



SNAP/HIP

SATURDAY MARKET PROCEDURES AND INFORMATION
ANDOVER FARMERS MARKET

SNAP / HIP Saturday Market Procedures
Andover Farmers Market

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HIP INFO

HIP - Healthy Incentives Program - a Massachusetts state-run program for federal SNAP recipients. Individuals and families automatically receive this benefit if they are SNAP recipients.

Important things to know about HIP:

- HIP funds can only be used on fresh fruits and vegetables
- HIP can **only be used** at Farmers Markets and Farm Stands/CSA's - many SNAP recipients don't even know that they have HIP benefits
- HIP funds cannot be used at grocery stores, so it is beneficial to use HIP at farmers markets
- Generally speaking, monthly benefits are:
 - Households with 1-2 people: \$40/month
 - Households with 3-5 people: \$60/month
 - Households with 6+ people: \$80/month
- Unlike SNAP, HIP balances do not roll over from month to month - use it or lose it

How HIP Works

Customers should be encouraged to use available HIP before SNAP dollars to purchase fruits and vegetables. First ask each customer if they plan to buy just fruits and vegetables or if they would like to buy other items like honey or fish. If they just want fruit and veggies, direct them to Farmer Dave's to use their HIP benefit first.

Farmer Dave's is the only current Andover Farmers Market vendor who accepts HIP and they have machines to process both HIP and SNAP directly - so send customers there first

If a SNAP balance is zero, customers will not be able to use HIP until they have SNAP benefits available again.

HIP will put the SNAP dollars spent on HIP produce back onto the EBT card instantly. Once the money has been put back on the EBT card, customers can spend it at any SNAP retailer like always.

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The monthly HIP cap starts over on the first of each month, regardless of when someone gets SNAP benefits. **THIS CAN BE CONFUSING AT FIRST!**

- If you have SNAP benefits left on your EBT card on the first of the month, you can start using your HIP for the month right away. If your SNAP balance is zero, you will not be able to use HIP until you have SNAP benefits available again.

You can still use your full monthly HIP cap even if you receive less than that amount in SNAP. Just make sure you have SNAP benefits left on your EBT card so you can make your purchase.

To help customers determine how much they have available for HIP, suggest the following:

- Farmer Dave's can check SNAP/HIP balances
- The EBT customer service line at (800) 997-2555 (the number on the back of the EBT card)
- Have customers request a receipt when they use HIP. Then, they can check the receipt after a HIP purchase to see "HIP Earned MTD" (month to date). This is the amount SPENT, not available. They will have to subtract this amount from the monthly HIP cap (\$40, \$60, or \$80) to find out how much HIP can still be used that month.

Sample Script with a SNAP customer

"Hello, are you planning to buy just fruits and veggies? If so, you are better off using your HIP benefits first at Farmer Dave's. If you would like to buy other food items such as fish or bread or honey or if you would like to shop at another farm here, it's best to use your SNAP card here in exchange for tokens and receive a match up to \$25.00. You don't have to use all your tokens today. They do not expire."

SNAP General Info

SNAP Program - Allowed foods

Fruits/vegetables
Meat/poultry/Fish
Dairy
Breads/cereals
Seeds/plants which produce food
Snack foods/non-alcoholic drinks

SNAP Program - Not Allowed

Beer, wine, liquor, cigarettes, tobacco
Vitamins, medicines, supplements
Live animals (except shellfish, fish removed from water)
Hot foods
Non-food- Pet food, cleaning supplies, hygiene

**Farmer Dave's and Pleasant Valley can process SNAP directly, however, the advantage of coming to the information/SNAP table is that customers will receive a SNAP Market Match from the AFM.

