

GROCERY SHOPPING & DELIVERY GUIDELINES



meals 🍎n wheels erie

4408 Peach Street, Suite 102

Erie, PA 16509

Phone: (814) 452-6930

www.mealsonwheelserie.org

WELCOME to our Grocery Shopping Service!

Place your order by calling us on *Tuesdays from 8:30AM to 11:30 AM*

Groceries are delivered at a mutually agreed upon time on *Wednesday, Thursday or Friday* usually between 11AM and 4PM. Our volunteers do not deliver after dark. *Your volunteer will call you prior to shopping and delivering your groceries to inform you of the approximate and mutually convenient delivery time.* You **MUST** be home to receive and pay for your groceries!

NOTE: We cannot guarantee a specific day or time for delivery.

HOW TO PLACE AN ORDER

1. Call us anytime and leave a message that you want to place an order. We will call you the following Tuesday between 8:30AM and 11:30 AM.
2. Or call us on Tuesday between 8:30AM and 11:30 AM. We *may* have to call you back.
3. **Please prepare a complete, detailed grocery list and have your order ready** when we call. Please be specific. This is important so that we can deliver the items to your exact specifications. To eliminate shopping errors, we ask that you be very specific in ordering. Please let us know if you will accept a substitute item.
4. Once you have completed the ordering process, your order will be sent directly to the appropriate Giant Eagle store. Please make sure your list is complete at the time you place your order.

When ordering, you will be asked:

- ✓ Name or description of the item
- ✓ Brand name of the item
- ✓ Size or weight of the item
- ✓ Variety of item
- ✓ Quantity you want

Meals on Wheels Erie cannot return, replace or refund if you receive an item or substitution you did not want. If there is a problem with your order, please call **Meals on Wheels Erie at 814-452-6930**. We will then contact your shopper to correct errors in the future.

We shop at the following Giant Eagle grocery stores. **Please note that you can buy only items that are stocked at this grocery store chain:**

- Yorktown Centre
- Millcreek Marketplace
- Harborcreek
- Girard
- Edinboro

We cannot accept or use your coupons. However, a Meals On Wheels Erie Giant Eagle Advantage Card is used on every purchase to be sure you get all in-store item discounts.

GUIDELINES FOR ITEM SELECTION

The number of *different* products is limited to a total of 21. Our Purchase Orders contain exactly 21 lines for items and we cannot exceed this number. Please count your items carefully.

For example, each of the product choices below equal 1 item on your grocery list:

- 1 package of Bounty paper towels
- 5 pears
- 1 bunch of bananas
- 2 packages of bagels
- 1 32 oz. laundry detergent
- 2 quarts of milk
- 5 cans of tomato soup

However, certain limits on product volume (physical size) and weight must apply for the sake of our volunteers. See the table below.

<u>Item type</u>	<u>Limit</u>
Fresh fruits and vegetables	6 lbs.
Deli items	3 lbs.
Juice/Milk	Any combination totaling 2 gallons
Canned drinks	One 12 pack or two 6 packs
Canned Food	Ten 15 oz. cans/jars (150 oz. total)
Laundry and cleaning	Any combination totaling 2 gallons
Paper towels and toilet paper	One 10 pack or 10 individual rolls

Thank you for your understanding. Please do your best to spread out weight and size over several shopping trips. This makes it easier and safer for our volunteers to shop for you.

HOW TO PAY FOR YOUR GROCERIES and SERVICE FEE

Payment for your order is expected at the time of delivery. No credit is extended. No deferred payment arrangements and no post-dated checks will be accepted.

All clients pay for their groceries *plus a service fee* to help defray expenses of this program. The service fee is calculated using the total of your cash register receipt as follows:

<u>Receipt Totals:</u>	<u>Service Fee:</u>
Up to \$59.99	\$5
\$60 to 69.99	\$6
\$70 to 79.99	\$7
\$80 to 89.99	\$8
\$90 to 99.99	\$9
\$100 to \$109.99	\$10 and so on

You may use the following methods of payment:

- **Check** – (no credit cards) payable to Meals on Wheels Erie
- **EBT/SNAP Voucher** (Food Stamps) – You **MUST** call Meals on Wheels Erie at 814-452-6930 to request registration as an EBT/SNAP customer. **NOTE: You will also need a check for non-SNAP items and our service fee.**

NOTE: Cash cannot be accepted as payment.

Your volunteer shopper will give you copies of the Giant Eagle cash register receipt, your purchase order, and the EBT/SNAP voucher if applicable.

If you do not pay for your groceries at the time of delivery, you will not be permitted to order groceries again until your account is paid in full.

OTHER MEALS ON WHEELS ERIE SERVICES:

In addition to our **GROCERY SHOPPING & DELIVERY SERVICE**, Meals On Wheels Erie offers nutritious **Home Delivered Ready-to-Heat Meals** delivered by friendly volunteers between 10AM and Noon every weekday. Frozen meals are available for the weekend and delivered on Fridays.

All meals are *low sodium and a no-sugar diabetic version* is available for all menus.

Please contact Mary Beth at (814) 452-6930 for more information about this program.



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PET AGREEMENT

All clients with pets **MUST** date and sign this form for Grocery Shopping and Delivery. Please return to our office by mail, drop off, or give to your volunteer.

Allergies are quite common in many species and we wish to reduce allergic reactions in our volunteers. While we will make every scheduling effort to avoid this, it may not be possible in all cases.

Additionally, some animals are unpredictable around strangers and we wish to eliminate any harm to our volunteers.

I agree to restrain my pet during delivery of my groceries by Meals On Wheels Erie volunteers.

I agree to keep my pet under control at all times during grocery delivery.

Grocery Shopping Client (print)

Grocery Shopping Client (sign)

Date