

Shopping and delivery protocol. Updated April 3, 2020

Each order will be processed by the shopper directly with the client.

Call the client to ask:

1. Item type/name
2. Brand
3. Quantity
4. Variety (like flavor, size)
5. Substitute if it's not available
6. Agree on a day and time to do the shopping

Payment will be made on delivery, after the actual total is available, because of availability, etc. This would be by check or cash. Or you can first pick up the credit card – which should first be sanitized. Ask the client to leave it on a surface where they can be 6 feet away so that you can get it.

EQUIPMENT

1. Disinfectant spray & paper towels. You can buy a pre-made one or use 2 tablespoons of bleach in a quart/liter spray bottle.
2. Gloves. You will need 2 pair for each shop or spray them with disinfectant between the store and the client's home.
3. Mask. Preferably a N95 qualified mask.
4. Optional: Disinfectant wipes instead of disinfectant spray and paper towels.
5. Plastic bag to put used towels and gloves in. (Note: Gloves can be reused by cleaning with disinfectant or by leaving untouched for 72 hours.)

SHOPPING PROTOCOL

1. Spray the surface in your car where the bags will go.
2. Put on mask and gloves and go into the store. Do not touch your mask with gloves after your gloves have touched items or surfaces.
3. Wipe down the carriage or basket with the store wipes.
4. Stay 6 feet or two carriage lengths from anyone.
5. Confirm by reading/looking that the product is correct. Then take the product.
6. When you are ready for check-out, go to the self-check-out lane.
7. Open a bag(s) and put it on the counter. Scan products and put in the bags.
8. Use a credit card to pay. Get the receipt.

DELIVERY PROTOCOL

1. When you arrive at your car, take off one glove. Your bare hand is used to touch your car not the groceries. Take your keys with the bare hand and open the door where the groceries will go (which was sprayed before).
2. Use the gloved hand to put the groceries in the car. Use the disinfectant spray and paper towels or wipes to wipe each product and the exterior of the bag, especially the top rim or handles.
3. If you used the client's credit card, wipe that down as well and place in the bag with the wiped receipt.
4. Take off the other glove and close the door.
5. Arriving at the delivery location, open the car door and put on a new set of gloves.
6. Take the groceries to the door and leave them for the client to take.
7. Call them to take the groceries or ring the buzzer/doorbell.

Process for the CLIENTS:

Get your list ready.

Call Mark 978-310-9358.

A shopper will call you to get the order details.

Shopper will shop for you and return, giving you items and bags that have been disinfected.

Pay by cash or check. Or the shopper can pick up your credit card before shopping.