

# Producer Guidelines

## HIGH PLAINS FOOD COOPERATIVE

### GENERAL

1. Only members of the cooperative may buy or sell through our cooperative marketplace.
2. **Acting as the agent of producer members**, the High Plains Food Cooperative posts on the internet, provides a printed list, and publicizes the products its producer members have for sale within its marketplace of members. We receive orders, provide a way for products to be delivered between members of the cooperative, collect payment from the customers and forward the payments to the producers. The cooperative may advance payment to the producers if working capital is available for this purpose. For some of our producer members, we are agents that facilitate farm gate sales of their products. For other producer members, we facilitate off-farm sales or sales of processed products.
3. **Acting as the agent for customer members**, we provide them a catalog of available local food products that includes information about how and where the product was grown or processed. We receive their orders and notify the appropriate producers, arrange for the food to be delivered, receive and process their payments. For both producer and customer members, we provide a basic screening of products and producers based on our published parameters, and education and training regarding the use and the advantages of local foods and the core values of the cooperative..
4. **The essential business of the cooperative is to provide a marketplace where willing buyers and sellers who are members of the cooperative can meet.** At no time does the cooperative ever have title to any of the products. We have no inventory. The products that go through our distribution system are owned either by the producer, or by the customer who purchases "title" to the product from the producer. All complaints should first be brought to the attention of the producer, unless it is a situation where the cooperative itself is at fault (such as broken eggs due to poor packing or products delivered incorrectly). If a successful resolution can not be found by the affected producer and customer members, the cooperative's arbitration procedure can be invoked.
5. All producer members are responsible for reading and complying with the operating procedures of the cooperative. Producer members are welcome to make suggestions to make these procedures more efficient and understandable.
6. The most efficient way for us to communicate is by the internet. While members without internet access will be able to sell and order through the co-op, those with access are encouraged to conduct all co-op business through our member website. When you join the cooperative, you will be assigned a user name and password so you can access the members only pages of our web sites. You will also be assigned a member number. All members will need to keep track of their member number. Internet users will need to keep track of their user name and password.
7. From time to time we will have events to highlight the great tastes of High Plains grown and processed foods. Producer participation is not mandatory, but it will be to your advantage to participate. This will give you a chance to meet your potential customers and showcase your foods and products.
8. Payment to producers will be made on receipt of payment from the customer members. Producers who ship their products or whose products are brought to delivery day by route drivers, will be paid by mail, unless other arrangements are made.. Producers will only be paid for products ordered by customers. High Plains Food reserves the right to refuse to accept delivery for products that are not what customers ordered, or which are spoiled or contaminated or otherwise not acceptable. High Plains Food does not maintain any inventory of goods to be sold.
9. Any customer complaints or requests for refunds or return of merchandise will be referred directly to the responsible producer. Each producer will provide us a written statement of their policies for returns. In the event of a dispute between a customer and a producer, the matter shall be referred to an arbitration committee. One member shall be appointed by the customer, one by the producer, and one by the High Plains Food Cooperative. In the event the dispute is between the producer or the customer and the High Plains Food

Cooperative, a similar procedure shall be used. The producer or customer will appoint a member, the Cooperative will appoint a member, and the two chosen arbitrators will then together choose a third person.

10. These procedures are established to benefit the common good of the cooperative's members. The more members we have, the more critical it is that we achieve near 100% compliance with these procedures. At present and for the foreseeable future the cooperative administration and management personnel are all volunteers. By following these procedures, we minimize the demands on any individual volunteer's time. This is necessary for the long-term sustainability of this business enterprise.
11. To log onto our system, go to: [www.highplainsfood.org/members/index.php](http://www.highplainsfood.org/members/index.php). You should BOOKMARK this address so you can easily find it when you need it. Sign in with your USER NAME and PASSWORD. If you don't have that info handy, send an email to [membership@highplainsfood.org](mailto:membership@highplainsfood.org) and ask for your info again.
12. CORE VALUES: The core values of the High Plains Food Cooperative are social justice, environmental sustainability, and economic viability. Each of these values are necessary for the proper operation of this cooperative business.

