

## Welcome Vendor

Welcome to the Manchester Locally Grown Market (MLG). We are pleased to have you as a Vendor. The MLG Market is an informal organization made up of the farmers and producers who sell through the Market's website. As a Vendor you will also be a member of this informal organization.

## A Vendor's Guide to the Manchester Locally Grown Market (MLG)

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**If you have questions, please contact either of the Market Managers:**

Linda Reed [manchesterlocallygrown@yahoo.com](mailto:manchesterlocallygrown@yahoo.com) or in an emergency my cell 931.273.9708

JB Brown [jborab@blomand.net](mailto:jborab@blomand.net) or my cell 931.607.3446

Please read and sign the following contract.

## **Contract Between Manchester Locally Grown Market (MLG) & Our Vendors Terms and Conditions**

The Manchester Locally Grown Market and The Doorstep Bakery are not responsible for the safety or quality of products sold on this market. Vendor agrees to sell products at his sole risk; and agrees to hold harmless, indemnify, and defend the MLG Market from and against any and all liability costs (including, but not limited to, costs of suit and reasonable attorney's fees incurred in our defense and/or settlement of claims); from and against all claims, demands, actions, causes of action, penalties, judgments, and liabilities of every kind and description for personal injury and/or death; and damages to, and/or loss of, property; which claims are caused by, arise from, or grow out of Vendor's sale of products through the MLG Market.

### **Vendor's Responsibilities**

Vendor may only sell products that he produces. Resale of products is strictly prohibited. Vendor found to be consistently reselling products will be asked to remove those particular products from market offerings.

Vendor alone is responsible for quality of his own items. Please make every effort to improve the quality of our market and resulting customer satisfaction by furnishing only top-quality items.

Vendor is responsible to set up his on-line information page to describe his farm and farming practices. Vendor may link to existing web page and/or post pictures in photo album, using unlimited space on market.

Vendor is responsible for listing the items that he has for sale no later than Saturday at 8 pm on the week that the Vendor would like to sell. Vendor is responsible for describing and pricing his own products. Please be especially careful to make a good impression on potential customers by using correct spelling on all descriptions. Wherever possible, include a good picture – preferably of the actual product, but even a seed catalog picture is better than no picture. "One picture is worth 1000 words" is very appropriate here.

Vendor is responsible for cleaning, packaging, and labeling products for sale. Information on labeling is included later in this document. Vendor is responsible for dropping off orders at the rear of **Doorstep Bakery, 74 Mazmanian Lane, Manchester, on Thursdays between 2:00-3:30 pm.**

Vendor is responsible to delete unavailable products:

- By calling Linda Reed at 931-273-9708 **before 9 am on Thursday** (leave a voicemail message), or
- By deleting them online from the MLG market **by noon on Thursday**

Failure to do so will result in Vendor paying a \$5 late fee for each occurrence. At the third such occurrence, Vendor will be suspended from selling at the market until review by the Market Board.

Vendor is responsible for any sales taxes due on products. Information on sales taxes and farm products can be found by contacting the Tennessee Department of Revenue at 615-253-0600 or 1-800-342-1003 or on-line at [www.state.tn.us/revenue](http://www.state.tn.us/revenue).

Vendor is responsible to pay a yearly \$10 fee to participate in the MLG Market. Vendor will also be charged 5% of his farm's total sales each week as a "virtual booth fee".

Vendor may buy products from other farmers, with a 5% market surcharge identical to other customers. Market purchases may or may not be subtracted from sales total, at the discretion of the Vendor.

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Vendor is responsible to help set up and/or help clean up each weekly market day, need determined by the market managers. Please notify one of the market managers of your preference for setup or cleanup duties. Additionally, it would be much appreciated if you can take a few minutes to help some customers carry their orders to their vehicles.

The minimum age to sign this contract is age 18. All Vendors under the age of 18 must be listed under the name of an adult who is willing to be responsible for fulfillment of the conditions of this contract.

### Additional Points to Remember

Vendors are approved strictly by the Market Board. New Vendors will not be allowed to post or sell until the Vendor Acceptance form is signed and submitted to the Market Board, with a copy of appropriate license(s), permits, certifications, Inspection Reports, etc, that apply to the business. Certifications will be checked each year by the Market Board. All Vendors must comply with applicable state and federal regulations on produce, eggs, baking, and canned goods. After the Board reviews submitted information, Vendor will be informed of acceptance or denial into the Market, and the reason for the decision if applicable.

Manchester Locally Grown Market recommends, but does not require, that Vendors also purchase product liability insurance for their products.

