

Meadowbrook Virtual Craft Market Vendor FAQ – Fall 2020

Information highlighted has been updated as of October 14th

If you are interested in becoming a vendor at the first Meadowbrook Virtual Craft Market for Fall 2020 here is some information you may want to take note of.

What are the key dates for the market?

These are the key days for the Meadowbrook Fall 2020 Virtual Craft Market:

- October 16, 2020 - Vendor applications due
- October 23, 2020 - Selection committee notify vendors of results
- October 30, 2020 – Vendor product information due
- **November 7 to 20, 2020 - Virtual Craft Market Open !!!**
- November 20, 2020 – Close of market (order summaries distributed and vendor cheques prepared)
- December 4, 2020 – Final day to deliver products and/or cheque pick-up
- Week of December 7, 2020 – Customer pick-up of orders at Meadowbrook Elementary

What are my responsibilities and obligations as a vendor?

As a vendor, submitting an application you'll be asked to observe the following commitments:

- [Complete the vendor application](#) with accurate information by the set due date (3 weeks prior to open of market).
- Provide comprehensive product information by the indicated due date (1 week prior to open of market).
- **One delivery of ordered handcrafted products by delivery date (2 weeks after market close)**, labelled and to designated location.
- Answer committee inquiries during application process, inquiries forwarded from customers during market; and address customer complaints and/or quality concerns after receipt of goods, sent via email and/or phone, in a timely manner.

How will the PAC Selection Committee decide which vendor application be accepted?

In case of popular demand, selection committee will use its' discretion to ensure (i) a fair representation of craft categories; (ii) vendors with learners enrolled in Meadowbrook will be given priority; otherwise, (iii) spots for vendors of like categories will be awarded on a first come, first reserve basis.

What will the PAC Market Committee provide?

As part of joining the market, the PAC organizing committee will provide the following:

- Receive and address inquiries from vendors and customers.
- Marketing and communications for virtual craft market.
- Manage and administer online platform for virtual market.
- Collection of customer payments.
- Collection and coverage of online payment fees, which amounts to 2.9% of sales + \$0.30 per transactions.
- Collection and distribution of orders to vendors daily.
- Receive products from vendors and distribute payments to vendors
- Organize and distribution of orders to customers.

What are the fees to join the market once my application is accepted?

To join market the fee is 10% of vendor sales up to a maximum of \$30.

This ensures revenue certainty for vendors - if vendors are unable to make sufficient sales amounting to \$300 or more, then only 10% of sales are due to the pay the market fee e.g. sales only equal \$50 then only \$5 due for market fee.

How should I get the Committee my product information?

Upon acceptance of your application, you'll receive an email notification which will include a spreadsheet template for your product information along with instruction on how to upload product images (if available).

As a vendor how will I be paid?

Vendors will be paid at the end of the market for total goods ordered less market fee. Vendor cheques will be ready for pick-up during order drop-off.

How will I be notified of orders?

Vendors will be notified daily of orders, via email, while the market is open. As well, a final summary report of orders will be sent to vendors along with vendor revenue report at the close of the market. Included in all order notifications are product labelling and delivery instructions.

How should I deliver my products?

Products should be labelled and delivered to designated location after the close of market. **To reduce contact vendors are asked to do 1 (one) delivery of all ordered (sold) products between the day after the market close to 2 weeks after market close.** Instructions are included in the vendor order summary report.

Vendors may pick-up their cheques at the same time of product drop-off. The Market Committee is responsible for sorting and combining orders for safe customer pick-up, hence clear labeling is much appreciated.

Who can I address additional questions to?

Any questions can be addressed to the Virtual Craft Market Committee at meadowbrookpac@gmail.com