

Task Analysis of the Current EBT System at a CFM Market

1. **Exchange EBT Funds for Tokens** *Total time for exchange: around three minutes*
 - a. EBT user approaches information booth
 - b. Market manager asks EBT user the amount of tokens he/she would like
 - i. If customers are new, market manager will ask them to walk around to gauge the amount they think they will need
 - c. EBT user swipes card on tablet with MarketLink app (PCI compliant, USDA FNS approved EBT processing app)
 - i. If swipe doesn't work, card number entered manually
MarketLink is government-mandated equipment. We cannot adjust this step.
 - d. EBT user enters PIN number
 - e. Market manager enters the dollar amount of EBT funds customer wants to spend
Potential confusion with doubling for customers who are new to system
 - f. User given option to review EBT balance on tablet or have it texted or emailed
 - g. Market manager gives tokens to EBT user
 - i. Market manager may have piles of 10 tokens pre-counted
 - ii. Market Manager may provide a small bag to place tokens in if the EBT customer requested many tokens
 - iii. *On busy market days, tokens may run out and manager must collect and record tokens spent at vendors to redistribute*
2. **EBT Users Spend Tokens at Vendor Booths**
 - a. EBT user approaches vendors they would like to buy from
 - b. Vendor tallies price for products
 - i. *If total has change, vendor rounds down (e.g. \$12.50 = \$12 in tokens)*
 - c. EBT user gives tokens to vendor in exchange for goods
Use of wooden tokens not discreet— invites stigma
 - d. EBT user repeats this step until they run out of funds or finish shopping
3. **Market Manager collects Tokens from Vendors**
 - a. At the end of market, management collects tokens from vendor
Counting process prone to error
 - b. Market manager records token amount on piece of paper
 - c. Market manager repeats for every vendor that accepts EBT
Room for discrepancy between vendor and management counting
4. **Market Manager Records and Reports Transactions**
 - a. Market manager records number of tokens collected from each vendor on digital spreadsheet for CFM report
Re-entering data from written report to digital spreadsheet inefficient, redundant
 - b. Market manager checks the total number of EBT-token exchanges, the total amount of EBT funds spent, and the total number of tokens distributed to EBT users on MobileEBT.com (website that corresponds with MarketLink)
 - c. Market manager records same information in another report to submit to Wholesome Wave Georgia (WWG)
 - i. If a mistake is made, the market manager has to email WWG to report the error or resubmit the report
5. **Management (Director level of organization) reimburses vendors through PayPal based on information submitted in report**