## PRODUCTS THAT MAY BE SOLD THROUGH THE COOPERATIVE

1. Producers may only sell products they themselves have grown or processed. No member can buy wholesale from someone else and then retail through our service, unless they are buying ingredients for processed foods. If ingredients are bought, value must be added to the product by the producer; simply repackaging the ingredients is not adding value. For example, you can sell tomatoes that you grow, but not tomatoes that you buy from somebody else to sell. You can, however, buy tomatoes from someone and make salsa and sell that through our cooperative. You can't buy an animal from someone else, and then have it butchered and sold through the coop as though it was your own product. You can buy flour or cornmeal and make bread or tortillas to sell, but you can't buy bread from someone else and sell it through the cooperative.
2. No GMO foods or products may be sold through the cooperative. No meat, poultry or egg products from Confined Animal Feeding Operations (CAFO) may be sold through the cooperative. Animals may not be treated with bovine growth hormone nor may routine antibiotics be used in feeds. **Our assumption is that supermarket meats originate in CAFOs so meat, poultry, or egg products used as ingredients in processed or prepared foods **should** be bought directly from High Plains farmers or aggregators.** They do not have to be bought from cooperative members, although some members may find this as an added benefit of your product.
3. Meats to be sold through the cooperative and delivered via our transportation system must be processed in a USDA or state licensed and inspected plant. Each package must have either the USDA or state inspection stamp. Meats processed by custom butchers, whose packages are stamped, "Not for sale", may not be delivered by the cooperative. Any meat packages brought to delivery day stamped "not for sale" will be returned to the producer.

### Standards for processed or prepared foods

- a. Processed and prepared foods that are offered for sale shall be submitted with a complete list of ingredients. The list of ingredients must be included in the product description displayed at the coop's website.
  - b. Producers shall not include CAFO meats, poultry, or eggs or derivatives from them as ingredients in their processed products **without full disclosure** that the ingredients may include CAFO items.
  - c. Genetically modified animals, plants, seeds, grains, or fruits shall not knowingly be used as ingredients.
  - d. Customer members of the Food Cooperative are interested in local foods produced with sustainable practices that show good stewardship of the environment. Consequently, they have a preference for organically or naturally produced foods that originate in the High Plains and will be much more likely to buy these foods, which they regard as superior to the foods offered by supermarkets.
4. All products from new producer members must be reviewed by the Compliance and Standards Committee to ensure that they are eligible for sale through the cooperative. To review your product(s), this information is required:
    - a. A statement regarding your production practices, which explains whether you use herbicides, pesticides, or chemical fertilizers in producing the product. No animal products or byproducts may be used in animal feeds of meats sold through the cooperative. If your product is certified organic, include a copy of the organic certification. No product may be called organic without this certification being on file.
    - b. For processed products, a list of ingredients and a statement regarding the processing practices. Also include the location of the kitchen or processing facility for each product. A current copy of the license for that kitchen must be on file according to the appropriate regulatory agency's rules.
    - c. The information regarding new products from new producers must be sent by email to [standards@highplainsfood.org](mailto:standards@highplainsfood.org). If you do not have email, they should be mailed to the committee at 1678 US Highway 36, Saint Francis, KS 67756
    - d. **Once the product is approved, follow the procedure described below to actually list your product in our database for access by our members.** Getting the product approved, and then having it appear in our database of currently available products are two different steps. The coop does not automatically enter products in our database. That work is done by the producers.
    - e. After a producer and his or her initial product list have been approved, the producer may add new products in subsequent months without having them approved in advance by the Standards Committee. However, the Standards Committee periodically reviews all products and may at any time question a producer about their compliance with our Standards. Products that do not meet our standards may be removed from the public price

lists of the coop by the Standards Committee.

5. To protect the integrity of our marketing system, the cooperative reserves the right to verify the production claims and geographic production location of everything sold through our marketplace.
6. Each producer has a page (or pages) with their information on our website, and in the cooperative's price and product lists for their product(s). Each producer also has a page to introduce themselves and tell the story of their farming operations and its products.
7. Producers set their own prices, and receive the full retail price they set for their products, less the cooperative's participation fee for producers (presently set at 15%). The charges the cooperative makes for its services are always under review in consideration of our expenses. Although we do not plan to make a profit, the cooperative is not in a position to lose money on its operations, so the financial structure of the cooperative may be changed from time to time.
8. We currently have a monthly order/delivery cycle.
9. You may book orders in advance through our service. For example, meat producers may take orders for meat in advance of the actual dates the animals will be delivered, to allow appropriate time for processing of the meat or poultry. Vegetable producers can book sales for the following season from customers interested in larger amounts of produce, for example, people who do home canning may be interested in buying vegetables by the bushel, and this can be arranged in advance. However, there must be a product code for delivery of items purchased in advance so that our system prints the appropriate delivery label. If no additional money is to be collected for an item ordered in one month and delivered in another, create a product for "Delivery of (whatever the product is)", and give it a price of 0.00 (if you type that into the price field our system will accept it). The producer is responsible for emailing any customers who have products for delivery that month, and telling them to enter the product code for delivery for their product. The producer must notify the coop at the end of the customer order period of any customers who did not order that month or who did not enter the appropriate delivery code, who have products for delivery that month that were paid in a previous month. The coop will add the appropriate product codes to those invoices.
10. Producer members must comply with any relevant health codes or agricultural laws regarding direct sales of farm and food products to the public. We are not a retail store. A copy of any licenses or certificates required for your business must be on file with the cooperative.
11. The Cooperative is required to collect and pay sales taxes on all products sold through the cooperative.

