

Community Partner Nutrition Card FAQ Sheet

- Updated July 30, 2026

- **What happens if a participant moves out of the region mid-season?**
 - If the participant is leaving your program and has returned the card to you: Click *Participants*, then click the three dots by their card, edit details and change the information to the participant taking over. Give the new participant that same card for a seamless transition.
 - If the participant is leaving your program and has not returned the card to you: Click *Participants*, then click the three dots by their card, deactivate and unassign their card. Transfer balance to the participant taking over their allocation.
- **What should I do if a participant stops attending?**
 - Attempt to get a hold of the participant. Find out if they intend to use their card. Once you know that they are **not** wanting to be a part of the program: Click *Participants*, then click the three dots by their card, deactivate and unassign their card. Transfer balance to the participant taking over their allocation.
- **What should I do if a new eligible participant is identified mid-season (waitlist or urgent need)?**
 - Add in a new participant by clicking *Add a Participant*, **or**, adding them to your spreadsheet and reuploading your list (only new entries will upload to the website).
 - Assign them a subscription and a card as normal. You can then set the card to receive missed payments from earlier in the season or just allow it to receive remaining payments.
- **How do I split an allocation between multiple participants (e.g., 16 weeks → two 8-week participants)?**
 - This is done when you select what subscription/category you would like the participant to be on, either a half allocation or a full allocation.
 - IMPORTANT- Allocations are only to be split with the participant's consent, because they have indicated that a full allocation is too much for them. Otherwise, all participants should be receiving a full 16-week allocation.

- **How do I reallocate unused funds from one participant to another?**
 - Click *Participants*, then click the three dots by their card, deactivate and unassign their card. Transfer balance to the participant taking over their allocation.

- **How do I increase support for higher-need households (e.g., large families or food insecurity spikes)?**
 - If you have a household you would like to receive a double allocation or 1.5 allocations, you can assign them two cards with the appropriate categories (full or half).

- **How do I redistribute funds late in the season to maximize use?**
 - If your participants have expressed that they're done all their shopping for the season, you can unassign their card and remove their subscription. This will return any remaining funds back into your envelope.
 - You can then reallocate these funds to existing or new participants by manually adding funds to their card.

- **What should I do if a card is lost, stolen, or damaged?**
 - Let your participants know to report any lost or stolen cards to you as soon as possible.
 - Click *Participants*, then click the three dots by their card. Click *Lost Card*. Enter in the ID number of the new card, then click *Transfer Funds*.

- **What should I do if I notice someone isn't using their card mid-season?**
 - Reach out to the participant to inquire about their plans. If they're simply allowing funds to accumulate to do a bigger shop later that is okay. If they express that they won't be making use of the card, let them know that you're going to deactivate it and give the funds to another participant in need. If they're able to return their card to you that is a bonus so it can get reused.

- **What should I do if the Farmers Market in my area ends before the last payment is given to participants?**
 - If your market ends before October 1st, please reach out directly to your Regional Coordinator to arrange an adjusted payment schedule.

- **I'm going on vacation; how do I give my co-worker access to Tomat?**
 - You can add additional users to your account by clicking *User Management* and adding in their email. They will receive a welcome email to set their password.
 - Remember- Since the cards load automatically, they will continue to receive funds on the 1st and 15th of each month even if you're on vacation.

- **My participants are wanting to receive a receipt email after they make a transaction.**
 - If you added the participant's email into the system, they should automatically get an email from the Tomat system each time they make a purchase. The email will come through in French first but if they scroll down, it will have the same information in English below.
These receipts will also show the participant their card balance.

- **How do my participants check their card balance?**
 - They go to this website: [Check Card Balance](#) and click scan card. Make sure they allow camera access (if they don't it won't work and is hard to fix in the privacy settings of their device). They scan the card and it will show them how much they have in each category.

- **I want to replace a participant with a different person for the remainder of the season using the same card and subscription.**
 - Log into Tomat
 - Find the participant on your list
 - Click on the three dots to the right of the participant
 - Select "edit details"
 - Change the name and email address
 - Click Edit at the bottom & you are done!

- **How do I delete a participant from my list?**
 - You first need to make sure to unassign them their subscription by clicking the "x" on the right side of the FMNCP 2026 box under their name in black.
 - Type in the name of the subscription and click confirm

- Then open the three dots to the right of the participants name and select delete (name).
 - Type in their name in the pop up and click confirm.
- **How do I purchase more coupons (add more money into my budget envelope)?**
 - Here is the link to purchase more coupons: [2026 Farmers' Market Nutrition Coupon Order Form](#). On the question that asks you how many sheets you want you can fill in at dollar amount instead since you are on the Tomat system. Meredith from our team will send you an invoice to pay, and we will top up your Tomat envelope with your funds!
- **How do I pause a subscription payment?**
 - To keep the existing funds on the card but prevent new funds from being added you will need to remove them from the subscription.
 - To remove them from the subscription you
 - Find the person in the list of participants in Tomat
 - On the bottom left under their name you will see a black box that says FMNCP 2026
 - Click on the little x in the corner of the FMNCP 2026 box
 - Type in the name of the subscription (FMNCP 2026) in the pop up
 - Click Confirm

This will prevent any new payments from going onto the account and return the funds that had been allocated to them back to your envelope.

If you need to re-start their payments, you just add their subscription back to them like you did when you first set them up (though they will already have their card). Once their subscription is back on you will need to manually add any missed payments (if you want to get them caught up) by using the three-dot menu next to their name and clicking "transfer funds", then click "subscription payment per rules" to add one missed payment.

- **How do I remove funds from a card if I accidentally transferred too much onto it?**
 - It's the same process as transferring funds, but you can enter in a negative number to remove funds.

- **How do I manually add funds onto a card?**

At the moment, Tomat requires anyone receiving funds to have an active **subscription**, so if it is a new person that you only want to give a partial amount to, you need to set them up for the subscription as usual, then manually add the funds by using the following steps:

When you add a person on to the subscription you are signing them up for *future payments* but need to go in and manually add any missed payments (if you choose to do so). They will receive future payments as per the usual schedule, with the 1st or 15th of the month being the next payment date.

To add a payment (half subscription or full subscription):

- Click on the three dots to the right of their name on your list
- Select "Transfer Funds"
- Choose "Subscription Payment Per Rules" to add one payment (half or full subscription depending on what you signed them up for).

OR, if you want to add a different amount that doesn't equal a typical subscription payment you will need to:

- Set up your participant and add them to the subscription as per usual
- Click on the three dots to the right of their name on your list
- Select "Transfer Funds"
- Select "Manually add funds"
- Fill out the form that opens and add each color category individually (you will have to complete the steps of clicking the three dots, clicking transfer funds, select manually add funds for each of the 3 color categories).

If manually adding funds, you must keep within the usual coupon "sheet" allotments as much as possible.

	Green	Blue	Yellow	Total
One Sheet	\$18.00	\$6.00	\$3.00	\$27.00

Additional Resources

- [Tomat User Guide](#)
- For any questions, please reach out to your Regional Coordinator

Instructional Videos

COMMUNITY PARTNER VIDEOS

- How to Set Up Your Account
- How to Set Up Your Participants
- Extra Features
- Online Info Session

***We will continue adding to this list as we get questions throughout the season and reshare the most up to date version.