

Shopping Rules & Best Practices At The Coop



Shopping at the Coop is a unique experience.

Every member—no matter how they are paying—gets on a checkout line first. If you are paying with debit (or are using a store credit to pay a portion of your bill), your payment will be completed at the checkout. If you plan to pay with any combination of EBT, cash, debit or coupon, your transaction will be suspended at the checkout station and you’ll move on to a cashier to make your payment.

All members contribute to a civil and cooperative environment. Please respect one another by observing our rules of conduct and best shopping practices.

Shopping Rules

Scan in before entering the shopping floor

Always scan your Coop ID at the entrance desk before working or shopping. If you don’t scan in you may cause yourself an unnecessary delay at the checkout.

Use your own member number to shop.

Do not shop under another member’s number. If you are suspended, you can shop by activating your Grace Period or a Suspension Override (SO) Pass. Each member receives a 14-day Grace Period and up to five SO passes.

Do not shop at the Coop for non-Coop members or a business

Members may not purchase groceries for nonmembers, suspended members (not in your household), or a business.

Shop before or after your workshift

If you need to shop, do so after your work shift, if time permits.

Do not allow yourself to be checked out by your family or household members

Family and household members should not checkout their housemate or family member’s groceries. Likewise, don’t wait for a particular checkout worker.

Do not go directly to the cashier

Unless directed by a staff member or shopping team member, do not go directly to the cashier.

Pay immediately for checked-out groceries

Groceries that have been checked out must be paid for immediately. If you need go to the ATM or have another payment issue, ask a staff member or team leader for assistance.

Do not bring Paid-In-Full groceries back onto the shopping floor

Use a locker or ask a staff member for assistance.

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.

Do not steal

It is the shopper’s responsibility to ensure that all items are unpacked and scanned at checkout, even if a worker is assisting you with unloading your cart.

Theft will be prosecuted to the fullest possible extent

The Coop has its own disciplinary procedures and will work with the local authorities to prosecute thieves. If you witness an incident of theft, immediately tell a staff member.

Shopping Cart Usage

If you use a Coop shopping cart to transport your groceries to your destination without the assistance of a Cart Return worker, you must return the cart immediately to the Coop.

Do not park in the Coop’s loading zone or in front of the Firehouse

The driveway of the firehouse next door must be kept clear at all times. Do not park in our loading zone even if you leave someone in a car. The loading zone is reserved for deliveries and for members to load their cars. Use the Coop’s Cart Return service (when available) to ferry groceries to your car.

Best Practices

Shop at the Coop only if you are a member

Only members in good standing may shop here.

Keep your cart with you

As soon as you walk away or park your cart to shop elsewhere in the store, your cart becomes an obstruction to workers and other shoppers.

How do I checkout

Use the regular line in aisle four when you’re checking out with the large shopping carts. Use the line in aisle seven when you’re checking out with a few items in hand, the small silver carts or green baskets.

The Cashier

Always complete the normal checkout process, then proceed to the cashier with your suspended receipt. Even if you intend to pay with something other than debit, or only have one or two items in hand.

The basement isn’t for shopping

Only working members have access to the basement. If you need an item from the basement, page out for that item. If you get no response, ask a staff member with a radio to check on the item for you.

Keep the automatic doors clear

Don’t block the doorway. If you’re waiting for a Cart Return worker, stand to the right by the bench.

Cart Return Availability

Be prepared to get your groceries to your destination yourself. Cart Return workers may not always be available.

Payments

The Coop accepts pin-based debit cards, cash, Apple/-Google Pay (must be linked to a debit card), EBT cards, and manufacturers’ coupons. The Coop does not accept credit or gift cards.