

# Natural Alternative Food Co-op Curbside Shopping by Appointment Frequently Asked Questions (FAQs)

**Our Goal** - Protect our community and staff while record numbers of people are sick from the Covid-19 pandemic.

## **How does curbside shopping by appointment work?**

1. Make an appointment during store hours by calling **715-472-8084**
2. Give your name, phone number and car model when you make an appointment
3. Use order form to make a shopping list at home
4. Drive to the front of the store - ***Stay In Your Car***
5. When you arrive at the store a shopper will call you
6. Read your list to the shopper as they fill the order
7. Give the shopper your credit card number or, if possible, deduct from a pre-paid account
8. Shopper will put your order on a table outside the store then ***You Pick-up Groceries***

## **Do I have to make an appointment?**

Like your hair salon or car repair shop, making appointments helps us efficiently provide this service to as many people as possible. The number of staff available to shop for you will be based on the number of appointments. We may have some drive up appointments available but we can't guarantee that.

## **How far ahead are you making appointments?**

Booking appointments ahead of time allows us to staff efficiently. We will try to fill your appointment as close to your choice as possible.

## **How do I get the Curbside Shopping by Appointment Order Form?**

Order Forms are available from a box at the front of the store or you can download one from [www.nafoodcoop.com](http://www.nafoodcoop.com)

## **What products are available?**

Our entire range of products may be purchased for pick-up. Go to our website to see photos of the store. [www.nafoodcoop.com](http://www.nafoodcoop.com)

## **Can I order ahead of time online or by phone?**

At this time, we are only taking orders from shoppers who are parked outside the store. It is not possible for our Co-op to set up the computer system, freezer, refrigeration and storage space needed to take orders ahead of time by phone or online.

## **What is a Pre-paid Account? How do I set one up?**

Setting up a pre-paid account will help make your shopping safer and more efficient. When you call for an appointment we will ask if you would like to setup a pre-paid account. You can decide how much to put into the account with your credit card. Then when you checkout we won't need to get your card information again.

## **Can you deliver my order?**

The Co-op cannot provide delivery service. However, there is an organization providing that service called We Deliver Here. You can contact them at 715-503-0044 or [www.wedeliverhere.com](http://www.wedeliverhere.com)

**Is there a minimum order size or service charge?**

Our Curbside Shopping by Appointment service adds an estimated \$10 in costs per order. With the help of donations by Co-op owners to cover this cost, there is no minimum order size or service charge. However, we would greatly appreciate it if you are able to do larger orders and/or donate for the service.

**Are there quantity limits?**

Some of our supply chains are still stressed. To help serve as many people as possible in our community and prevent hoarding there may be some products with quantity limits. Your shopper will tell you as they fill your order if there is a limit.

**Do I have to be a Co-op owner?**

For 46 years, our more than 700 member/owners have made it possible to find a beautiful store on a small town main street filled with healthy, delicious food. Any profit stays in the community instead of adding to billionaires' fortunes or rewarding the Wall Street millionaires who own giant grocery chains. We would love you to join our Co-op but you do not have to be an owner to shop here or use our temporary Curbside Shopping by Appointment service.

**How do I become an owner?**

Tell your shopper that you would like to join. They will put a pamphlet in your bag for you to review. If you are ready they will fill out a member form and add the \$100 member equity payment to your order. For details on becoming a member see [www.nafoodcoop.com](http://www.nafoodcoop.com)

**Can I use my owner discount when curbside shopping?**

Yes you can use your discount.

**May I make special orders?**

After a temporary suspension, we are again doing special orders for Co-op owners. However, some supply chains are stressed and to help serve the whole community we will not take orders for people who are hoarding.

**Can I use my EBT card?**

Yes you can. Please have your EBT number and pin code ready to give your shopper.

**How do I return Crystal Ball bottles?**

Crates for the Crystal Ball bottles are under the table in front of the store. Please wash your bottles in hot soapy water before returning.

**What if I don't like something? What if I didn't order something?**

Your shopper will talk with you about what you are ordering as they go through the store. If you are not certain you want an item, you should not order it. Due to the Covid-19 pandemic we cannot take returns.

**I do not have a credit card or phone.**

We will work to find safe ways for our staff to work with people without the resources to own a phone or use a credit card.