

## **CURBSIDE PICKUP GROCERY SHOPPING OPTIONS IN THE AREA**

### **PUTNEY COOP CURBSIDE PICKUP**

Curbside pickup is now available at THE Putney Co-op! Just place your order with the form on their website and staff there will be in contact when the order is ready for pickup. Please note that orders placed after 6pm will not be picked until the following day. Payments will be taken over the phone via credit card, or by cash or check at curbside if absolutely necessary. When you arrive to pick up your order pull to the back of the store and call us at (802) 387-5866 with your last name and we'll bring your food out to the parking lot and either place it in your trunk for you or leave by your car for you to load in. We ask that you open any doors on your car to limit exposure of our employees.

### **PLACING AN ORDER**

- Place your order from 9am-6pm each day. Please note that orders placed after 6pm will not be picked until the following day
- Type your shopping list into the form on their website. While it is separated by department, don't worry if you aren't sure which place your item is coming from. There is a person on the other end of the form! The staff will do their best to make best-fit selections for you, but they ask shoppers to be as general as possible due to stock levels. (ex. Cheapest half gallon of whole milk, versus Organic Valley half gallon of milk).
- Hit send when you have added all your items.

There is a 20 item limit to orders. We also ask that you do not place add-ons to your order.

**PLEASE NOTE: DUE TO HIGH VOLUME, ORDERS PLACED AFTER 2PM WILL NOT BE FILLED UNTIL THE NEXT DAY. ALSO PLEASE UNDERSTAND THAT ORDERS ARE TAKING 4-5 HOURS TO FILL.**  
**THANKS**

### **ORDER SELECTION AND VERIFICATION**

- Once we receive your order, we will work as quickly as possible to fulfill it.
- When the order is ready, we will contact you by your preferred method (email, phone).
- As we are experiencing some out-of-stocks, we will offer substitutions to the best of our ability.
- Limits - due to item availability and demand, we may limit purchases of certain items

### **PAYMENT**

- We are asking for payment after verification of order picking.
- You can pay in a few ways! Either over the phone with credit card or if necessary with cash or check when you pick up your order.
- In every case, you will get an itemized receipt with your order.

## PUTNEY GENERAL STORE (Call 387-4692)

Please call the Store number and give them a list of the items you want from the store being as specific as you can and then be prepared to pay cash or credit card you can ask for other options when you call. They will tell you when the order is ready so you need to give out your phone number. The Deli is still open with limited items and sandwiches.

## BRATTLEBORO FOOD CO-OP

The Brattleboro Co-op provides a discount to anyone with limited income and this program is called **Food for All**. To find out if you qualify, call the Co-op 257-0236 and talk to someone at Shareholder Services and enroll over the phone **after 2 PM any day**. There is no work commitment. They ask you to pay as little as \$5 down and \$20 a year to receive a 10% discount

### WELCOME TO THE NEWLY REINVENTED COOP CURBSIDE SHOPPING

We have now more or less stabilized into our new schedule for curbside orders paired with open store hours. Just to remind you, we take orders at 802-246-2800 from 8:00 a.m. to noon for same-day pickup, and noon to 2 for next day pickup. We also are open for those not isolating from 2 pm to 7 pm, except for Sunday April 12, when we are closed.

A few explanations about how we are doing what we are doing, and what you can expect from us.

#### **For those of you who are isolating:**

Please use our curbside service. We have not made an hour or two available in the store for at-risk shoppers because we do not believe that you should be entering the store at this time and there are too many of you to be in the store in a safe way. So please use our curbside service.

#### **You can help us be more efficient with this service by:**

- Having all of your items on a list, ideally grouped by store area (i.e., produce items together, dairy items together, etc.). Please don't ask your spouse or kids what they need during the call, nor look through your refrigerator or cabinets. The extra time we spend on the phone with you is time we cannot answer another person's call.
- Being sure that you answer the phone call that we make to get your payment information. That means giving us an alternative number if there is even a little chance that you may not hear the phone or be out of range. If you don't answer, the system backs up.

**If you are interested, this is how it works:**

We have four to six people answering phones during those six hours. If you have trouble getting through, we apologize, but we are taking orders as fast as we can. The orders then are picked up and rushed downstairs for selectors to shop for you. These are our kitchen and deli employees, as well as a few other folks who are working in the hours that the store is not open. When those orders are shopped, they are run through the register and the transaction is suspended. The items are stored in three areas: dry, cool, and frozen. Then, after we have a dozen orders staged, you get a call for your credit card info, and are asked to come and pick up at the curb. When you arrive, our runners ask your name, and go find the various pieces of your order. We have been known to miss a piece or two, so we are working on that system, but also ask that you check to make sure you have your frozen product, for instance, before you leave the premises to save you any inconvenience.

We ask that you be clear with your phone order whether you would take a substitute or not, and what your quality standards are. So, for instance, if you want a hard avocado, please tell us. If you want organic milk but would take any milk, please tell us. We may not make it all right, but it helps to get that info.

If you are ordering with several other families for a common pickup, please try to order at about the same time, and be sure to tell us that there are one or two other orders that will be picked up together. We will still stage them by name, but the sequencing will allow us to find the orders more easily when you pick up.

We will be adding the service of an online ordering system in the next couple of weeks, if all goes well. As we transition to this offering, we will no doubt have trouble meeting demand, but we hope that you are patient with us as we redeploy our staffing resources to this new method of ordering. We will let you know more as we get closer.

Please use plastic (credit , debit, gift cards, or EBT) when you pay. The Coop needs to use cards to minimize the exposure to cashiers and to shoppers.