## PROCEDURE FOR LISTING YOUR PRODUCTS ON OUR PRICE/PRODUCT LIST

1. To offer your product for sale through the cooperative, you need to tell the customer everything he or she needs to know in order to make an informed decision about your product. When you enter products on-line, you will be prompted for the relevant information.

+ Name of the product.

+ Basic description of the product. If the approximate size, weight or contents are not clear from the name of the product, list those details here. If it is a processed item, include a list of the ingredients.

+ Category or subcategory that it should be listed under. If we do not have an existing category and/or subcategory, please give us some guidance on how the product would be categorized.

+ If it is a package of several items, the approximate (or exact, whichever the case may be) number of items in the package should be listed.

+ The **price**, the **pricing unit** (e.g. whatever comes after the "per" in \$ per \_\_\_\_), and the **ordering unit** (when the customer orders, they will order number of \_\_\_\_). Also, we need to know if the item has a random weight - the customer will not know the price until you provide a weight for it after the item is ordered.

EXAMPLE 1: You are selling a 5 pound bag of wheat for \$10.00. The price is \$10.00. The pricing unit is "5 pound bag" (because you are selling at \$10.00 per 5 pound bag). The ordering unit is also "5 pound bag" because the customer orders by the number of 5 pound bags that they wish to buy. This item is not considered random weight because the bags always weigh the same and the customer knows the final price when it is ordered. Notice in this example that even though the flour ends up costing \$2 per pound, you would not list as \$2 per pound because you are only selling 5 pound bags that cost \$10.

EXAMPLE 2: You are selling a bag of ground beef. The bag weights range between .75 and 1.25 pounds and you sell the meat at \$4 per pound. The price depends on the weight, but the customer orders the number of bags, not the number of pounds because you do not package it in exactly 1 pound bags. In this case, your price would be \$4, your pricing unit would be "pound", and your ordering unit would be "bag". This is a random weight product because the price cannot be pre-determined by the customer. It can only be determined after you (the producer) enter the weight.

EXAMPLE 3: You are selling packages of chicken breasts; the package varies in weight from a little under 2 pounds to a little over 2 pounds. However, you always charge the same price per package (\$6.00). In this case, price is \$6.00, the pricing unit is "package", and the ordering unit is package. This is not a random weight product because the customer knows the price in advance.

EXAMPLE 4: You are selling tomatoes at \$3.00 per pound. The customer can order by the pound. If the customer orders 3 pounds, you have decided that you will always provide a minimum of 3 pounds but will not charge for exact weight but instead charge for the weight ordered. So if the customer orders 3 pounds and you end up giving them 3.1 pounds, you still only charge \$9.00. In this case, the price is \$3.00. The pricing unit is "pound" and the ordering unit is "pound". This is not a random weight product because the customer can determine what the price will be in advance. Modifying this example slightly, if you did decide that you want to charge for exact weight (e.g. charge \$9.30 for the 3.1 pound bag) then all of the other information would be the same, but now this would be a random weight product because when the customer orders 3 pounds, he/she has no way of determining the final price which depends upon your weighing the item).

+ If it is a random weight product (the price depends on the weight), we need to know the approximate range of weights. Example: roast, sold by a package of one roast, price is \$4/pound; the roasts weigh between 2 and 4 pounds. If it is a variable weight product which is sold for a single standard price rather than a price based on a random weight, you should have listed the range of weights in the basic description so the customers know what they are getting. The customer needs this information to know how much to order.

+ If the product is certified organic

+ **The storage requirements of the product** (frozen, refrigerated, or non-refrigerated).

