

IMPORTANT Information for Vendors

- **Market opens** for customer ordering at 11PM one week before delivery day. It is **vital** that your inventory is accurate and up to date before then! (for example: for a Saturday delivery, market opens 11PM on the previous Saturday, with order deadline at 11PM on Thursday before the Saturday delivery).
 - You need to zero out the quantity of any item that will not be available for delivery.
 - As each customer order is placed, you will be sent an email with the details for each order.
 - You can also use the Harvest to Market site to generate reports for all your customers' orders for a certain week (see "Vendor Reports" below).
- **After the ordering deadline** you will need to:
 - Prepare (harvest, bake, wash, whatever) your products,
 - Individually package them by customer,
 - Have a separate bag (or other container) for each customer
 - Label the container (if needed)
- **On the delivery day:**
 - Deliver them to the designated delivery point during the designated delivery time,
 - Be on time!
 - Deliver each customer's order such that the order can be assembled efficiently
 - See below for products that require refrigeration
- **Delivery points details:**
 - Saturday at St. Johnsbury Farmers' Market
 - Place: Mtn Foot Farm vendor space – the corner position closest to TD Bank & McDonalds
 - Delivery time: Between 8AM and 9AM
 - Delivery manager: Curtis Sjolander
 - Home phone: 626-9471
 - Cell phone: 274-8957 (cell phone does not work at home)
 - Email: seedy.sjo@gmail.com
 - (Future delivery point information will be placed here)
 - Place:
 - Delivery time:
 - Delivery manager:
 - Contact info:
- **Problems:** If you cannot deliver an ordered product, contact the delivery person and/or market manager **As Soon As Possible!** Any other issues, also contact us ASAP!

- **Products that require refrigeration:**
 - The vendor is responsible for maintaining needed temperature until delivery to StJ ALFA delivery person.
 - StJ ALFA will maintain ice chests with adequate ice packs/ice for each customer pickup point
 - All dairy products and meats will be packed in ice packs/ice.
 - When a customer picks up their order, refrigerated items need to be retrieved from the ice chest(s) and added to their non-refrigerated items
- **Vendor Reports**
 - When you have multiple customers, you can use these reports to display or printout various reports that show all the information on one report instead of having to juggle the multiple invoices that are emailed to you as each customer makes their order.
 - Go to the StJ ALFA Online Farmers' Market www.stj-alfa.org/market
 - Sign in to the Harvest to Market
 - Click on Vendor Admin
 - Under Vendor, click Vendor Reports
 - Choose the pickup date
 - Leave Customers set to All
 - Set the Vendor to your vendor name
 - Set the Market to StJ ALFA Online Farmers' Market
 - Set the Sort Order to whatever report you like (suggest you use Report 8 for Vendor Order Detail)
 - Click one of the buttons:
 - View Report to just view the information
 - Create PDF to make a file that can be saved or printed out
 - Create CSV to make a file that can be loaded into a spreadsheet
- **Product availability:** If you are not sure if you will have a product available until after the opening of the market, do NOT enter the quantity until you are pretty sure you will have it available.
 - For example, if you are not sure your watermelons will be ripe for delivery on Saturday until you check them Wednesday afternoon, make sure the quantity for watermelons is zero until you go check them on Wednesday afternoon.
 - After you check them (and they **will** be ripe) on Saturday, go into your inventory and update the quantity to whatever you are pretty sure you will have.
 - Even though customer ordering can take place starting on Saturday, and someone will not be able to order your watermelons on Tuesday, customer ordering can also happen on Wednesday, and Thursday, and those customers will see your watermelons for sale.
 - We wish to minimize disappointments to the customers, so we urge you, the vendor to do the best you can to not disappoint the customers.
 - We realize that even doing the best you can, there will be times when some product you thought you would have isn't available (eg. a woodchuck ate it the night before):
 - When a customer orders something which is not available, let one of us know as soon as you can!