Other Programs

WIC (Womens, Infants, Children) allowed benefits:

- Fresh, locally produced fruits and vegetables (no honey)
- Eligible vendors- Farmer Dave, Gaouette, Liberty Tree Farm, Pleasant Valley

Senior coupons

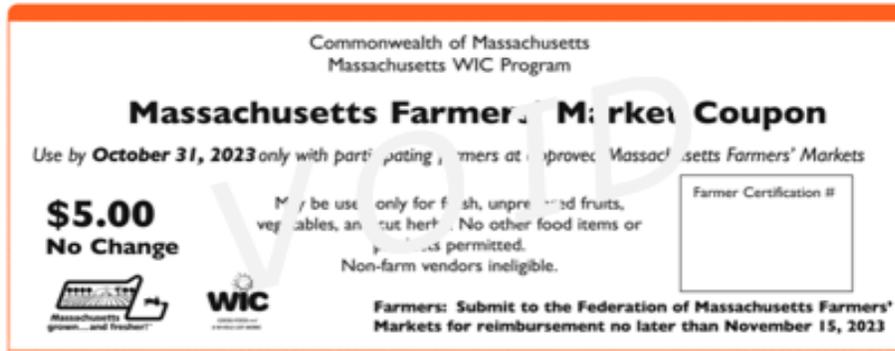
- Fresh, locally grown fruits and vegetables and honey
- Eligible vendors- Farmer Dave, Gaouette, Liberty Tree Farm, Pleasant Valley, Tewksbury Honey

These coupons are redeemed directly at the approved vendors. The AFM does not redeem these coupons. The coupons are in \$5.00 increments. The AFM Pin number for vendors is 314. A reminder that only farmers that sell fresh fruits and vegetables can take WIC and Senior coupons. Both are dated good through October 31, 2024;

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WIC coupons are orange and can only be used for:

Locally produced fresh fruits, vegetables and fresh herbs (no honey).



Senior Coupons are brown and can only be used for:

Locally produced fresh fruits, vegetables, fresh herbs and honey



For those who qualify for WIC and Senior coupons, please use this link to be sure all your paperwork is complete.

https://www.mass.gov/forms/2022-massachusetts-farmers-market-nutrition-program-crop-plan?auHash=2f9yFNVyVhL_pCt3f5GjWJZPOHBFu5m2DhOAM37wsfI

Reimbursement for WIC and Senior Coupons is done by the vendors directly through the Mass Farmers' Market (MFM). Those who qualify should already be trained in this process and should follow those guidelines for reimbursement. The above link clarifies those guidelines. Our Andover Farmers Market number is 134.

SNAP Market-Day Procedures

Start of Day Tasks

- Go to AFM closet and collect the 2 baskets which include:
 - White SNAP Binder and White Information Booth Binder
 - Zippered pouches that will hold SNAP tokens
 - 11"x18" signs for each SNAP vendor
- Get the SNAP iPad, Woosim Printer and Red and White lock boxes from the locked closet in the closet. They are all together in one blue plastic bin.
- Distribute zippered money pouches to all food eligible food Vendors.
 - Remind the vendors that SNAP tokens can only be redeemed on food items
 - Distribute and hang appropriate signage for SNAP/HIP/WIC and Senior coupons to each SNAP qualified vendor
 - Deliver name tags to all SNAP vendors, kept in back of back of signage as well as zippered token pouches.
- Pull out blank Log Forms from the White AFM SNAP Binder and write the date on each one
 - Daily Customer SNAP transaction Distribution Log
 - Daily Vendor Reimbursement Log
- Grab a clipboard from the AFM table in the storage closet

SNAP Transactions With iPad and Woosim Printer

TotilPay GO - Our third party provider

iPad

- Turn on by holding power button.
- Tap T (for TotilPay), second button from the left
- Input password- **FeedMe (uppercase F and M, oneword)**

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Woosim Printer

- Turn on by pressing and holding the orange button on the bottom left. You will hear a ding,ding,ding.
- It has a rechargeable battery so no power connection is needed. It is already paired with the iPad through Bluetooth and both are connected to a cell phone number, not a church number. The battery life is indicated by the neon yellow/green bars across the bottom. There is a plug in box to charge the battery (no need to remove). The battery should take about 45 minutes to recharge. Consider recharging both batteries (iPad and printer) while reconciling at the end of the day.