+ In general, you should use descriptive terms (though not too long) for the ordering and pricing units. Some standard terms will be "pound", "bag", "package" but in many cases it will be worthwhile to be even more descriptive. For instance, if you are selling T-bone steaks 1 to a package at \$8/pound, then instead of package you could put steak as the ordering unit. In this case the pricing unit would be pound. However, if the package had two steaks, you would either put "package" or "package of 2 steaks" as the ordering unit. Any product that the customer orders by the item can also get descriptive pricing and ordering units. For instance, if you are selling by the individual tomato, ear of corn, squash, jar of jelly, etc. then you could list "tomato", "ear", "squash", or "jar" as the ordering unit. The pricing units could also be listed as "tomato", "ear", "squash" or "jar", or you could just use the generic "each" in the pricing unit. It may be helpful when you choose these units to think of the way this information will appear on your product listing and on invoices. Your ordering unit will be displayed on your product/price list as follows "Order number of \_\_\_\_\_s." So if you choose "steak" as your pricing unit, your listing will say "Order number of steaks". On the customer invoice, the ordering unit will show up under the quantity heading with the # ordered and the ordering unit (e.g., 1 steak, or 2 steaks). For pricing unit, the unit you choose will show up on the product list and on the invoice as price/pricing unit. So for the T-bone above this would be \$8/pound because pound was the pricing unit.

+ If the product is one that is being sold in advance but will not actually be delivered until a future order cycle, let us know the date that it will be delivered. This must be the date of an existing co-op delivery. If you are not sure about the future delivery date, please contact us to discuss this. If this is an item where you will be setting up more than one payment, you will need to contact us to discuss this. Also, contact us if the item will be delivered directly to the customer by you and not through the co-op so that we can help you work out the details of listing the item. Contact us at [orders@highplainsfood.org](mailto:orders@highplainsfood.org).

+ The sales description of the product, and the production practices and location for the product.

1. Producers are responsible for entering this information for their products. The cooperative will do this if the producer does not have internet access, but we reserve the right to levy a charge for this service.
2. When this information is entered into our database, the product is assigned a unique ID number. Please keep track of the product ID numbers for your products. Any time you need to change that product, you need the specific product ID number for that product. . If you are able to use the internet, you can access any of your listed or unlisted products from the price lists at [www.Highplainsfood.org](http://www.Highplainsfood.org) . If you are logging in to our system and updating/adding new products yourself, you will be able to see product numbers for products that were on older price lists.
3. If you are no longer selling a product, please do not delete it from the database, instead, simply mark the product so it will not be displayed.
4. If you want to change an item from having a standard price to being a random weight item, create a new product for the random weight version of the product. If you want to change an item from being a random weight to being a standard

weight/price, create a new product and select "do not display" for the original product. This is very important. If you change a standard weight item to a random weight, it will make that change on every invoice in the database history.

5. Our system has an inventory feature. If you will only have 10 units for sale, you can set the inventory control at 10. Once 10 items have been sold, no more orders will be taken for that product. If a customer changes their mind, and deletes their order for that product, the system will reset to allow the unsold product to be sold.

