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Payment Procedures

Nourish Knoxville uses QuickBooks Online (QBO) accounting software to invoice Vendors for the following types of fees associated with our Markets:

- Booth Fees (by Vendor type & size)
- Late Fees (incurred on overdue invoices)
- Infraction Fees

Market Application Fees are charged directly through [Manage My Market](#) (MMM), via credit or debit card (NOT through QuickBooks Online), during the application process. MMM uses Square for secure & encrypted payment processing.

***** Important Note:** Vendors will **not** be able to view their booth fee invoices or account balances through the Manage My Market accounting portal. If you have questions regarding your account, need an invoice resent, or would like a season statement, please reach out to markets@nourishknoxville.org. ***

Booth Fees

The full fee schedule for the applicable Market can be found in the [Market Schedule, Location, Booth Descriptions, & Fees](#) section of the Vendor Handbook.

Vendors are invoiced for their booth fees monthly, with a separate invoice for each Market location (e.g., if a Vendor participates in both the New Harvest and Market Square Farmers Market during the month of May, they will receive two invoices for May dates—one for New Harvest and one for Market Square). It is our goal to send out these invoices on or around the

15th of the preceding month (e.g., Vendors should receive their invoice for May booth fees on/around April 15th).

Invoices will be emailed to the Primary Contact listed in the Vendor's Manage My Market account. Please ensure this contact information is up to date. Invoice emails will come from info@nourishknoxville.org, but all responses or questions should be directed to markets@nourishknoxville.org.

Booth fee invoices will detail your charges by line item, with the associated Market dates listed in the description. If there is an error in either the line items or the associated dates, the Vendor must contact markets@nourishknoxville.org to address the discrepancy as soon as possible.

Vendors have the option to pay for the entire month at once or incrementally by selecting 'Edit Amount' on their open invoice.

Booth fees are due one week in advance of the corresponding Market date.

Invoicing Schedule Note:

- If a Vendor is scheduled for **more than one Market date** in a given month, their invoice will be due **one week prior to the last possible Market day of the month**, regardless of whether they are attending that final Market. This helps streamline the invoicing process.
- If a Vendor is scheduled for **only one Market date** during the month, their invoice will be due **one week before that specific Market date**.

***** Important Note:** *Vendors sharing a booth will be invoiced at the highest rate represented by the involved parties (e.g. A produce Vendor & baked goods Vendor would be charged the Prepared Food rate for their shared booth). More information on booth sharing can be found in the [At-Market Operations, Materials, & Responsibilities](#) section of the Vendor Handbook.****

Late Fees

Invoices that are not paid in their entirety will become OVERDUE and incur a **\$25 late fee** on the first business day of the subsequent month from their issuance (e.g., an invoice for May booth fees that remains unpaid/partially-paid on the first business day in June will incur a late fee). Late fees will be added to the original invoice as a separate line item and re-sent to the Vendor.

In addition, the Vendor will be **removed from all future booth assignments** until the relevant invoice has been paid in full.

Vendors who are chronically overdue on their payments may have their Market status/assignments reevaluated.

*If you are unable to pay your invoice and/or late fee, please **get in touch with us ASAP** by emailing markets@nourishknoxville.org to discuss payment plan options to avoid incurring a late fee or expulsion from Market.*

Infraction Fees

Vendors who incur an infraction fee (per the [Infraction Policy](#)) will be invoiced for that fee separately from their booth fees.

Infraction fees must be paid on or before a Vendor's next Market attendance, or the Vendor will not be permitted to attend a Market until payment has been made and any additional conditions met.

Refunds & Cancellations

Vendors who cancel a Market date or withdraw from a Market, and are eligible for a refund (per the [Cancellation Policy](#)), will either have the corresponding fee(s) removed from their invoice (if it has not yet been paid), or be credited for the corresponding amount (if it has already been paid). Credits will be applied to the next applicable invoice or may be remitted to the Vendor by check (upon request).

Payment Methods

The payment link in your invoice email allows for payment by credit, debit, or ACH/bank transfer.

Additionally, Vendors may pay by cash or check at Market (this is NOT advised) by visiting a Nourish Knoxville Staff member at the Information Booth, or by mailing a check to:

*Nourish Knoxville
PO Box 2422
Knoxville, TN 37901*

Checks should be payable to 'Nourish Knoxville.'

Disputing Charges/Failed Transactions

Vendors who dispute a valid charge from Nourish Knoxville with their bank or processor may be subject to expulsion from our Market(s) or barred from applying to future Nourish Knoxville Markets.

Failed transactions and/or bounced checks due to insufficient funds or problems with the Vendor's account may be responsible for any additional fees incurred.