Make a SNAP Transaction

Press SNAP and follow prompts

- Ask the customer how much they would like to spend in SNAP purchases at the Market. NOTE: Confirm with them that they have already used HIP with Farmer Dave's before running their card through to avoid using up SNAP funds and resulting in HIP not being available.
- iPad will ask the customer to swipe card or enter number. Customer swipes on the Woosim Printer.
- If card does not swipe you can enter the full EBT number on the iPad.
- Customer enters their PIN number on the iPad and press enter (not return).
- Enter transaction amount on iPad.
- Confirm purchase amount.
- Customer receipt will automatically print. Record the last four digits of the customer's EBT number written on the receipt. Hand receipt to customer. No retailer receipt prints. The transactions will all record on the Ipad.

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DISBURSE wooden tokens to equal the amount swiped in SNAP (plus up to \$25 in the market match tokens).

- ASK the customer how they would like the funds (\$1 or \$5 or a combination) and give them the appropriate wooden tokens to spend. Remind them that vendors cannot make change from their tokens. Some customers may want to shop at more than one vendor and will ask for all \$1 tokens which gives them more flexibility. Once they have the tokens, the vendors CANNOT give them change or any cash, so if they purchase \$6 in lettuce at a vendor, they will need either a \$1 and a \$5 token, or 6 \$1 tokens.
- RECORD on the Weekly Token Distribution Log how many of each token were disbursed (see example on spreadsheet) for each customer. Be sure to accurately record the number of SNAP tokens and number of Match tokens. Also be sure to include the last 4 digits of EBT card.
- JOT Comments. Ask if they've been to the market before. We'd like to track new/vs returning customers. Jot down any other useful info a customer might share.
- REMIND the customer that they don't have to use all their coins today. They can use their coins anytime during the season or even next season.

Token Identifiers for Andover Farmers Market

- **RED** tokens are worth \$1
- **BLUE** tokens are worth \$5
- We no longer differentiate between SNAP and Match tokens

Market Match for SNAP Customers

The Farmers Market is offering UP TO a \$25 Market Match.

- If a customer wants \$10 in SNAP tokens then they will receive an additional \$10 in tokens.
- \$20 in SNAP will receive an additional \$20 in tokens for a total of \$40 worth of tokens
- \$25 in SNAP will receive an additional \$25 in tokens for a total of \$50 worth of tokens

The SNAP machine is only for SNAP purchases, not MATCH - most customers will choose between \$10 and \$25 in SNAP tokens.

All tokens can only be used on products eligible for SNAP.

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End of Day Tasks - shortly before closing

- Collect the vendors' zippered money bags. We are asking the vendors to count out their own tokens and fill out the slip from their zippered pouch. Be sure the vendor's name and date are on each slip. These slips will be kept in the zippered bag.
- Collect the SNAP signs along with vendor name tags.
- Note: The following vendors will have a zippered money bag
 - Gaouette Farm
 - Farmer Dave's
 - Craig Sauce
 - Mei Mei Dumplings
 - BlueFin
 - Little Crumby Bakeshop
 - Purple Carrot Bread Co.
 - Essex County Mushroom Farm
 - Castle Cookies
 - Tewksbury Honey
 - Nallie Pastures
 - Mocha Connection
 - Lowe's Donuts
 - Pinch Dash Dab
 - Whisk You Away Bakery
 - Liberty Tree Farm
 - Pleasant Valley
- At Farmer Dave's
 - Have an informal conversation and ask how many HIP and SNAP transactions they processed. They may have a total, too.
- Take all the SNAP related items with you to the church library to count the tokens. Carefully sort the tokens separately for each vendor, filling out the second spreadsheet to account for the tokens coming back. Confirm on the vendor slip amount that the vendor filled out.
- Repeat this process for each vendor.
 - For Farmer Dave, note any numbers they may have given you for HIP and SNAP.

