

Community Partner Nutrition Card FAQ Sheet

- **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.
- **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 get 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.

- **How do I add manual payments?**
 - Make sure to add in funds as if you were distributing sheets of coupons. The different colour categories **must** be distributed as outlined below:

	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

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