

# Nutrition Card Guide for Market Managers: Troubleshooting and Manual Transactions

## 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.

### **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.

### **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: \_\_\_\_\_