



## CURBSIDE GROCERY SHOPPING AT THE EAST END FOOD CO-OP

Place your order online at [www.eastendfood.coop/shop/curbside](http://www.eastendfood.coop/shop/curbside)

Orders due by 1 PM for next day pickup.

### Step 1 – Tell us about yourself!

*Curbside Grocery Pickup Order Form*

STEP 1 OF 2

50%

**Name \***

First

Last

**Phone \***

**Email \***

**Member Number (leave blank if you are not a co-op member)**

**Do you qualify for our senior discount (age 62+)? \***

Yes

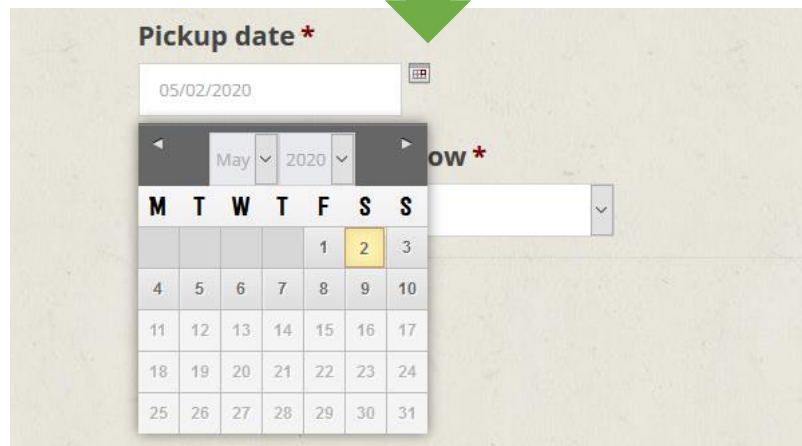
No

**Description of vehicle picking up your order (make/model/color) \***

0 of 40 max characters

## Step 2 – Select a pickup date & time

Click the calendar icon to see what dates are available. Click on the date you want to pick up your order.



Pickup date \*

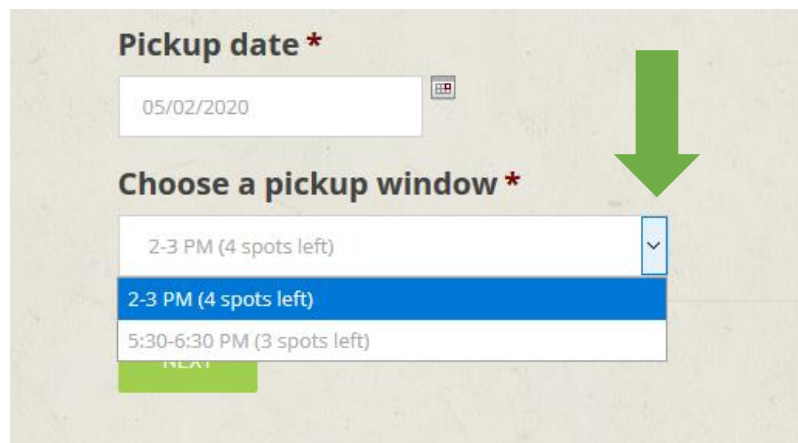
05/02/2020

May 2020

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Choose a pickup window \*

Click the dropdown arrow to select a pickup window. The number of available spots will display next to each pickup window.



Pickup date \*

05/02/2020

Choose a pickup window \*

2-3 PM (4 spots left)

2-3 PM (4 spots left)

5:30-6:30 PM (3 spots left)

NEXT

## Step 3 – Build your shopping list

The shopping list is organized by department. This makes it easier and faster for our staff to complete each shopping request. Please provide as much detail as possible so we can accurately fill your order.

**Click the + sign at the end of a row add an additional line.**

Use one line per item.

**May we make substitutions if an item you want is out of stock? \***

Yes, I trust you to make reasonable substitutions.

No, I do not want any substitutions.

**Produce**

PRODUCT	QUANTITY OR WEIGHT
<input type="text"/>	<input type="text"/> ⊕

Click the + at the right to add additional lines. Please use one line for each product.

**Dry Grocery**

BRAND	PRODUCT	FLAVOR	SIZE	QUANTITY
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> ⊕

Click the + to add more rows.

**Refrigerated**

BRAND	PRODUCT	FLAVOR	SIZE	QUANTITY
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> ⊕

**Household**

BRAND	PRODUCT	QUANTITY
<input type="text"/>	<input type="text"/>	<input type="text"/> ⊕

***Here is an example list with multiple rows and descriptions.***

### Produce

PRODUCT	QUANTITY OR WEIGHT	
Kale - Green	1 bunch	+ -
Gala Apples	4 apples	+ -
Bananas	1 bunch - ripe	+ -

Click the + at the right to add additional lines. Please use one line for each product.

