



How to perform a HIP transaction at Farmers Markets: Tokens

Market Managers

Step 1: HIP customers and regular SNAP customers swipe their EBT cards at the farmers market manager's table.

Step 2: Ask the customer how many dollars they want to spend on SNAP-eligible foods.

Step 3: Enter the total amount for the SNAP purchase as you normally do, and then press enter.

Step 4: Immediately after a new screen will appear that reads, "Enter HIP amount". Note that now this screen will always come up for a SNAP transaction.

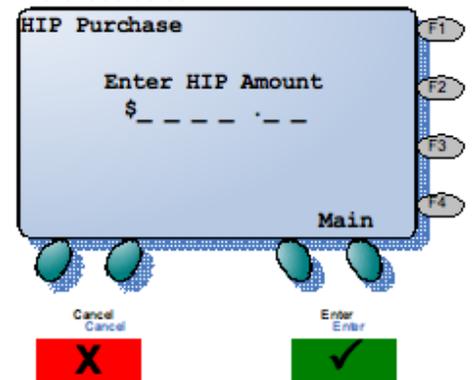
Step 5: If the customer does not say they are a HIP customer, enter "0", and the "enter PIN" screen will appear to complete the transaction.

Step 6: If yes, enter the dollar amount of HIP tokens requested.

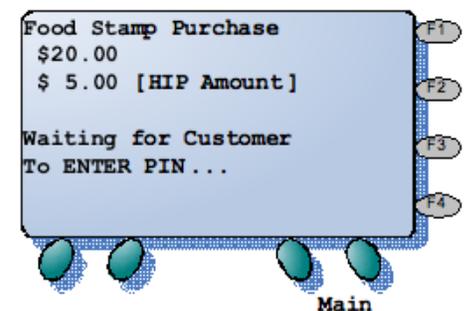
Step 7: After you enter the HIP amount, the "HIP customer enter PIN" screen will appear to complete the transaction.

Step 8: Once approved, provide the amount in HIP tokens along with any regular SNAP tokens requested. Tokens are color-coded to each market and non-transferrable between markets.

This is the new "HIP Purchase" screen.



This is the new "HIP Customer Enter PIN" screen.



Vendors

Step 9: When a HIP customer makes a purchase at your booth you must ensure that the purchased foods are HIP (or SNAP) eligible and that the appropriate tokens are accepted for those foods.

Step 10: Encourage customers to use their HIP tokens first or to request a refund. Please note that the HIP tokens are only valid during the 2012 farmers market season.

Step 11: Per your market's procedures bring your tokens to the manager for reconciliation and payment. For most markets, this is done weekly at the end of market.



HIP-eligible foods:

- YES:**
- Fresh fruits and vegetables **ONLY**, whole or cut
 - Plain bagged vegetables and salad
 - Sweet potatoes & yams

- NO:**
- White potatoes
 - Herbs
 - Edible blossoms or flowers
 - Decorative vegetables, garlic braids, peppers, etc.
 - Fruit-nut mixtures
 - Fruit baskets
 - Baked goods



SNAP-eligible foods:

- YES:**
- Fruits and vegetables
 - Meats, cheeses, eggs, milk, and yogurt
 - Breads, grains
 - Seeds & plants that produce foods, including herbs
 - Honey

- NO:**
- Hot meals
 - Food that will be eaten at the farmers market
 - Medicines



Reading the HIP receipt

For HIP customers, the receipt will display a “SNAP Balance Summary” and a “HIP Balance Summary.”

The “HIP Balance Summary” shows how much incentive the customer has earned in this transaction and earned for the total month.

The “SNAP Balance Summary” shows the beginning and remaining balance in their SNAP account as it always has.



HIP Balance Summary:	
HIP Incentive Earned this transaction:	3.00
HIP Incentive Earned month to date:	3.00



SNAP Balance Summary:	
FS Begin Bal:	300.00
FS Purchase:	-10.00
HIP Earned:	3.00
FS End Bal:	293.00
Cash Balance	0.00



NEED MORE INFORMATION ABOUT HIP?
DTA HIP CALL-LINE 1-888-987-4487
MONDAY THROUGH FRIDAY BETWEEN 9:00 AM AND 5:00 PM