

DOs and DON'Ts of Shopping at the Coop



All members contribute to a civil and cooperative environment in the Coop. Please respect one another by observing our Coop's shopping rules:

DOs

Shop at the Coop only if you are a member

Coop members are the only people who may shop at the Coop. Guests and visitors are welcome and encouraged to take a guided look around, but may not shop.

Check in with the entrance worker before shopping

Avoid the appearance of "sneaking in" by swiping your card at the entrance desk before you go to shop. If you went past the entrance desk during your workshift or if there is a long line to enter, you must still check in before you shop.

Complete your shopping before you get on the checkout line

Shopping while waiting on line is uncooperative. However, it is okay to shop for items you pass while you are on line. And, it is okay to pop out of line for one or two items that you may have forgotten.

Give your membership card to the checkout worker

Give your membership card, or the barcoded slip from the entrance desk, to the Checkout worker before unloading groceries. Saying your number is not enough.

Unload your cart onto the nose/front end of the checkout

It is the shopper's responsibility to ensure that all items are unpacked and then added to the bill. Pack up your items after they have been scanned.

Pay immediately for checked-out groceries

Groceries that have been checked out must be paid for immediately. If you need an exception to this rule (go to the ATM, for example) speak to the Shopping Squad Leader.

Eat only paid-for food

Don't nibble away at the Coop's financial health by eating food before you pay for it! This includes snacking in the produce and bulk aisles. NY City sanitary rules prohibit eating in the Food Processing area.

Theft will be prosecuted to the fullest possible extent, via the Coop's own disciplinary procedures and local authorities. The Coop reserves the right to inspect packages in cases of suspected theft. If you witness an incident of theft, please immediately make a detailed report (verbally or in writing) to the Shopping Squad leader and, if possible, to a Coop Staffperson.

DON'Ts

Do not shop at the Coop for non-Coop members

As a member, you may not purchase groceries for non-members. One member may purchase groceries for another member as long as both members' shopping privileges are current.

Do not shop when you are "suspended" and beyond your grace period

When you come to the Coop and are told you are "suspended" you may be given a 10-day grace period at the entrance desk. During the grace period you should resolve your suspension. Once the grace period has expired, members may not shop if they are still suspended.

Do not go to the basement when you are shopping

Only working members have free access to the basement. All members should avoid the appearance of impropriety by not shopping from, or storing items in, the basement. If you need an item from the basement, page out for that item. If you get no response, or have a special order in the basement, get permission from the Receiving Squad leader or a paid Staff Coordinator before going to the basement yourself.

Do not allow yourself to be checked out by household members

This will avoid the appearance of impropriety. Also, do not wait for a particular Checkout worker, unless you are doing so to avoid the station of a household member or family member.

Do not bring paid-for groceries back onto the shopping floor

You may leave your paid-for groceries behind the cashier's desk, but for a short time only. In these instances, please leave your itemized receipt with the Exit worker.

Do not park in front of the Coop

Nor on the Coop's sidewalk. The driveway of the firehouse next door must be kept clear at all times. Do not leave someone in a car outside the Coop while you shop. That space is for deliveries and for members to load their cars. Park nearby and bring your car to the front after paying, or use a Coop "after checkout" cart to go to your car. Discounted parking for Coop members is available in the garage up the block.

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