As a member of the Manchester Locally Grown Market, Vendors have the privilege of contributing to organizational decisions and helping to shape the market. Vendors will be kept up to date on MLG Market decisions and will be asked to attend meetings and participate in the decision-making process. Vendor participation is expected and appreciated in the making of all decisions.

If a customer is not satisfied with a product, he has the right to refuse to purchase it. The Vendor will not be paid for products that are refused by the customer. Products will be returned to the Vendor if possible. If not, they will be donated to a person or group locally. Please make every effort to avoid this situation and thereby to increase customer satisfaction of our market.

Customers will place all orders by noon on Wednesday. Vendors' total orders will be listed on the website, and a list will be emailed to the Vendor after the market closes on Wednesdays. Vendor will have from noon on Wednesday till 3:30 pm on Thursday to fill orders.

**Please initial page 1, sign & complete page 2, and return this 2 page agreement with your first delivery:**

I understand and agree to the terms and conditions listed above.

Signed: \_\_\_\_\_

Business Name: \_\_\_\_\_ Date: \_\_\_\_\_

## How to Create an Account as a Vendor

### Instructions for Those With Regular Access to a Computer

#### First Step: You Must Create Your Customer Account

1. Go to the website <http://manchester.locallygrown.net>.
2. From the bar on the top of the page, select "Sign In."
3. Under "Don't Yet Have an Account?" fill in your first & last names, e-mail address, phone number, & mailing address. Create a user name & password, confirm password, & create your account. You will receive an e-mail to recognize you as a customer. **This must be done before becoming a Vendor.**

#### Next Step: How to Create Your Vendor Account

1. Once you are a customer, in order to become a Vendor, go to the 'Our Growers' Page.'
2. Read "Terms and Conditions" in the middle of the page. Make sure you agree with all the terms before setting up your Vendor's account.
3. Via your browser's "Back" button, return to the "Our Growers" page. Click on the link at the bottom to "tell us about yourself." You will then see the page "Create a Grower for this Market." Fill in business name & location, website (if applicable), & description & picture of your farm. Keep in mind that seeing your listing on our site is how customers will first get to know you and your farm. Describe your farming practices, justifications, etc. Space is unlimited; so feel free to go all out. You can leave the picture blank if you want, but this is not recommended. This picture will be on your information page, and a small copy of it will appear next to your farm name in the list of growers. The market manager can scan a photo for you if needed, but digital is easier for you.
4. Add zip code of location, & how to make out the checks. Especially notice check boxes on questions 7 & 9.
5. Also please describe any applicable growing methods, as these may be important to potential customers.
6. "The following account is associated with this grower" – make sure your preferred e-mail address is entered here. Other accounts associated will be able to edit the grower's information, adjust the availability, fill orders, and will receive all grower-related notifications. (Market managers can already do this so no need to add them.)
7. Scroll down & click "Save your information." This will send your application to the market managers, who will contact you when a decision is made concerning your membership. When you are accepted as a Vendor, the software will create your Grower Page from the information you have submitted.

#### Editing / Adding to the Vendor Page:

If you would like to add pictures, click on "Add Photos" on the right of the page "Our Growers." Select a digital image from your computer; or contact the market manager if you need us to scan your hardcopy pictures for you. Write a caption for your image. Select "Save new Photo." You may view your page or your photos by selecting "View Details."

Once you have entered information you can go back and change it anytime by selecting "Edit Details".

Your grower information page will be saved on the website. If you will not have anything to sell for a season and would like your page "hidden" from the view of customers, contact a market manager. You will still be able to view and edit details. The farm can be made "available" again at any time.

**Setup instructions continued on next page**

## Setup instructions continued from previous page

### How to Add Products For Sale

Once you have been approved as a grower and have a Vendors Page, you may list your products.

1. Be sure **you are signed into** your grower's account.
2. **Select "The Market"** on the bar at the top of the page.
3. **Navigate to the category** (and subcategory if applicable) that you'd like it to be in by using the menu to left.  
You can add additional categories by clicking on one of the icons at upper right under the heading, or contact your market manager if you are unsure about how your market's categories work.
4. **Click on the icon** to add a product to that category. Be sure you are all the way down the category "tree." If you are higher up, the software will only let you add categories.
5. **Fill in the requested information:** category (which can be changed now or later), product name, description, and image. The unit of sale might be "pound" or "gallon pot" or "loaf". Make it descriptive so that your customer knows for sure what he is actually buying. List the unit price, and the wholesale price if you want to sell wholesale; and the number available. Do you want to stop accepting orders when sold out? (In other words, is it possible you might have more available than you anticipated?)

