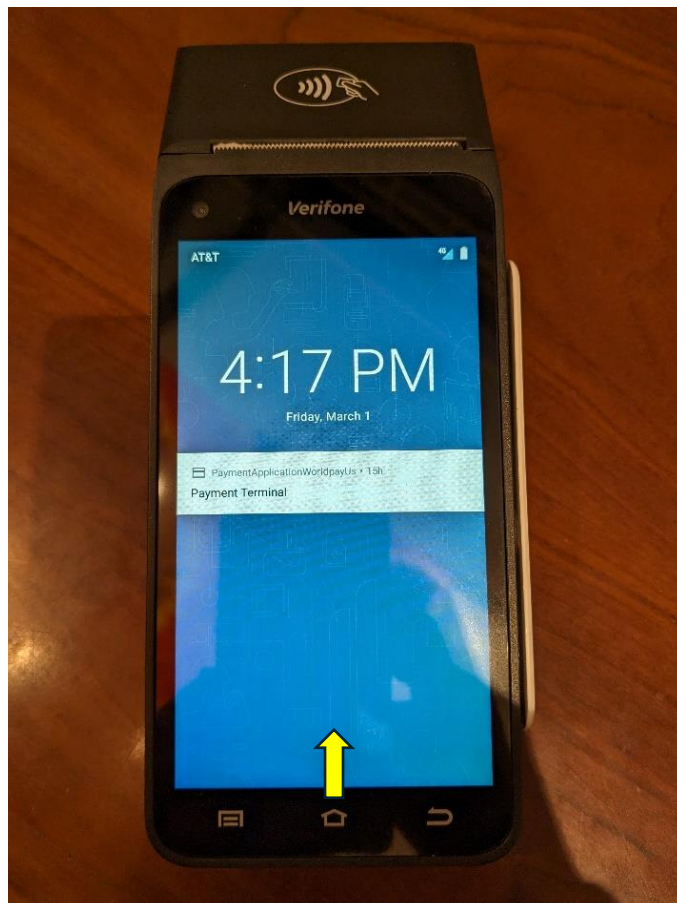
Questions

Add Transaction

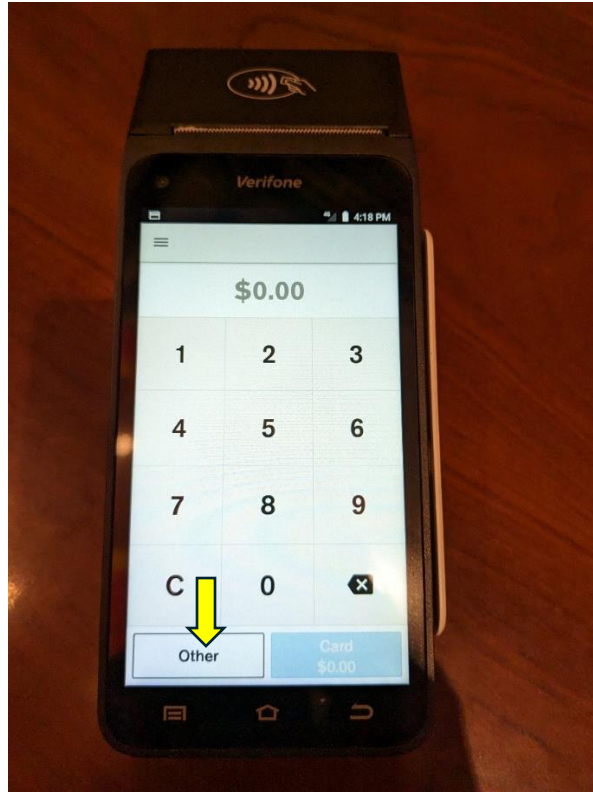
- Now go to the Verifone card machine and press the button on the side to turn it on.



