



## **Morton Grove Farmers' Market Vendor FAQ (Frequently Asked Questions)**

### **1. What is Link and SNAP?**

SNAP is the federal government's Supplemental Nutrition Assistance Program. Link is the Illinois assistance program that provides SNAP funds to those who qualify based on income and household size.

### **2. How do I accept Link at the Morton Grove Farmers' Market?**

Link users will present their Link card at the Electronic Benefits Transfer (EBT) booth near the Welcome Booth. A Farmers' Market volunteer or BMO Harris Bank employee will deduct the requested amount from the Link card in exchange for wooden Link tokens equaling that amount. These tokens can then be used to purchase qualifying items from vendors displaying the Link logo at their booth.

The EBT booth will also be able to process credit and debit cards for non-Link customers and non-Link purchases.

### **3. What are Double Value tokens?**

Double Value tokens are matching funds provided by NorthShore University HealthSystem. For each dollar deducted from a Link card, customers will receive one \$1 Link token and one \$1 Double Value token – up to \$25 per customer per day. Double Value tokens will be distributed each week at the Market's EBT booth until the funds are depleted.

Link tokens and Double Value tokens are to be accepted as currency for ONLY Link eligible purchases.

### **4. What can I buy with my Link tokens and Double Value tokens?**

**Link / SNAP benefits can be used to buy:**

- any food or food product for human consumption, such as fruits, vegetables, meats, poultry, eggs, dairy products, jams, jellies, honey, sauces, soups, & baked goods which are wrapped and labeled for home consumption
- seeds and plants for use in home gardens to produce food

**Link / SNAP** benefits **cannot** be used to buy:

- Hot foods ready to eat,
- Food intended to be heated at the Market,
- Lunch counter items or foods to be eaten at the Market,
- Vitamins or medicines,
- Pet foods,
- Any nonfood items (except seeds and plants),
- Alcoholic beverages,
- Tobacco

#### **5. Can I give change back for tokens?**

No. Vendors are not allowed to give change back for tokens. Vendors are required to round DOWN to the nearest dollar. If a purchase is \$5.50, the customer may pay with up to 5 Link or Double Value tokens and pay the difference in cash or credit/debit. According to Link rules, a \$1 token cannot be used to pay for items valued at less than \$1.00.

#### **6. Can a customer return any unused tokens?**

Yes. Unused tokens may be returned on the day that they were deducted from the Link card. For every Link token returned, the customer must also return a Double Value token.

For those customers who suspect that they may need to return tokens, feel free to suggest that they pay half with red tokens and half with green tokens. For those who plan to spend all of their tokens before the end of the Market season – October 19, 2013, then this would not be necessary

#### **7. How are we able to offer such a wonderful program?**

Thanks to our generous EBT program sponsors, we are able to offer these fine services. Our EBT sponsors are: BMO Harris Bank, Creative Promotional Products, and the Illinois Department of Agriculture. Our Double Value sponsor is NorthShore University HealthSystem.

Special thanks go out to our excellent volunteers, awesome vendors, and all of our generous Farmers' Market sponsors.