**Labels** - Change any of the default label settings for this product here.

### Select "Save your new product!"

New products will automatically be added to both the "New Products" display and the "All Products" category.

New products with an available quantity of zero will be unavailable for purchase. **Unavailable products** have a grey background and customers cannot view them on the website – only you and the market manager can see them.

You can **make a product available** again by clicking on the "Make Available" link for that product. The available quantity will still be zero, so be sure to click on that and change it to the amount you actually do have available. Unavailable products will be stored on the website, so you may select them again when needed. **Please do not make products unavailable while people are ordering. This will not eliminate orders - it will just keep you from getting paid.** If you have more orders than available products, you can **remove orders** once the ordering period has ended. This is explained further in the next pages.

### How to Edit Listed Products

You can **edit current products** several ways. First, the name, price, unit, and quantity are editable just by **clicking on their values.**

You can edit everything about the product (upload a new photo or change the long description) by clicking on the **"Edit Product"** link to the right of each item. You can make a product unavailable for purchase by clicking on the **"Make Unavailable"** link right below that. This will set the available quantity to zero and remove it from the customers' view.

To quickly change your prices and availabilities for any number of your items, click on the **"Browse your listed products"** link on the **"Your Account"** page. This will take you to the **"All Products"** listing, but will only show you your own products. Just go down the page, changing the information for each product as needed, saving each change as you make it.

### Instructions Those Without Regular Access to a Computer

Please contact the market manager at manchesterlocallygrown@yahoo.com .

END Instructions – next page, weekly market operation

## How the Market Operates Each Week

1. The market will open for sale each week on Saturday evening at 8 pm. Make sure that you have added any new items for sale, and that you have made any old items available with the appropriate quantities etc., by that time.
2. An email is sent to customers Saturday evening, listing what is available and reminding them to order.
3. On Wednesday at noon the market will close.
4. You may view your open orders at any time by logging on to the website and going to the "your account" page. You will then select "see your orders".
5. The market manager will email each grower his orders on Wednesday afternoon when ordering has ended. You will also have the option of emailing the order page to yourself. The order page is something like this:

### The Sales:

- 1 x Arugula (one six ounce bag) for \$3.00
- 2 x Eggs (dozen) for \$5.00
- 1 x Kale (half pound bunch) for \$1.50

Total Sales: \$9.50

Grower Account Balance: \$0.00

Total Amount Due Grower: \$9.50

6. If you have more orders than you can fill, remove orders, starting at the bottom of the list and hitting the "remove" button next to each order you cannot fill. If someone has ordered 2 of something, and you can only fill one of the orders, contact the market manager. Hitting "remove" may remove both of the items. Please make any changes to the orders before 10 am on Thursday.
7. **After ordering closes**, print your labels (recommended to make packing at pick-up easier). You will need to download PDF reader from Adobe.com or compatible (may be pre-installed on computer). If labels do not align properly, the PDF reader is probably re-formatting them for you. When you hit "Print", make sure any options like "Auto Rotate and Center" and "Page Scaling" are turned OFF. The labels will automatically start printing with the first label on the page, but if you have a partial sheet you want to use, enter a different starting column and row here:  
Example: Starting Column (1, 2, or 3): 2      Starting Row (between 1 and 10): 5  
If you cannot print your labels, the market manager can print them for you and bring to the pick-up. In order to utilize this option, you will need to purchase labels & give to the manager to use for your farm. You need Avery 5160/8160 or compatible labels, 30 to a page, 3 rows of 10, 8.5x11 sheets.
8. When you have finished printing labels, harvest or prepare the items ordered, & package in the unit listed on the website (i.e. one ounce bunch, 10 oz. Bag, one loaf, one pound).
9. Bring your items to **Doorstep Bakery, 74 Mazmanian Lane, Manchester, between 2 and 3:30pm on Thursday afternoon**. The Market Manager will give you a check for the products you brought. If you are late, your orders may be deleted from the market.
10. Growers will be expected to help with customer pick up on a predetermined schedule. Growers may also wish to provide delivery services. The person who does market delivery each week will receive the money for delivery, which is currently \$2 or \$5 per delivery. Please let the market manager know if you are interested in helping with delivery.
11. If you will not have an item for sale the following week, be sure to make it "unavailable" before the following Saturday evening at 8 pm, when the market will reopen.
12. If you have any questions or comments to help make this market work smoothly, please contact the Market Manager.

END