

Nutrition Card Guide for Market Managers: Troubleshooting, Manual Transactions, and FAQs

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A Vendor Has Not Set Up Their Account or Can't log in

- If you have taken the steps to add the vendor to your market on the Tomat website, it's easy enough for the vendor to set up their account, even at the market.
- Have the vendor check their email and find the invite email from Tomat. Remember it will appear in French. Check the junk mail folder.
If needed you can log into Tomat and resend the invite email so they can find it quickly.
- The vendor will enter their name and password. They can now log into Tomat and start processing transactions.
- Remember each vendor business only needs to set up their account ONE time (not for each individual market). If it is a staff member at the market and they don't have the log in, they can create their own log in with their own email or contact the owner to get their log in details.

A Vendor Doesn't Have a Phone/Device to process transactions at the market.

There are a couple of work arounds for this situation.

1. **Market Managers (MM) can process transactions on behalf of a vendor.**

Recommended: This option is better for markets that only have a couple of vendors without devices.

Market Managers can be logged into their Tomat account and process transactions on behalf of the vendor (merchant).

You are welcome to set up whatever system works best for you, your vendors and your market set up.

We have provided a template of a receipt/chit the vendor can use to record their sales. You are welcome to edit it or create your own to optimize it for your needs.

When a vendor makes a sale...

- a. **Recommended Solution:** The vendor gives the receipt to the participant. The participant goes to the info booth where the MM **scans the card** and enters the sale as a vendor normally would.

In this case, recording the 16-digit card number on the receipt is not necessary.

- b. **Alternative Solution:** The vendor can track sales on these receipts and collect them. At the end of the market, the vendor gives their stack of receipts to the MM for them to **enter in manually**.

In this case, recording the 16-digit card number IS required.

Note: This method runs the risk that the participant continues to shop, and the card is then too short of funds by the time the MM is able to enter them in. In this case, the MM would have to hold on to the receipt and enter it in later after the card has been reloaded. This can be done through communication with the community partner.

2. **The vendor manually tracks all nutrition card transactions**

This option works best if you have a larger number of vendors without a device where it wouldn't be practical for the MM to handle all the transactions.

The vendor will track all transactions on a ledger, notebook or provided receipts. They must track the market name, date, 16-digit card number, value of green/blue/yellow funds spent and total amount.

The vendor can then manually enter in all their sales later at home on a computer.

Note: Vendors should be encouraged to get this done as soon as possible after the market has ended, both to ensure they get properly reimbursed by the market and that the participant's card doesn't run out of funds in the meantime as they continue to shop.

If a card has run out of funds, they will have to hold on to the receipt and enter the sale in later after the card has been reloaded. This can be done through communication between the market and community partner.

The Wifi/Data Signal Has Gone Out and No One Can Process Card Transactions

While this is an unlikely event, in this case everyone will need to manually record their transactions to be entered later.

Transactions can be recorded on a notepad or ledger, or the MM can keep a stack of the provided receipts on hand to distribute in emergencies.

The vendor must record the market name, date, 16-digit card number, value of green/blue/yellow spent, and total amount.

A shortcut available here is, the vendors can take a photo of the back of the card and only write down the last 4 digits on their ledger. Later, when they go to enter in their sales, they can match the photo to the last 4 digits to enter in the full 16-digit number.

When back home or back in signal, the vendors will manually enter in all of their sales.

Note: This runs the risk of a participant over spending the amount available on their card. If a vendor finds that a participant has insufficient funds, they should wait to enter the sale in later once the card has been reloaded. This can be done through communication between the market and community partner.

Receipt Templates

On the following pages are templates for receipts to use when manual transactions are required. There is a version for vendor use and a version for market manager use.

Market managers may consider keeping a stash of these on hand that you can distribute to vendors in an emergency or use yourself when needed.

You can use these as is or edit them to suit your needs.

[Word Version Available Here](#)

Vendor Nutrition Card Manual Receipt

Market: _____

Date: _____

Card #: _____

Green \$: _____

Blue \$: _____

Yellow \$: _____

Total \$: _____

Customer Initials: _____

Vendor Initials: _____

Vendor Nutrition Card Manual Receipt

Market: _____

Date: _____

Card #: _____

Green \$: _____

Blue \$: _____

Yellow \$: _____

Total \$: _____

Customer Initials: _____

Vendor Initials: _____

Vendor Nutrition Card Manual Receipt

Market: _____

Date: _____

Card #: _____

Green \$: _____

Blue \$: _____

Yellow \$: _____

Total \$: _____

Customer Initials: _____

Vendor Initials: _____

Vendor Nutrition Card Manual Receipt

Market: _____

Date: _____

Card #: _____

Green \$: _____

Blue \$: _____

Yellow \$: _____

Total \$: _____

Customer Initials: _____

Vendor Initials: _____

Market Manager FMNCP Transaction

Date: _____ Time: _____

Card #: _____

Vendor: _____

Amounts (\$):

Green: _____

Blue: _____

Yellow: _____

TOTAL: \$ _____

Customer Sig: _____

Manager Sig: _____

Market Manager FMNCP Transaction

Date: _____ Time: _____

Card #: _____

Vendor: _____

Amounts (\$):

Green: _____

Blue: _____

Yellow: _____

TOTAL: \$ _____

Customer Sig: _____

Manager Sig: _____

Market Manager FMNCP Transaction

Date: _____ Time: _____

Card #: _____

Vendor: _____

Amounts (\$):

Green: _____

Blue: _____

Yellow: _____

TOTAL: \$ _____

Customer Sig: _____

Manager Sig: _____

Market Manager FMNCP Transaction

Date: _____ Time: _____

Card #: _____

Vendor: _____

Amounts (\$):

Green: _____

Blue: _____

Yellow: _____

TOTAL: \$ _____

Customer Sig: _____

Manager Sig: _____

FAQs

How to Manually enter in a sale on behalf of a vendor as the Market Manager

1. Log into [Tomat](#)
2. Once you are logged in, click the hamburger menu or look on the left side of your screen and click on "Transactions"
3. Look on the bottom right side of the screen that opens and click the red box that says "New Transaction"
4. In the pop-up window that opens select the vendor, and click "Scan a Card," or type in the card number (the 16-digit number)
5. Click next
6. On the next screen type in the amounts into the correct color categories
7. Click Pay
8. Click Confirm
9. And you are done!