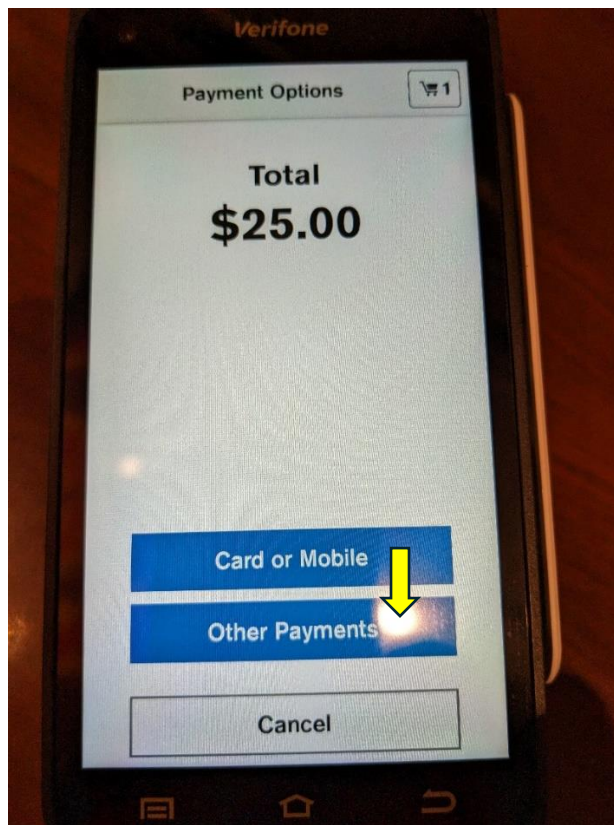
- Here is what the screen looks like when it opens. Place your finger on the up arrow and slide up.



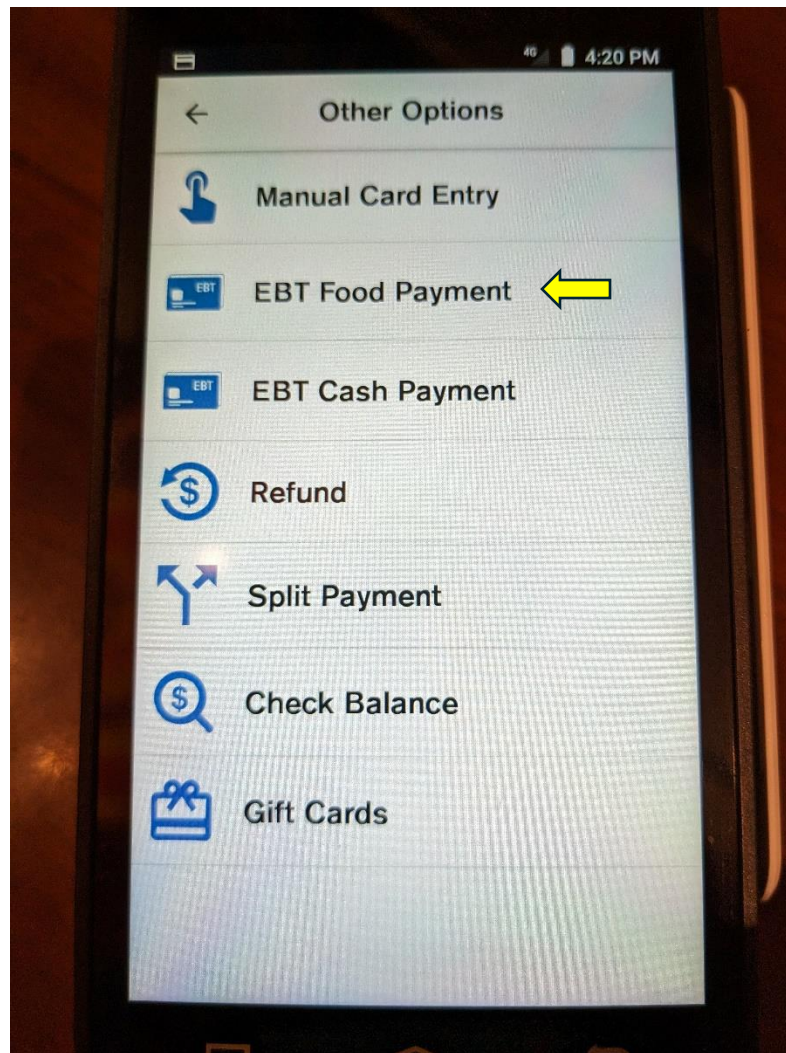
- The screen will now show a keypad. Enter the amount of SNAP tokens the customer wishes to purchase and press the 'other' button.



