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| Philmont Cooperative logo 600 x 477 (1).jpg |
| market address: 116 Main Street, Philmont, NY 12565 • info@philmontcooperative.com • philmontcooperative.com  518-672-7673 |

**MARKET RULES & PROCEDURES**

The information below is provided to help sellers wishing to sell in the market. Market rules and procedures are made and changed at the discretion of market management and are subject to change.

**BASIC RULES OF SELLING AT PHILMONT MARKET & CAFE COOPERATIVE**

Products must meet these basic requirements in order to be sold through Philmont Market & Cafe Cooperative:

Compliance with Health, Safety and Related Laws

All products must comply with federal, state, and local health regulations, licensing, and labeling requirements. Sellers are expected to inform themselves on issues governing the production, display, distribution, sampling and sale of their products.

See “Legal Compliance” for more information.

Compliance with Philmont Market & Cafe Cooperative Guidelines

All sellers should read the Philmont Market & Cafe Cooperative Seller Guidelines prior to applying to sell. Sellers may petition the Board of Directors if they would like permission to sell a product that does not meet market guidelines.

See “Guidelines” for more information.

Fit the Needs and Goals of the Market

Entry of new products is dependent on the needs of the market and is up to the discretion of the market manager.

**APPLICATION & MEMBERSHIP**

Sellers wishing to sell should confirm that their product is legal and compliant with and market guidelines before applying. Applications and questions should be directed to the Market Manager at info@philmontcooperative.com

Anyone wishing to sell is required to have an up to date membership.

**RENTAL OF MARKET SPACE**

Currently there is no rental fee for most products displayed in the market.

The amount of space given to each seller is at the discretion of the market staff and will be based on product mix and set up to provide the best overall experience for the shopper.

**PRODUCT LABELING AND BARCODES**

The seller is responsible to provide basic labels that meet the county, state, and federal rules.

Philmont Market & Cafe Cooperative tracks sales through the use of an inventory management system, cash register, and product labels. To ensure sellers are paid for their sales, each item must be properly labeled. Philmont Market & Cafe Cooperative provides bar code labels and can use existing product UPCs/barcodes. All other types of labeling must be approved by Market Manager.

It is the seller’s responsibility to make sure the item is properly labeled and entered into the inventory system before placing the product on display.

Label & Inventory Detail

It is up to each seller to decide what level of detail they would like on their label and weekly reports. The Philmont Market & Cafe Cooperative system is flexible and will allow sellers to make their item list detailed or generic.

More detailed inventory tracking will help the seller know what has sold, but slows down the label making process (sellers with detailed labels need to request labels in advance of dropping product off). Generic labels are quick to make, but offer less traceability. Examples on different label options are listed below for seller: **1234, Sunny Acres Farm**

Example 1 – Generic

• 1234000 Sunny Acres Non-Taxable

• 1234999 Sunny Acres Taxable

Seller must write price for item on each label

Seller will know how much they sold, but not what items

Seller must have separate label for taxable and non-taxable items

Example 2 – Categorized

• 1234001 Sunny Acres Bakery

• 1234002 Sunny Acres Produce

• 1234003 Sunny Acres Meat

Seller will write in price on each label (unless all items in the category are the same price)

Example 3 - Detailed

• 1234001 Sunny Acres Carrots, $3

• 1234002 Sunny Acres Beets, $2

• 1234003 Sunny Acres Lettuce, $8/lb

Sellers may use any of these options or a mix to best suit their operation.

**PRODUCT PACKAGING & SELLING BULK**

Sellers may package products at their discretion, however Philmont Market & Cafe Cooperative recommends against using units that can be easily altered or misconstrued at the register and suggest selling items individually or by weight.

Philmont Market & Cafe Cooperative provides plastic produce bags and scales for items to be sold in bulk (by the pound). Barcode labels for the item to be sold should be clearly displayed with the product for the customer to take.

If you are using your own bag for bulk sales a sample of the bag must be turned in at the market to be kept on file for the weights & measures department.

**DISPLAYS & SIGNS**

Philmont Market & Cafe Cooperative encourages all sellers to create and display information about their operation with their products as well as decorate their area. Sellers should take care to not block other seller’s displays or items. Offensive or distracting displays may be removed by the Market Manager.

Production Practice Signs

Philmont Market & Cafe Cooperative produce sellers must disclose their production practices. To help the shoppers and volunteers, we classify these into 3 groups:

**Certified Organic (GREEN):** Certified Organic sellers integrate cultural, biological, and mechanical practices that foster cycling of resources, promote ecological balance, and conserve biodiversity. Certified Organic sellers do not use synthetic fertilizers or pesticides except for those approved by the OMRI (Organic Materials Review Institute). Organic sellers are periodically inspected to be sure that they are complying with the organic standards set by USDA. Uncertified sellers may not use the term “organic”.

For more info visit: <http://www.ams.usda.gov/AMSv1.0/NOP>

**All Natural (YELLOW):** All Natural\* sellers integrate cultural, biological, and mechanical practices that foster cycling of resources, promote ecological balance, and conserve biodiversity. All Natural sellers do not use synthetic fertilizers or pesticides except for those approved by the OMRI (Organic Materials Review Institute).

\*The term “All Natural” is not legally defined but is agreed upon by for the products sold at Philmont Market & Cafe Cooperative.

