

## AZURE STANDARD

### ORDERING INSTRUCTIONS FOR BENTON COUNTY CO-OP

Azure Standard website: [www.azurestandard.com](http://www.azurestandard.com)

Phone: 971-200-8350

You must have a customer account before placing your order. You can open your account online or by phone. You will be assigned an account number. If you forget your number and want to order online, you can also use your email address and password to log in.

#### Tips and Instructions for ORDERING:

1. Your shopping cart will be saved until your order is completed, so you can add items all month long. After finalizing your order you can resume your order and make changes right up until the order deadline cut-off time.
2. Please remember that there will be an 8.5% fee added to the total order amount to cover transportation costs. (Note, there is no sales tax however as transaction happens in Oregon). Additional ordering information is included in the printed catalog as well as on the website.
3. When you Check Out, at Shipping select the Truck Route

The Drop Point # for ROGERS is **793111**

(Route is O-1)

Click Update and the screen will confirm the Route Number and Location. You can then proceed to finalize your order. (The drop number will be saved for your next order)

4. For mail/fax/phone orders: tell the customer service representative your Drop Point # or your location. If you are using Azure's printed Order Form fill in your Drop Point # where it asks for route.
5. Please note that available produce changes daily. If you plan on ordering produce, it is highly recommended that you do not finalize your order until a day or so before the order cut-off to be sure that the item(s) will be available.
6. Order Deadline reminders will be emailed out a week and a day before the deadline. The delivery reminder a day in advance, but these are also available on Azure's website in the event that you have questions.
7. Order deadlines are typically on a Wednesday by 6pm CT (2pm CT if you are faxing)
8. Add item# CT005 to your cart to get the current sales flyer. There is no charge.
9. After you complete your order, wait until Friday and then click on "My Account" and click on your latest order to print your invoice. By doing so, you will know which items

were out of stock and can plan accordingly. (\*Azure no longer sends a printed invoice with delivery so you will need to print and bring a copy with you)

#### DELIVERY details:

1. Delivery is usually the **following Thursday** after order day. Customers must be able to meet the delivery truck at the scheduled time, or make arrangements for someone to pick up for them. A reminder one day before pickup will go out through the facebook and yahoo group.
2. The Rogers drop location is currently in the far south end of the parking lot by Ashley's Furniture—their address is 4323 Pleasant Crossing, Rogers 72758.
3. When you first arrive look for the volunteer coordinator, Stephanie Tyler.
4. If you printed the pdf found in your account, the upper right hand corner of your invoice will say TOTAL BOXES #. Many of your items will be packed in one large box for less waste, so if you see a box with your name marked REPACK, you will want to open it up and check through that your items are accounted for.
5. If you are missing something, you can let the driver know so the truck can be double checked before they prepare to leave the drop site. If the items for our drop have all been unloaded, and you still are missing something, call Azure's number and speak with customer service about refunding the missing item.

#### UNLOADING Truck procedures:

\*Everyone is expected to help in some way, please do not just stand around.

1. When you arrive, check in with the Drop Coordinator.
2. Cones will be set up in a semi-circle around the back of the truck with letters.
3. Some will need to unload the truck setting the boxes alphabetically according to last names printed on the boxes.  
\*If you are not unloading the truck, please do not stand in this semi-circle area. Also, please keep children out of this area. (Older children are welcome to help unload)
4. Others will need to be outside the semi-circle to help organize boxes by person.
5. EVERYTHING will be unloaded from the truck before anyone can take anything to their vehicles.  
\*No exceptions
6. Two or three volunteers need to stand outside all of this facing out looking for anyone who looks lost or does not belong. People drive by and see the big semi and think it's a hand out or a truckload sale...let them know this is a private group.  
\*Ask them who they are looking for  
\*Direct them to speak with the drop coordinator

## COMMUNICATION

Changes to order dates and delivery times can and do change please stay in contact with us:

My Website: <http://stephanietylernd.com/azure/>

Facebook group: <https://www.facebook.com/groups/AzureRogersAR/>

Yahoo group: <https://groups.yahoo.com/neo/groups/bentoncountycoop/info>

Drop coordinator: Stephanie Tyler

[teamtylermom@gmail.com](mailto:teamtylermom@gmail.com)

479-409-4054