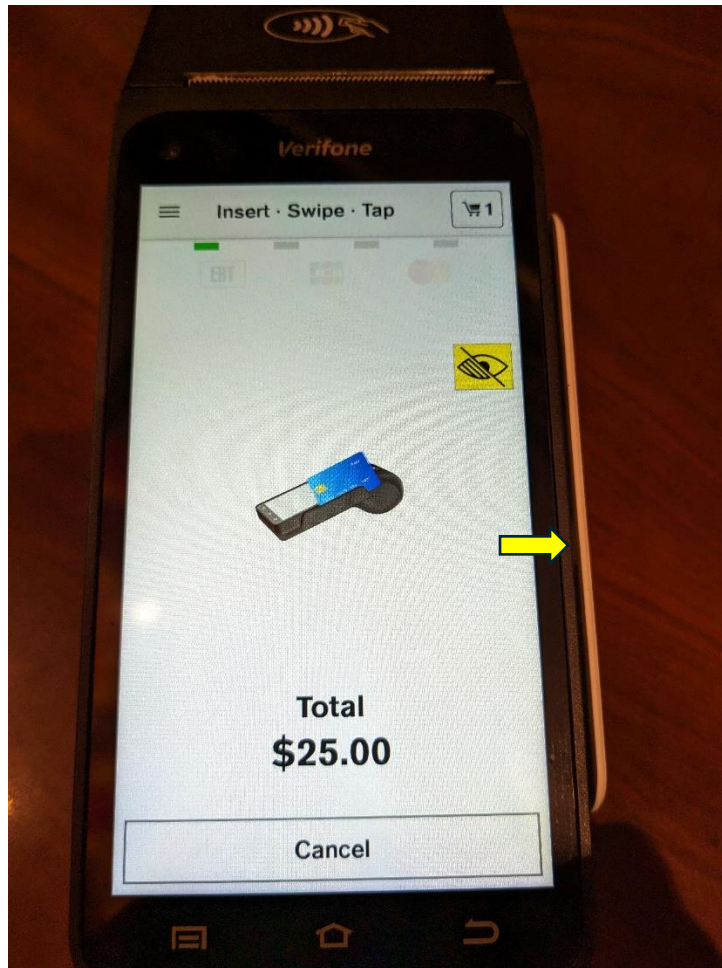
- Press the 'other payments' button



- Press the 'EBT Food Payment' button. Be careful not to press the EBT Cash Payment button, that is a different program that we do not participate in. You should not need to do any of these other options. If a circumstance does arise that these other options may be appropriate for, please have a Market staff member help you. So far, we've not had to do so yet this year.



- This screen will be next. Please have the customer swipe their card through the reader on the side.
 - After that, it will ask the customer for their pin. Have them enter their pin. There should be no need to handle the customer's card unless they have difficulty swiping the card.
 - Once they enter their pin the system will process the transaction. If it is approved, our merchant copy of the receipt will print automatically and state, approved.
 - Please verify the receipt states 'approved' before printing and giving the customer their receipt copy. At this point you should be done with the Verifone machine.



- Once the transaction is approved, go back to the computer and press the ‘Add Transaction’ button to complete the computer process.

The screenshot shows the 'Produce Path' web application interface for '2nd Street Market'. The main heading is 'Enter Daily Sales & Data'. The interface includes a calendar for April 2024, with the 18th highlighted. A summary shows 'Transactions: 0' and 'Payment Distributed: \$0.00'. On the right, there is a 'Payment' section with a '\$25.00' button, a 'Total Currency' section with a '\$25.00' button, and an 'Additional Tracking' section with an 'Other ID' input field. A yellow arrow points down to a green 'Add Transaction' button at the bottom right.

- Now you can give the customer their approved amounts of tokens from the token drawer on the left hand side of the token box located on the counter by the Welcome Wagon.



- Unlock the drawer using the key located in the Welcome Wagon drawer. Inside you'll find the wooden SNAP tokens in the front and the green metal Produce Perks tokens in the back. Ideally, they should all be taped into \$10 or \$5 packets for ease of counting, but they may be loose as well.
 - Count out the appropriate amount of each token and give it to the customer, counting back to them so they know they are receiving the correct amount and that you counted correctly.
 - Thank the customer and tell them to enjoy their Market visit.
 - Now close and lock the token drawer, return key to the wagon drawer and you are now done with the transaction.

