# Vendor Responsibilities

Vendors are an essential part of the mission at Twisted Oak Farm which is focused on promoting local sustainability and fostering health, education, and awareness about the origins of our food. Twisted Oak Farm **does not charge vendors for space**, but there are best practices and requirements each vendor will need to adhere to in order to ensure processes are easy to follow for our members and safety standards are kept.
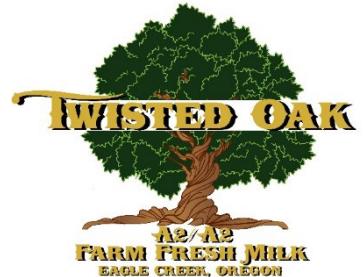
<u>YOU ARE RESPONSIBLE FOR YOUR PRODUCTS</u>

1. Each vendor will be assigned a **Vendor Number that needs to be displayed in your section. Please know the following items need to be completed prior to setting up your area and displaying your items**.
    a. Vendor numbers will need to be visible on your cash envelopes that <u>you supply</u>.
    b. You need to create a flyer that will include your vendor number, your Logo or Business Name, information about the products, and Venmo QR Code.
       Michelle will laminate the flyer for you and provide a shelf designation sign, in order to mitigate confusion.
    c. A screenshot of your Venmo <u>QR code</u> will need to be texted to Michelle to add to Venmo QR list.
2. **Space will be assigned to you**, if more space is needed you will need to discuss this first prior to taking more space. Space is limited and will be determined by availability and the number of items you are selling.
3. **Inventory and Sales Tracking** - You are responsible for keeping track of your inventory and sales. Part of my meet and greet with new members is showing them how to use the inventory sheet. If you are missing payments for products, please look to the sheet. I am more than happy to help troubleshoot. We do not have a camera in the milkshed, but if product starts going missing, I will lock the shed and have members use their codes.
4. **Food Handlers Safety** must be adhered to. For items that are perishable, vendors are responsible for <u>dating</u> your product. I recommend using a **<u>BEST USED BY DATE</u>** and <u>pulling</u> your product before the expiration date. If a product is about to expire – think about putting the item on sale in order to decrease waste.
5. **Pricing** – Prices are set by the vendor and must be clearly marked on your product. The price gun is available for your use and is located under the inventory log. Please make sure to do market research on the products you are selling, it is important to know the average cost of your product and the customer base you are selling to. You will be getting repeat customers that come to the milkshed each week. Herdshare members are individuals that believe in supporting local, buying natural/homemade products, but may not splurge on items that are not essential for their family. If prices are reasonable then the return purchase rate will increase.
6. **Glass Jars and Containers** - Posted notices regarding the importance of returning jars and containers are provided in the jar return area, but having the info on the jar will help remind individuals to not add your glass jar to their collection. If you would like members to return your glass jars or containers, please make sure to **label your jar (not the metal lid) with your logo and add a "Return Requested" notice**. This is not a guarantee that your jar will be returned. Your pricing may need to reflect jar costs.
7. **Marketing is important**. Tell your friends, church group, make a post on **Facebook** and tag Twisted Oak Farm (**@twistedoakfarm**). I will try to highlight vendors, but you are responsible for the marketing of your products. Anyone can sign up to be a herdshare member and it's FREE. Send people to www.twistedoakfarm.store

Please remember that we do not charge vendors for space provided and do not make any profit on the vendor items sold in the milkshed. This is why it is critical for you to be in charge of monitoring your items and ensure that you are providing quality products to each and every one of our members.

Communication is important and we will always share feedback received from our members.