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- Write the Vendor's name, amount, and your signature on each receipt in the receipt book. Hopefully that number matches what the vendors have counted. Log the amount counted by the vendors on the same sheets that the vendor filled out.
- Sort each token back into respective plastic ziplock bags to be ready for the next market.
- Place the copy of the receipt from the receipt book and put it back into the vendors money bag so that they can gather it next week.
- Take time to charge the iPad and printer. One person can be responsible for counting the tokens from each vendor. The other person can total the distributed SNAP/Match token log sheet.
- Count the donation jar and be sure to leave in \$10. Use the donation sheets from the white SNAP Notebook. Place the donation sheet and newly collected loose donations in an envelope. Also place that day's token collection slips from each vendor and place in that envelope. They can also organize the signs by number. The better we organize at the end of the day, the smoother it will go the following Saturday.

End of Day Tasks - after closing

For Ipad and Printer

- Press transaction key at bottom of iPad
- Press reports for "today", will show all transactions
- Reconcile that report with your log sheet totals, Logoff the SNAP machine. This isn't always done so don't worry if you forget.
- Put the SNAP machine, printer, SNAP machine manual and receipt book back in the cardboard box.
- Put the white and red lock boxes and cardboard box with snap machine back in locked closet.
- Put the SNAP bind and Information Binder in the AFM SNAP closet..
- Put all the signs in basket
- Sort the Plastic Token containers by number

Take photos of the two log sheets and text to Ellen at 978-257-4140. Put sheets in plastic bin.. Make sure they are properly dated and signed.

Training Mode

Allows new SNAP leaders in training to get fully comfortable with the system before using it live. The steps replicate the process used when doing a transaction.

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- Press More on bottom right of the iPad
- Go down to Training Mode and toggle it to green. The system will clearly show you are in training mode.
- Press Transactions (bottom of iPad) to get to next screen.
- Press on SNAP and follow prompts
- Customer slides EBT card (practice with a credit card, no worries, it will not process) on Woosim printer
- Customer enters pin number on the iPad (can enter 1234), press enter (not return)
- Enter amount of transaction- can do \$1.00
- Confirm purchase amount
- Receipt will print (will indicate training mode)
- Turn off Training Mode when done.

What might go wrong with SNAP transactions

-Ipad is not reading card after sliding through the Woosim Printer

-Try sliding the card a second and third time. If it does not go through then enter the full EBT number- all digits and continue following the prompts.

-If it continues to be a problem, look to see that the error code is not showing up on the printer. You sometimes need to turn the printer on and off. Check that there is plenty of charge for the printer and consider plugging it in.

**If the machine is still not taking it when you enter the EBT numbers you may need to do a manual transaction. See full notes below. This is time consuming, so repeat other steps first to be sure you have gone through all the problem solving.

-Woosim Printer is not printing the receipt

-If you have seen that the transaction is approved, then assume it was processed. **Do not do a second transaction!** You can go into reports and verify the transaction went through. You can show this to the customer. If they feel like they want a copy of that receipt- they can take a picture of that receipt. There is also a way to separately send a receipt. If you go into reports, go to the specific transaction and on bottom right you can

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go into send, once there, you can send it as a text, email or to the printer. We found that the customers did not feel that they needed the receipt.

Manual Transactions

If the SNAP machine is not working, it is necessary to use manual vouchers. Vouchers are kept in the box where the SNAP machine is kept.

Steps

Fill out all parts of the benefit voucher including signatures

Call for authorization using this number: 866-891-7897. You will manually put in the numbers requested.

- Question 1- SNAP (FNS) #- **This is our market's personal FNS #. (FNS #0710699)**
- Question 2- The voucher code- **red number on upper right hand side of voucher**
- Question 3- Customer's EBT card number (all digits)
- Enter amount of purchase - **No need to put in a decimal point**
- Asks for HIP dollars- enter 0

The system will review the accuracy of all the information. **Press 1 to confirm and it will give you an authorization number which you enter on the voucher.**

****Be sure to write down the authorization code**

Clearing Manual Transactions on the iPad

Tap Snap Voucher Clear, button after SNAP button

Put in Customer EBT number, press done (upper right). * Do not press return-Put in Voucher number (right hand side of voucher), press done

Put in Authorization number, press done (they need 6 digits- put 0 first)

Voucher type- do not change, says purchase

Put in Voucher amount, press done

Press submit, will print receipt. Attach receipt to voucher

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