



## **Harvesters Shopping Floor Policies**

### **Appointments:**

- Each Shopping Floor appointment will be for 30 minutes, which will be enforced.
- You are automatically scheduled for a Shopping Floor appointment when you make an appointment to pick up product ordered via Harvesters Express.
- If you would like to access the Shopping Floor and do not have a pickup appointment, you must make a shopping appointment via Harvesters Express by 6 a.m. two days prior to the desired appointment time.
- Your agency representative must arrive within 30 minutes of the appointment time.
- Missed appointments: We understand situations arise and you may not be able to keep your pickup appointment. Please notify Customer Care at 816-929-3220 to re-schedule your pick up within the same week. If you do not notify Harvesters prior to a missed appointment, all orders that have not been picked up by the close of business will be returned to stock. Any agency that has an order returned to stock will be assessed a restocking fee of \$40, or 10% of the total invoice, whichever is greater.

### **Parking and Vehicles:**

- There are 10 vehicle bays available for Agency Pickup.
- For your safety, please walk in front of the parked vehicles to Bay 1, and then cross to enter the door. When returning to your vehicle, walk in front of the parked vehicles, not where the forklifts are driving.
- If your agency picks up in multiple vehicles, please occupy only one bay at a time. After a portion of your order is loaded, you can rotate vehicles for that bay. Parking will be extremely limited, so the second vehicle should park across the street while it waits.
- Dock-high trucks will be loaded out of the dock door on the south end of the overhang.

### **Shoppers:**

- Anyone picking up on behalf of an agency must be an Authorized Shopper on your agency account. Contact Customer Care at 816-929-3220 to update your shoppers.
- Agencies can list up to four Authorized Shoppers on their account.
- Agencies may visit the Shopping Floor once per day and bring up to three people who are at least 16 years of age.

### **Food Safety:**

- Starting December 1, all agencies must have an insulated blanket or coolers to pick up frozen or refrigerated product (unless picking up with refrigerated vehicle). Order your insulated blanket through the Harvesters Express menu.
- Closed-toed shoes are required on the Shopping Floor.