

## **Star Farm - Farmers Market Standard Procedures**

### Contacts:

Rocio Vargas, Farmers Market Manager & CSA Manager  
773-960-0771 [varg\\_r@yahoo.com](mailto:varg_r@yahoo.com)

Stephanie Dunn  
312-768-9949

### **Before you go**

1. Find your market bins in the shipping container. Double check the inventory and that it includes **all** market materials such as linen, baskets, green vegetable (compost) bags. Value added items bin: flour, honey, maple syrup, juice (from cooler if any), and jams. (Note: Some markets are not allowed Value Added Items)



2. Get keys for vehicle and tablet, card reader, and cash bag from locked container under wash sink. Use lockbox hung on metal shelf to open container (code 0000).





3. Load tent and folding tables (if needed) along with 3 (yellow lid) market bins into vehicle. Fill spray bottles with water (for keeping produce fresh).
4. Load designated produce and value added products into vehicle. Safely stack crates and boxes so that items are secure and will not fall over. Take 4 cinderblocks for each tent (i.e. 2 tents will have 8 cinderblocks)







5. Double check mirrors in vehicle and gas level prior to departure.

### **Market set up**

1. Unload all market materials from the vehicle and park the vehicle in an approved vendor parking area. **Do not leave the cash box and tablet unattended at the market.**
2. Prepare tables first along with tent and weights. Placing linen and wicker baskets first. Then adding all your prepared veggies WANT IT TO LOOK LUSH AND FULL. Add green baskets to bottom to give your veggies height.
3. Weigh out and package select crops as needed (eg salad, arugula, cherry tomatoes).



4. Use laminated cards and dry erase markers to label all products with name and correct prices according to the inventory sheet. Place the Star Farm banners up!
5. Create a beautiful display that clearly displays all products you brought to the market. Don't overwhelm the table, but be sure to create an "image of bounty."
6. **WEIGHTS ON TENT! Not an option!!**







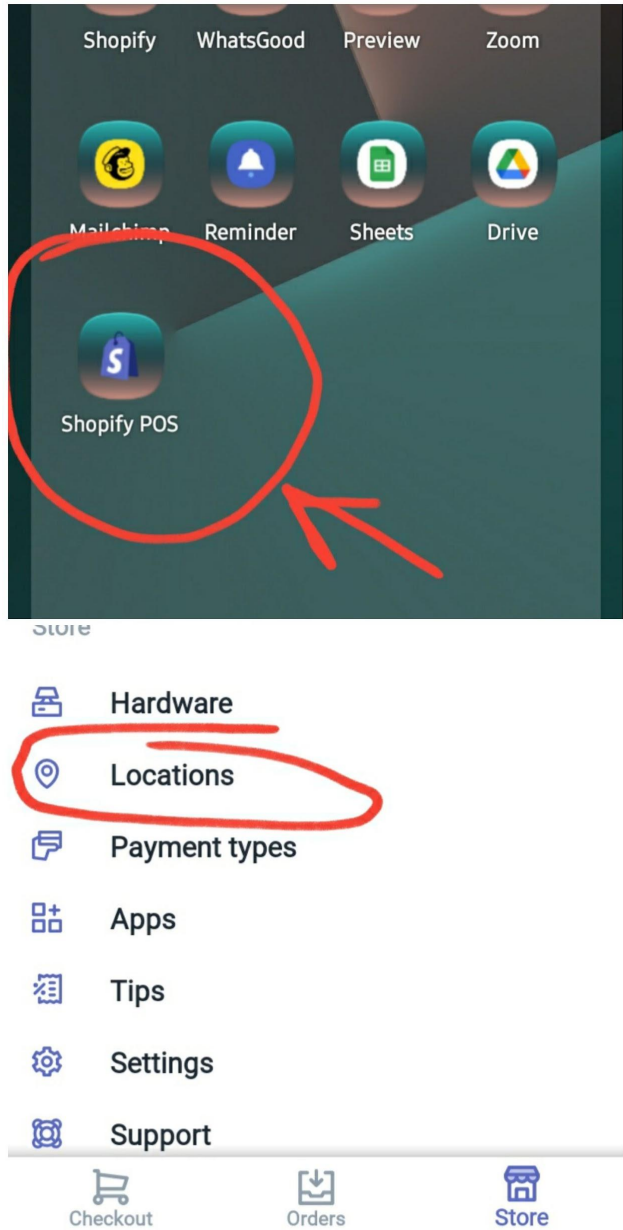
### **During market**

1. **Never leave the cash box and tablet unattended at the market.**
2. Designate a crew member to handle produce and another to handle money. If swapping must happen for whatever reason, sanitize hands in between handling produce and money.
3. Replenish items as necessary every few customers to ensure our stall looks full! Spray leafy greens and roots with water to keep fresh, or rotate products. FIFO is key!! (first in, first out)
4. Engage with customers :) sell that produce! Be an awesome representative of the organization and encourage them to sign up for other Star Farm services (compost, CSA, on-farm programs). **MailChimp is located on the home page of your designated tablet.**
  - a. Direct all questions to the Farmers Market Manager, Rocio 773 9600771.
5. Handle and bag items for customers as needed. Discourage them (kindly) from touching. On some occasions it is allowed.
6. **Dropped produce, produce other customers touch, or produce that comes in contact with the ground, cannot be sold. Set aside for compost/donation.**
7. Strategize with your crew members so that everyone is able to take a 15-30 minute break during the market.