You can also [WATCH THIS VIDEO](#)

A vendor is showing greyed out or having access issues.

If there is a vendor having access issues, like greyed out keys or anything like that, make sure that they are enabled as vendors.

Log into your account and go to the Merchants page.

Next to the problem vendor, click "Enable." Type in their vendor's name and it should fix the problem. Ask the vendor to log out and back in.

When a market manager does something to a vendor in one market, it does it across the board.

Example: a vendor decided not to go to one market, and the market manager thought that disabling them meant that she was removing them from her market only. But it made it so when they were at another market, the vendor couldn't use their account

How to Save Tomat on your phone home screen so it looks like an App and is easier to access (Iphone/Ipad Instructions with Safari):

1. Go to the Tomat login site
2. Tap the three dots (...) on the bottom right corner.
3. Tap the Share icon (the square with an arrow pointing up) at the bottom of the screen.
4. Tap Add to Home Screen, then choose Add in the top right corner.

A vendor is having trouble accessing their camera (it won't load when they click scan card or only shows a white screen).

This is likely a privacy setting issue on the person's device.

Here is a video to troubleshoot this issue:

<https://www.youtube.com/watch?v=C8sukl3BsiE>

The steps explained in the video look similar on Android, just with different icons, menus and so on.

There are still other things that can go wrong, such as:

- the camera is broken
 - unfortunately, there isn't much we can do here, but they can try using their front facing camera.
- the lens is dirty or covered (device case or stand)
 - give it a clean or adjust device/case
- the camera icon in the url bar was hit by mistake (which turns off the camera)
 - tap the icon again and that should fix it

ALLOWING CAMERA PERMISSIONS

Apple (iPhone, iPad)

Firstly, if you linked to Tomat through an email (instead of going through your browser), you may need to click "open in an external/default browser" (typically three dots top right).

After logging in through your preferred browser, try to scan a card. A permissions request may pop up "*allotomat.com*" *Would like to Access the Camera*; select "Allow"; if nothing pops up and you still cannot scan, go to phone home screen.

Open phone Settings > Apps (must scroll to the bottom) > *browser you use for Tomat (ex. Safari, Chrome etc.) > here it will list permissions;

[iPhone] find Camera (may have to scroll) > select "Allow"

[iPad] toggle the Camera to green to allow

Return to browser, refresh, and try to scan a card. It may re-prompt you with a permissions request pop-up here, select "Allow"

Repeat with other browsers if necessary (some apps may require updates, etc.)

Android (phone)

Firstly, if you linked to Tomat through an email (instead of going through your browser), you may need to click "open in external/default browser" (typically three dots top right)

After logging in through your preferred browser, try to scan a card. A camera permissions request may pop up; select "Allow only while using the app" (or "Always allow"); if nothing pops up and you still cannot scan, go to phone home screen.

Open phone Settings > Apps (must scroll, close to the bottom) > *browser you use for Tomat (ex. Firefox, Samsung Internet) > Permissions > here it will list "Allowed" and "Not Allowed"; find Camera > select "Allow only while using the app" or "Always allow"

Return to browser, refresh, and try to scan a card. It may re-prompt you with a permissions request pop-up here, select ""Allow only while using the app" or "Always allow"

Repeat with other browsers if necessary (some apps may require updates, etc.)

**We've heard that Chrome specifically can be finicky with Android, and Firefox or Samsung Internet is better.

If you still cannot scan a card, a **private** or **incognito browser** has worked for at least one vendor with an Android though they use an atypical browser; this however may impact the ability to have Tomat as an "app" on the homescreen and it may log you out more frequently, so we recommend using this method sparingly (and for vendors one trusts have a handle on technology).

Questions around Vendors having to log back in every time they open Tomat

Tomat keeps merchants logged in for 24 hours, even if you close the tab. But some devices/browsers are more aggressive about storing logins. So, if a vendor closes Tomat, their device *may* decide to log them out (i.e. clear their session cookies).

The best thing to do is to leave Tomat open in the background if possible!

If a Vendor accepts payment on Tomat on a non-market day or using the wrong market cash register

The Market Manager should check in with the vendor to see what happened. If it was an accidental use of the wrong cash register at a different market, the market who they were logged in under (even though it was the wrong market) would reimburse the vendor and remind them that they need to select the correct cash register in the future.

Example: A vendor attended the Kimberley Farmers Market but accidentally selected the Cranbrook cash register. The Cranbrook market will reimburse that vendor for those sales.

If the vendor took a payment at a farm stand or non-market day, the market manager can use it as an educational opportunity to remind the vendor that all nutrition coupon program sales need to take place at the market and if it happens again, they may not be reimbursed.

Additional Resources

For any other issues TOMAT has a helpful and comprehensive user guide available online

<https://info.allotomat.com/user-guide/>

Still need help? Reach out to your regional coordinator.

Instructional Videos

MARKET MANAGER VIDEOS

- How to Set Up Your Account
- Reconciliation Reports
- Extra Features
- Online Info Session
- Vendor Testimonial

VENDOR VIDEOS

- How to Set Up Your Account
- Processing Transactions
- Extra Features
- Cash Registers
- Vendor Testimonial