How long has your online sales platform been in use?
Since 2009.

How many farmers are you currently working with?
As of end of Feb, there are over 5,200 active producer accounts on the platform

What will it cost my farm to use your platform? What is your fee structure?
We offer different packages and add-ons. The most typical setup we are implementing right now is for a weekly order cycle. Our one time setup fee is $499 and monthly subscription fees are $98/mo prepaid annually. Our website has a full pricing page and options.

I'm ready to start selling products right now. What does it take to get started?
Is there a wait because of the current increase in demand for online sales platform services?
We offer group onboarding sessions each week to meet the demand of folks needing our services. Until this moment, we have been able to keep up with the demand with our streamlined processes.

How will your online sales platform integrate with my current website?
There are two approaches – it can be accessed via a "shop now" or similar button/link on your main website. You can also utilize a more integrated approach where the ordering page is seamlessly integrated into the navigation of your current site. The seamless integration approach requires a custom template and our standard package.

What is the process for entering the products that I have to sell?
We offer a database of products already populated. You can use simple tools in the platform to copy and edit from the starting database. We do offer import options for a fee.

How do I update my product list and pricing? Through Harvie platform?
It can be managed from a phone, tablet or computer – you simply update quantities or delist items that go out of season. Many farms carry their phone on their field walks to do their updates.

Will I be able to set inventory limits so that I don't oversell products?
Yes – you list your quantities and the system automatically maintains what is remaining based on the amounts customers have already purchased.

How does the customer interface work? Is your platform easy to use on a Smartphone?
The interface (including customer and admin) are both responsive which means that it automatically adjusts to the screensize the customer is using.

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Are credit and debit card fees charged to customers?
No.

Can customers pay by check or cash on delivery?
Yes, you can configure the payment types you accept for each type of customer you work with (e.g. Retail, Wholesale, etc.)

Can customers pay with EBT?
You can setup EBT as a payment time that you accept, but the system will not process their EBT payment automatically. The USDA is not currently allowing any online retailers (except for a select few large one) to process EBT.

Is there a way for me offer customers discounts, coupons, and promotions?
Yes, you can setup promo codes that customers enter in the checkout process.

How long does it take for customer payments to deposit into my farm's bank account?
We integrate with authorize.net online payment gateway for online payments. Our understanding is that payments are received 2-3 business days after the transaction is processed, but under no circumstances do we have access to your account or funds nor do we receive any benefit from the transactions processed online.

How is sales tax handled on your platform?
You can setup sales tax percentage that can be applied to all products, specific categories, or individual products. You can also make select customers exempt.

Is it possible to integrate your platform with my accounting software?
We offer direction integration with Quickbooks Online and support other integrations as well via csv.

Is it possible to create pack lists directly from your sales platform? How about labels?
LFM automates your harvest, pick and pack lists and labels. This is one of the biggest reasons.

Does your platform offer any suggestions for delivery routes based on orders?
LFM allows you to save route and route order so that your route plan is automated each week. New customers can be added to the route. LFM does not offer turn by turn navigation, but we do offer an export that is easily imported into Google maps and other turn by turn systems.

What kind of IT support does your company provide?
We provide regular support during business hours and emergency support 24/7/365. All customers receive unlimited support for our platform.

How is my farm's sales data used and/or shared?
We utilize the data for providing customer support and measuring aggregated information through the platform (e.g. total sales through the platform), but do not provide access to customer's data without permission.

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What happens to my farm's sales data if I stop using your platform?
We recommend that you download your data from the system before you terminate your agreement. Once terminated, we remove your site from our servers.

What other features does your platform offer that I should know about?
We offer a full farm and food hub management system that can be configured for multi-channel sales. We offer warehouse cooler and inventory management, traceability, wholesale and CSA features. Please join us for a webinar or contact us to schedule a meeting! Information on our website for both! Farms using the platform save 16-32 hours a week in admin time and have an average sales increase of 45% over 3 years.

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