### **Transactions:**

1. Tablet home page > Shopify POS (purple icon) > Store (bottom right) > Locations > Click Your Location (example: Rare Bird) > Hardware > Connect Card Reader "Chip & Swipe" > Connect





1:44

41%

## Locations

### Locations

61st Street Farmers Market+Logan Squar...

Green City Market Lincoln Park/Wed+Sat

Green City Market West Loop & Chicago ...

Mobile Market+Community Farmstand

Rare Bird+South Loop Farmers Market (T... ✓

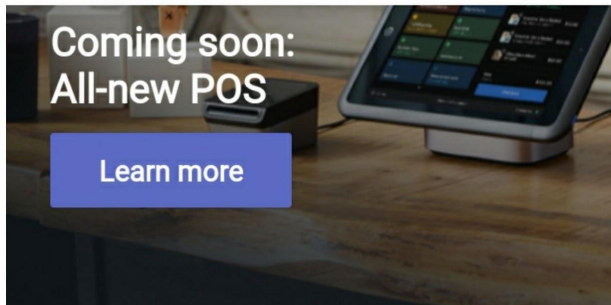
### Edit locations



Select your current location to get an accurate inventory count and tax rates.



## Store



### Store



Hardware



Locations



Payment types



Apps



Tips



Settings



Support



Open Shopify mobile

Log out of Star Farm Chicago



Checkout



Orders



Store

### Hardware

Connect card reader

Connect receipt printer

Connect Customer View

Order hardware

### Connect

#### Chip & Swipe

Accepts both chip and magnetic swipe cards.

Connect

#### Swipe

Accepts magnetic stripe cards. Plug reader into the headphone jack on your device to connect



2. Ready to run transactions!
3. Quick Sale > Input Price (example: 5.00) > Checkmark (upper right) > Subtotal > Charge > Credit (for all card transactions) > ask client to "dip card (count to three seconds and ask client to remove card)" > ask for signature > ask if client want to subscribe to our newsletter > switch apps if needed > end of transaction.
4. If cash transaction: Quick Sale > Input Price (example: 5.00) > Checkmark (upper right) > Subtotal > Grocery Tax (turn off by moving slide to off position) > Checkmark (upper right) > Charge > Cash > Input Cash Accepted > Give Change to client (if any) > Done



**All products** + [icon] [icon]

Rare Bird, South Loop Farmers Market (Thursdays)

**QUICK SALE**

1 lb Ground Goat

1326 e. Madison Park

47th Street Coffee Blend  
31 in stock

5211 S. Nordica

Bath Bombs  
49 in stock

1 lb Ground Goat

1326 e. Madison Park

47th Street Coffee Blend  
31 in stock

5211 S. Nordica

Bath Bombs  
49 in stock

2 **SUBTOTAL \$5.01**

Checkout Orders Store

Select customer

Add discount

Subtotal \$5.00

Grocery Tax (Disabled) \$0.00

**CHARGE \$5.00**

Total  
**\$5.00**

**Credit**

External terminal

Cash

Gift card

Insert card to charge \$5.00

Credit \$5.00

Manually enter credit card details



1:38 42%

**Quick sale**

Title

Price Quantity

1

Charge taxes on this item

Total

**\$5.00**

Credit

External terminal

**Cash**

Gift card

Total

**\$0.01**

Cash \$0.01

ACCEPT \$0.01

\$1.00	\$5.00	\$10.00
1	2	3
4	5	6
7	8	9
x	0	

### Break down & clean up

1. Consolidate market leftovers into as few coolers/crates as possible. Break down tables and tent. Wipe out baskets with paper towels.
2. Retrieve and load vehicle. **Never leave the cash box and tablet unattended at the market.**
  - a. If transporting compost buckets, **please make sure** that each compost bucket lid is sealed prior to loading in the van! \*\*\*\*If compost spills on market items, **we cannot sell those market items and they must be composted.**\*\*\*\*



End of day:

1. Unload the van. Ensure all products that need to be refrigerated (produce, beverages, eggs) go in the cooler. Sweep out any debris.
  - a. *If transporting compost, please unload all compost buckets into large green compost containers in the alley at 50th Pl.*
2. Balance Till: sign off on amount of cash removing from till, keep only \$100 in balance spreadsheet. Confirm that cash deposit matches what is recorded on log. Make cash deposit in mailbox on Stephanie's porch. (envelopes will be provided)
3. **Market bin:** Refill your market bin supply of paper pints, paper towels, shopping bags, etc as needed. Dump water. **Report low supplies, including low Simple Green, to Farmers Market Manager or Farm Production Manager immediately.**
4. **Gas:** Check gas level of vehicle and report to Farmers Market Manager **if below ¼ tank.**
5. **Tablet:** Plug tablet in when storing in the box. Along with card reader.
6. Leave keys in designated area. Lock up.
7. Celebrate and relax! Thank you for your hard work today!



**TIPS: bring the van closer when you are ready to load everything in/out. Try to not block traffic.**

**Use the color codes for van keys along with market bins. There is a difference!**

**Use scissors provided to cut string to size for the cement blocks. Weights are your friend!**



**When in doubt call Rocio first or Market Manager. Then Stephanie or Rachel!**

**Prepackaged items are not your display items. We use that for easy transactions. You have a scale please use it when needed.**