## THE MONTHLY WORK OF THE COOPERATIVE

1. Delivery Day is always the third Thursday of the month. Any exceptions to this will be published to the coop's membership as soon as possible after the change is made. (i.e. snowstorms have closed roads) We anticipate this to be a rare occurrence.
2. The order window always opens on the first day of the month and closes on the SECOND Thursday at Midnight.
3. You can view the on-going progress of your orders by logging into the cooperative's membership site ([www.HighPlainsfood.com/members](http://www.HighPlainsfood.com/members)) **but customers may change their orders (add or delete items, change quantities, etc.) until the close of the order desk.** Do not consider your orders as "final" until you receive an email, fax, or phone call from us that the orders are final. If you print your orders early, you may lose business. **(This has already happened to some producers, so don't leave money on the table and disappoint your potential customers by jumping the gun on printing your orders.)** At the close of order the order cycle, the cooperative will notify you that your orders are ready for downloading or printing. Generally this is early the next morning.
4. When you check your orders at the close of a monthly order cycle, there will be links for your orders sorted by PRODUCT, and by CUSTOMER. You will only see your orders.
5. If customers have ordered products from you that have random weights necessary for determining product prices, you will see that information on your invoice. When you have that customer's information, enter it in the appropriate box and press the UPDATE button next to that entry. You can update either at the PRODUCT sort page or the CUSTOMER sort page. Both pages update the master database. This information is due no later than 12 NOON on the TUESDAY before Delivery Day.
6. If you run out of inventory on a particular product, notify the customer immediately (email if they have it is fine) so that the customer can choose a substitution from another producer if you don't have a substitute to suggest. If customers have ordered products that are out of stock, there are several ways to handle the situation. (A) "first come, first serve", in which case, look at the SORT BY PRODUCT list because the orders are listed there in the order in which we received them. (B) You could contact the customer and offer a substitution. The customer contact info will be on your list of orders. If you have a limited quantity of an item, use the INVENTORY feature to limit sales to your actual inventory.
7. If your customer accepts a substitution, send an email to [customer@Highplainsfood.com](mailto:customer@Highplainsfood.com) with the details of the substitution. We need to know the customer's name, the product originally ordered (its product ID number), and the product you are substituting (its product ID number). Please state that the customer has accepted the substitution.
8. Please be prompt in completing these invoices, especially if you have an out of stock situation. If you do not have the product, other producers may have it available. Customers expect to be notified if you are out of a product or can't deliver it, and you will preserve your customer relationship with them if you are prompt in telling them that you are out of an item so that they can order a substitute from either you or somebody else. Some customers are ordering most of their family's food from the cooperative, and if an item is not delivered, and they are not able to order a substitute, that creates a problem for them. Don't alienate customers by waiting until the last minute to discover that you are out of a product.
9. Each time you add info for a random weight item, you must press update, so you do them one at a time.
10. Once you have entered any weights for random weight items, and marked any items out of stock, and updated each item (you can only update one item at a time), review the overall invoice. All your changes should be saved and all item prices should now be correct. If all the information is there, you should have a total dollar amount at the bottom of your invoice that reflects the amount that you will receive from the Co-op for this order, less the coop's 15% participation fee. If this total (or any of the individual prices of items) is incorrect, please contact us right way at [orders@highplainsfood.com](mailto:orders@highplainsfood.com). In the subject line of your e-mail, put "Invoice Error" and your producer name. This needs to be resolved prior to delivery day because prices listed on this invoice also feed into the individual customer invoices. Therefore, if the prices we have for your products are wrong, we will not collect the correct amount from customers. Our ability to pay you the right amount is dependent upon our ability to collect the right amounts from the customer members.
11. While the order is open, you can lower prices on products, but you cannot raise prices. You can also add new products during the order period.

12. If you make a change to any product, it will not appear in the public list until the coop refreshes the product list. Email [orders @highplainsfood.org](mailto:orders@highplainsfood.org) to have this done promptly.
13. It is very important that you meet the 12 Noon deadline on the Tuesday before delivery day to enter your random weight items. If you can't meet that deadline, please [contact us at orders @highplainsfood.org](mailto:orders@highplainsfood.org). Once we have started generating invoices, you can't make any other changes to your invoices.
14. All questions about customer orders should go directly to the customer. Customer contact information is on your order page that is sorted by CUSTOMER.
15. CHECK YOUR EMAIL several times during Order and Delivery weeks, in case there are any Delivery Day issues that need to be addressed.

## HOW TO PREPARE YOUR PRODUCT FOR DELIVERY THROUGH HIGH PLAINS FOOD COOPERATIVE

1. Each order has a **customer delivery code** that tells us the information we need to know to get the products the customers ordered delivered to them. **This code must be on each product or bag of products to be delivered to a customer**, as explained in more detail in the rest of this section. The three parts of the member delivery code are:

- a. Pickup site/delivery route code. This is 3 to 5 letters.
- b. 3 digit customer member number, these are assigned as the members join the cooperative. As we grow it will eventually be four or even five numbers.
- c. Coop region:

**Currently we have one delivery/pick-up site: 700 Kalamath Street, Denver, Colorado**

Future locations will include:

DNW - Northwest Denver Metro

DSW – Southwest Denver Metro

BDR – Boulder and surrounding communities

DNE – Northeast Denver Metro

DSE – Southeast Denver Metro

FTC – Fort Collins Metro Area

COS – Colorado Springs Metro Area

The steps to preparing your product for delivery are: **Package** individual orders, **label** the product(s) properly. Orders are delivered packaged for individual customers. Do not deliver 50 pounds of bulk lettuce and expect us to divide it up between your customers for you.

