

GROCERY 2GO

GUIDELINES FOR THE PACKAGING & SALE OF GROCERIES ON SITE

OBJECTIVE

Provide a convenient grocery pick-up service to site employees or other customers easing their daily burden.

PRODUCT ASSORTMENT



The products available for purchase have been selected based on their ability to fulfill the most common needs and wants of our customers in today's unusual conditions. Many of these items have been intentionally left as generic, as the brands available in distribution will vary geographically.

DO: Use the provided list, as these items have a high likelihood of remaining consistently available in the supply chain. These products are sourced through a minimum number of approved entegra vendors meeting our food safety requirements. In addition, keeping to a core set of items will simplify the both the customer ordering process as well as restocking of product from your suppliers. The customer order form templates included in the launch package are editable, as you may need to edit assortment and pricing ongoing due to supply and demand and product availability.

AVOID: Selling fresh or frozen Raw Meats (Beef, Pork, Poultry, Seafood, Shellfish) as doing so may require a USDA grocer's license



CUSTOMER ORDERING PROCESS



DO: Set up customer advance ordering for pick-up.

AVOID: Setting up a grocery display in the front of the house or allow customers to handle products directly, unless you have confirmed all Federal, State, Local and Client policies on Social Distancing and can ensure you are in full and complete compliance thereof at all times.

Customers may order their groceries in advance, selecting items from the provided assortment using phone, fax or e-mail. Be sure to consider during which hours order submission will be allowed.

There are **two** order forms available for communication to your guests. Please use the order form that is specific to your prime distribution house. It can be customized as needed for your site and may be distributed via e-mail or hard copy.

ORDER FULFILLMENT



DO: Set-up the customer pick-up process. Once customer orders are received, their orders are bagged or boxed for pick-up during select windows. You will want to consider the time between accepting the submitted order

and having the order ready for pick up. This will vary based on staffing and volume as well as whether you will need to place vendor orders and receive deliveries to fulfill incoming requests.

The customer order form should be used as a pack list and then attached to the bag/box as both an order confirmation and a guide for the cashier to use when ringing up the customers goods. Be sure to provide the Cold Food Handling instructions (already provided on order form). Cold Food Handling instructions can also be found **within the client portal** which can be printed locally.

DO: Be sure that all employees that will be packing and handling orders are trained in Food Safety and observe all local, site or company polices on safe food handling including proper refrigeration of all perishable goods at all times.

DO: Observe social distancing guidelines to ensure six feet between patrons. A graphic has been included that can be used for signage to indicate a safe distance.

AVOID: Setting up a grocery display in the front of the house or allow customers to handle products directly, unless you have confirmed all Federal, State, Local and Client policies on Social Distancing and can ensure you are in full and complete compliance thereof at all times.



PRICING

Recommended selling prices (RSP) have been provided for all items in the product assortment. These RSPs are intended to be a minimum sale price.

POINT OF SALE

DO: Set up your grocery items in your Point of Sale. Your Point of Sale will need to be programed to allow the sale of these temporary items. If the items are already in your menu's database, you can ring them up as you do now with a button or a barcode.



PAYMENT

Customer payment can be collected using any means currently available at you site; however, it is strongly recommended to utilize contactless

payment where available. The following video links offer further information on contactless payment.

<https://support.apple.com/en-us/HT201239#stores>

<https://www.youtube.com/watch?v=Z5M5n8ZOBfg&feature=youtu.be>



SALES TAX

DO: Follow "business as usual" practices to ensure new items are captured in the POS system and taxed accordingly.

DISTRIBUTION MATRIX

Availability of products to order for this program can be found in the client portal.

TIPS FOR LAUNCH

- Be ready for an initial rush the first few days as this is a new benefit to employees. Plan ahead and be prepared from both a product and staffing standpoint. You may also experience a spike in volume leading into the weekend.
- Consider a soft opening with a limited group of patrons to ensure the order, packing and delivery processes are all well-honed and practiced.
- You may need to adjust your ordering and pick-up hours as you learn the ebbs and flows of the volume as well as gain an understanding of any supply gaps.
- Take into consideration supply levels at grocery stores in your area. Scarcity there may increase your volume on site.



SIGNAGE

DO: Utilize the editable signage to promote to your customers.

GROCERY 2GO

To help reduce the stress you may be feeling obtaining household staples, the [insert facility name here] will be making select groceries available for purchase. Please follow the steps below for pickup hours and ordering instructions. We hope this service helps alleviate some stress during this crisis. Thank you!

EMAIL ORDERS:
PHONE ORDERS:

STORE OPEN:
PICKUP TIMES:
PAYMENT:

entegra
PROCUREMENT SERVICES