

## **CSA Farmers Market Site Host information & Application**

Host sites (order pickup locations) can be at homes, businesses - including offices of health care providers or other workplaces, stores, farms, churches, etc. The hosting person or group can be anyone interested in local organics. The host site provides space for orders and must collect payment envelopes and keep those secure until we collect it when the next order comes in.

The host site must be able to keep orders reasonably cool at room temperature or below. The site must be open at the time of delivery, with someone there who knows that we will be delivering orders. Orders come boxed or bagged with a name attached (each item within the order is also labeled with the customer's name), so there is no sorting for the host coordinator to do. If refrigeration or freezer space is available that is a bonus for us, but not necessary as we provide coolers for dairy and frozen items.

Stores interested in hosting should recognize that this is a way to bring customers in the door. CSA Farmers Market customers who pick up their orders will sometimes (and maybe every time) choose to buy items from the store. As an added bonus a store owner or restaurant can create a wholesale account for items to resell. This is also a great service for health professionals who want their clientele to eat organic food; churches that want to strengthen their ties in the community; CSA Farms that want to provide their customer with a broader range of local organic foods and anyone else that wants access to our service.

CSA Farmers Market also promotes our "host" locations (where appropriate). Our promotions of host locations include a map to your location, photo of your store (if you provide us with a digital photo) and a link to your website on our website, plus announcements in our regular emails about any events you may be sponsoring or hosting.

Host sites can determine for themselves the time frame for the pick up of orders. We must know this information for the website listings. When determining your pick up time you should set the end time at least 30 minutes or so before your store or business closes.

Deliveries are on Thursday or Friday depending upon your location within our distribution route.

There are occasional instances due to unforeseen circumstances that a customer cannot pick up their order during the publicized time. For this we ask the customer to directly make arrangements with the host site coordinator. It is always good for the host site to have a small amount of freezer and refrigeration space for those instances. Customers who frequently have issues picking up their orders timely are asked to pick a different location or we can remove them from the market.

First time customers receive an email that explains the pick up locations delivery day schedule and set up. In this email they are reminded when to pick up and given the location contact information should they have any problems with the schedule. When we drop of there order we also call them to remind them they need to pick it up during the scheduled time.

Regular customers receive an email after the market closes to remind them when and where to pick up. We also call our host locations each Monday to see if everyone picked up their orders. If they have not we will contact them. We also make available the customers email address and phone numbers so the host site coordinator can contact the customers themselves if they choose to. If there are any concerns about a customer or order please contact us directly.

The host is also given a report that tells the contents of everyone's orders as a reference if needed and can also see the customer's invoices. This helps a host to determine if an order needs to be refrigerated, frozen or no special handling is necessary. An example would be Diathermanous Earth that needs no refrigeration versus lettuce that may need refrigeration.

If you are interested in being a host site here are the things you must consider:

- Do you have space for orders? Each location's space can vary in size and arrangement. Some distribution locations have closet size spaces that work nicely.
- Do you have secure location for payment envelopes?
- Is there someone at the location to coordinate the delivery and customer pick up?
- Our customers like to recycle bags and jars for us to pick up at delivery. Can you store them during that time? (It is rarely a large amount)
- Do you want customers to help themselves when they pick up their orders (self serve) or do you want the customers to come to you to retrieve their orders?

We are always happy to visit your location to discuss in person how to make this system work.