### Dry Grocery

BRAND	PRODUCT	FLAVOR	SIZE	QUANTITY	
Arrowhead Mil	Pancake mix	buttermilk		1 bag	+ -
Any	black beans		11 oz	1 can	+ -

### Refrigerated

BRAND	PRODUCT	FLAVOR	SIZE	QUANTITY	
Organic Valley	Milk	whole	1/2 gallon	1	+ -
Any	eggs	cage free	1 dozen	1	+ -
Any	butter	unsalted	1 lb	1	+ -

## Step 4 - Add any notes for your shopper. Click the consent checkbox and hit the submit button.

### Notes for Shopper

I follow a gluten-free diet. Any substitutions must be certified gluten-free. Thank you!

### Consent \*

I agree to the curbside pickup policies

Orders must be submitted by 1 PM for next-day pickup. No changes may be made to the order once submitted. A \$5 service fee will be applied to each order. Orders that are not picked up on the selected date and pickup window will be restocked. Co-op staff will fulfill each order with available inventory; not all items requested are guaranteed.

### CAPTCHA

 I'm not a robot



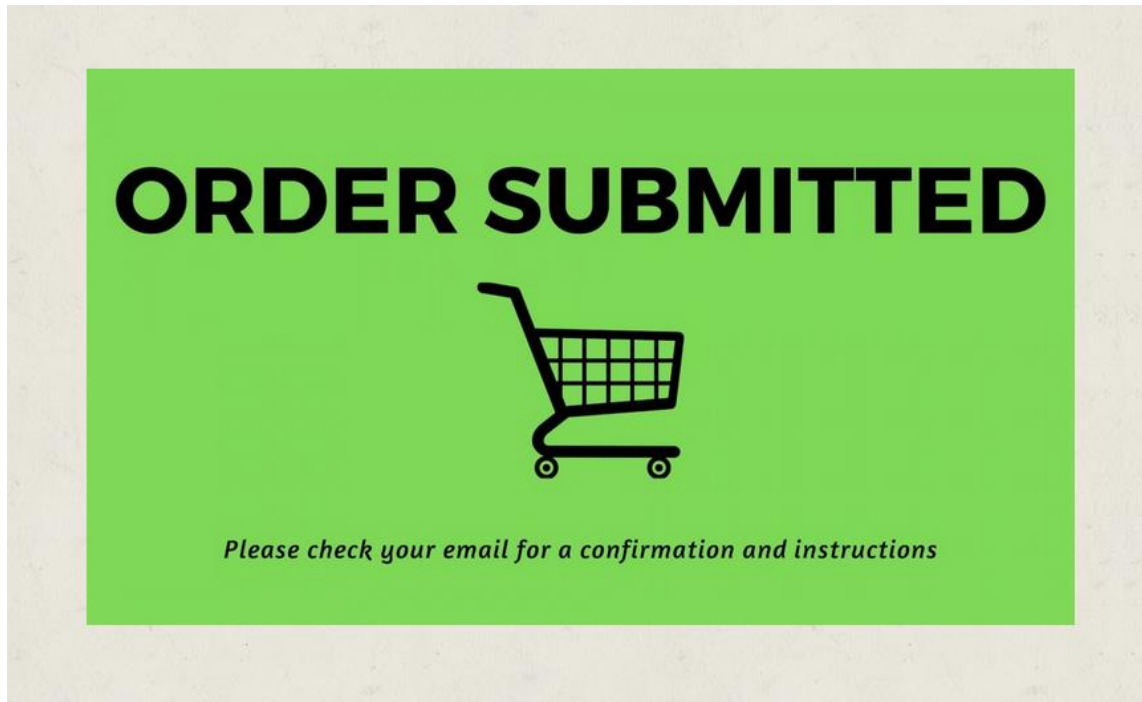
PREVIOUS

SUBMIT

## **Step 5 – Your order is confirmed!**

This window will appear when your order is successfully submitted.

You will receive a copy of your submission and an email with payment and pickup instructions. Remember, now that we have your order, no changes can be made!



*For questions about curbside service, please call 412-242-3598 x146 or email [curbside@eastendfood.coop](mailto:curbside@eastendfood.coop)*

***Thank you for your patience as we work through this pilot program!***

## **FAQs**

### **Why can I only add up to 20 items?**

We have a small team dedicated to fulfilling online orders. Currently, we are filling about 150 orders a week. Small shopping lists are more efficient for our staff to complete so we can serve more people!

### **What if I need to pay with SNAP?**

Please leave a note so we know you plan to pay with SNAP. Federal law prohibits us from taking this form of payment over the phone, so you will have to come into the store to pay with an Access card. We will have your order ready-to-go so the transaction is quick and your time in the store is limited.

### **The spots are full! When can I place an order?**

In order to streamline service, we take orders on a weekly basis. Each Sunday, spaces for pick up the following Monday through Sunday are opened up.

### **I need to cancel my order. What do I do?**

Please alert our staff ASAP. Email [curbside@eastendfood.coop](mailto:curbside@eastendfood.coop) or call Customer Service. We begin filling orders for the next day pickup as soon as the forms close each day, so we ask that if you committed to a curbside pickup order you fulfill your obligation to pay for it and pick it up as scheduled.

### **Can you deliver my groceries?**

If you need to schedule a delivery, please use our service with mercato at <https://www.mercato.com/shop/east-end-food-coop>. Please note that member, senior, and SNAP discounts do not apply when placing an order through this third-party service.