**Customer Orders for Collection**

**Establish the Customer meets criteria**

Are they over 70, self-isolating or unwell?

Yes proceed to next step. No, advise to please shop as normal.

Do they have anyone who can shop for them?

Yes, advise to please arrange this. No, proceed to next step.

**How it Works**

Charge for each order we process is $10 to partially cover the staff time involved.

Customer emails grocery list to:

[ashley.mckenzie@newworld-si.co.nz](mailto:ashley.mckenzie@newworld-si.co.nz)

Need to specify product as detailed as possible – brand, size, variety - and if they want us to substitute nearest alternative if not available.

If available we will use boxes, if not we will use and charge for reusable bags as required.

Payment is via credit card

We need name on card, card number, expiry date and 3 digit CCV number reverse of card.

We endeavour to have ready in 24 hours. We will advise when ready via email.

Customer then drives to store or sends taxi, parks in yellow line area just to the north of main entrance.

Customer then phones **Customer Service 03 442 3045 ext 1** to advise they have arrived.

Customer stays in car.

Our staff load the boot of car and customer departs.

No person to person physical contact.