The order should be packaged securely. Products are transported from your location to the sorting hubs, where they are handled, sorted, and transported again to customers or other regional sorting hubs. The packaging of your product must be able to protect your product during transportation, sorting, and delivery. As many as 8 people may handle your product before it reaches the final customer. **You are solely responsible for damage to your products which result from inadequate packaging. We recommend only using boxes or sturdy Ziploc bags as packaging.**

2. If a customer has ordered several products from you, you can put all of those products in one bag, box, or container, or you can deliver them as separate items. **Multiple product types can be included in a box but the box will need to be opened at check-in to verify total contents. Do not include frozen, refrigerated, and non-refrigerated items in the same container!**

3. Each bag, box, container, or other product for a customer member must be labeled with the first and last name of the **member** receiving the product and their **customer delivery code**, the name of the **producer, what the product is, and the storage requirements (e.g. refrigerated, frozen, or non-cooled)**. You can use your own label or you can write this information on a box or container (but not on a plastic bag), or you can use the **label documents** we provide you at the membership page of our website (recommended). If you are making your own labels, all of the information on our labels must also be on your label.

4. If you are sending products as separately packed items, use the **individual product label** provided in your member area. If you are sending all of the customer's products in one container, use the "one label per customer" label set.

5. If you are sending a member's products in several containers with more than one product for that member inside, attach each of the relevant **individual product labels** to the outside of that box.

6. Customer labels should not be on the outside of any box or container that contains orders for more than one customer. Those containers, bags, or boxes should be labeled with your producer name and the regional sorting hub or hubs with customer products inside.
7. You can put an additional label on your product, such as weight and price labels for frozen meats, your own unique producer label or tag, etc.
8. Make sure the ink you print your labels with is WATERPROOF. If you don't use waterproof ink and the label gets wet, we may not be able to deliver the product to your customer.
9. If you have some products which are frozen or refrigerated, and some products for a customer that are dry goods or otherwise non-refrigerated, they should be delivered in separate containers, and **frozen and refrigerated items should arrive in ice chests**. Frozen items must be hard frozen, and refrigerated items must be cold to the touch.

## DELIVERY DAY PROCEDURES

1. Delivery Day is always the 3rd Thursday of the month.
2. The producers are responsible for getting their properly prepared, packaged, and labeled products to the pick up site or sorting location by the predetermined time on Delivery Day.
3. There are three ways of delivering products to us:
  - a. You can deliver your product yourself to the Delivery Day Sorting Site. Currently 700 Kalamath Street, Denver, CO.
  - b. **Producers outside of the Denver area may be able to have their products picked up. Contact us for the current status of our pickup and delivery network. Producers are responsible for getting their items to the route driver. Producers should help driver load their products. Producers wanting a pickup at a specific location which is not on the route must contact the route manager each month to arrange pickup of their items. An additional charge may be assessed for this service. Do not assume that someone will contact you and please do not wait until the last minute to arrange a ride for your products.**
4. If for any reason as you package your orders you find you are unable to make delivery to the delivery site or sorting location, please contact us immediately at [orders@highplainsfood.org](mailto:orders@highplainsfood.org) or 785-332-5610. (E.g., in the event of a truck breakdown or family emergency that would prevent you from make it to delivery day.)
5. When your products arrive at Delivery Day, a volunteer checks them in to make sure everything is there that is supposed to be there. At the Delivery Day check-in, frozen and refrigerated products have priority.
6. If an item that a customer has ordered is missing, we create a Missing Item Ticket. You will be charged \$1 for **each** missing item ticket, plus the coop will still charge you the amount of participation fees the coop would have received on the missing items. Your check will be delayed. It will be mailed to you within 7 days of Delivery Day.
7. It is acceptable for producers to make alternative delivery arrangements for products ordered through the coop. Such items will not be counted as missing items as long as the following conditions are all met: (a) You must contact the customer about the alternative delivery arrangements AND the customer must agree to the alternative delivery arrangements. (b) You must provide an 8-1/2 x 11 inch sheet of paper with the delivery label for the item to be delivered under the alternative arrangements, and a note stating "The customer has consented to an alternative delivery method." Please do not ask coop site or route managers to undertake alternative delivery arrangements unless you are willing to compensate them. Please do not use the cooperative's delivery system for delivery of non-coop items. You can meet people in the parking lot, but do not hand something to a volunteer and say "Give this to so and so at the South Bronx pickup site".

## PRODUCT CATEGORIES

1. At present, the coop has only two categories of products -- Certified Organic, and Not Certified Organic. We have discussed other product categories, and may at some time in the future implement additional categories.