**Integrated Pest management (IPM) (ORANGE):** IPM relies on a combination of common-sense practices to manage pest damage while reducing or eliminating the use of pesticides. IPM sellers may use practices like scouting and beneficial insects although at times the carful use of selective pesticides may be employed to prevent crop loss.

For more info visit: <http://www.epa.gov/opp00001/factsheets/ipm.htm>

Sellers will be provided with color coded growing practice cards to label their products. Sellers are encouraged to add additional info about their farm and growing practices to their display to help make a connection to shoppers.

“Delivered on” signs

Sellers of highly perishable products (bakery and produce) must commit to at least a once a week delivery schedule. Delivery day will be posted on the sellers display to help shoppers and volunteers.

Meat Freezer Bins

Sellers will be provided bins for the freezer. Bins are color coded by product for customer convenience.

Personal displays and equipment

Sellers who wish to use their own displays/equipment should contact the market staff. Use of displays/equipment will be decided on a case by case basis.

**PRODUCT DELIVERY**

After initial drop off, sellers are welcome to deliver products to the market during store hours. However, sellers should realize that the first priority of the market staff and volunteers is the customer. Sellers needing special assistance should not come during “rush times”, should request labels in advance, or schedule an appointment with the manager.

Advance labels request

Sellers can email label requests in advance to info@philmontcooperative.com. Labels will be made when possible (at least 24 hours is preferable). Preprinted labels will be filed in the "Seller’s Area” for pick up upon arrival.

**RESTOCKING**

Sellers may leave additional product at the market for the staff and volunteers to periodically restock. All products should be clearly labeled and put in the restock area. A pink “RETOCK AVAILABLE” tag should be posted on the seller’s display.

**REPORTS, PAYMENTS, AND INVENTORY**

Sellers will receive a sales report every two weeks about the previous week. This report will include info on how the market did overall, updates, as well as a list of the items sold. This report should be used by the seller to calculate inventory and amount they will be paid.

The co-op will retain:

8% for “wholesale” sales direct to other producers

20% for “highly perishable” products such as produce, baked goods, and milk.

27% for “shelf stable” foods including frozen foods, eggs, dairy (not milk), jams, syrups, grains, granolas, and pet treats and other consumable products like candles, cards, soaps, lotions, bath & body, and cleaning products.

32% for “artisan" products such as pottery, jewelry, fiber arts, wood products, books, and baskets.

The retention of all sales to put toward equipment & renovations as well as to cover daily operating costs such as merchant account fees, rent, utilities, marketing, and other member benefits. Please make sure all items are priced accordingly.

Sellers will be paid for the items sold (-% co-op fee) within 5 days from the 16th and last day of each month.

Direct deposit is available and encouraged. Check payments are also available. Checks can be picked up at the market after the pay date.

Inventory Forms

Sellers wishing to track their inventory should fill out a Drop-off/Pick-up Sheet or leave other acceptable documentation whenever delivering or removing product from the market. These sheets are available in the seller area and can be turned in there as well.

Missing Products

Philmont Market & Cafe Cooperative works to track and protect all products while they are at the market. However, ultimately products are left in the market at the sellers own risk. Discrepancies in inventory may be taken up with market management and will be handled on a case by case basis

Removal of Product from the market and disposal

The goal of Philmont Market & Cafe Cooperative is to maintain fresh, appealing products for the customer. Any unsuitable, spoiled, or damaged product will be immediately removed from the market and disposed of. Sellers will be notified if/why this occurred.

**CUSTOMER SATISFACTION & RETURNS**

The goal of Philmont Market & Cafe Cooperative is 100% customer satisfaction. Therefore, we will all accept customer returns on food items for refund or replacement. Sellers will be notified of nature of customer complaint.

Philmont Market & Cafe Cooperative will accept returns on non-food (art/craft) items within 60 days with tag or receipt.

Returned amount will be deducted from the seller’s future sales.

**BAKERY SHELF LIFE**

Bakery sellers must include a “baked on date” on all items. Sellers are responsible for knowing the shelf life of their own products. Sellers can either make plans to check and maintain their inventory, or may submit a clear, weekly schedule to the market manager and volunteers to follow (Example: deliver Monday am, reduce 10% Wednesday night, pull Thursday night).

Sellers may arrange with market manager to hold expired products for pick up or allow the co-op to donate to local charities.

**ARTISAN PRODUCTS**

See “artisan guidelines” for more information.

**ONLINE ORDER SYSTEM**

The Online Ordering System is one of the benefits we give to members. Accommodations will be made for sellers without computer/internet access. If you are a non-email member who would like to list products online, please contact the market staff.

Sellers who do not want to participate in the order cycle can still use the system to display and advertise products for in market or on farm sales.

Members will be contacted via email with instructions and additional information once their account is activated.

**SALES TAX**

Philmont Market & Cafe Cooperative will collect and pay the sales tax on all taxable items. The tax amount will be automatically added at the cash register (the seller does not need to include this amount in the selling price). Sellers selling taxable items do not need a vendor’s license to sell at Philmont Market & Cafe Cooperative.

**INSURANCE**

In the event of a lawsuit, the co-op’s insurance will cover the co-op. However, individuals are not covered under this policy. It is up to each seller to insure themselves to the level they feel appropriate.

**QUESTIONS**

All questions regarding market operations should be directed to the Market Manager at info@philmontcooperative.com or call.