



# Your Guide to 'Call & Collect'

This guidance is designed to support you when setting up a 'Call & Collect' service for your local community.

It's really easy to implement and, if managed correctly, can make shopping safer for you, your team and your shoppers. This guide provides advice on the following:

- Taking orders and payments
- Managing data
- Keeping food safe
- Keeping you, your colleagues and your shoppers safe

## Setting up your 'Call & Collect' service...

It's important that you understand exactly how you are going to manage the process of a shopper calling your store, picking their order and making sure their groceries are in top condition.

### Think about:

1. What phone number you would like customers to call?
2. Who is going to answer the phone to customers?
3. What times throughout the day are you going to offer the service?
4. How will you make sure that there are no errors noting down the order?
5. Who is going to pick the order?
6. Where will you store it prior to pick-up? This is especially important for chilled and frozen items.
7. How will you manage contactless payment and pick-up?





## How do you take an order?

You can receive an order on the phone, through your website or another online platform; for example, Whatsapp, email, text, a Twitter direct message or a Facebook message.



Whichever approach you use, there are some important principles to consider:

- If you're providing a shopping list or order form, make sure it's clear what you're selling, the quantity and food allergen information.
- If you're taking generic orders, try to confirm specific details, for example, the brand or quantity; it is acceptable to make a reasonable substitution if you're having product availability challenges.

## How do you take payment?



Customer not present card payments – this means taking the customer's long card number and security code over the phone and manually entering it on your terminal.



Use a virtual terminal provider like Paypal or Worldpay and other online systems.



Cash is perfectly acceptable and for best hygiene practice you should separate handling of cash and food preparation. Make sure your hands are washed or sanitised thoroughly before and after handling cash.



You can offer credit at your discretion but you cannot add on a fee or charge any interest. Typically speaking this will mean allowing customers to take delivery of goods and pay you the agreed amount at a later date.



# How do you you pick orders ready for collection?

Ensure that you pick orders in time for a customer to collect it but not so early that it compromises the quality of the food, especially foods that are chilled or frozen.

Chilled food can be kept at ambient temperature for a maximum of four hours in

one continuous period, so you do not have to have a chilled compartment or box for a short journey. However, if a chilled product is kept at a temperature of more than 8°C for more than four hours, it cannot be sold and must be destroyed.

## Reduce the risk of spreading COVID-19

You must minimise the risk of spreading infection from COVID-19 or any virus. Good practice that should be followed at all times includes:



Colleagues can choose to wear single-use, disposable gloves if they wish. Ensure you only put gloves on top freshly washed hands and dispose of them immediately after use.



Cleaning on a regular basis surfaces you regularly touch, including phones, car steering wheels, bicycle handles and car handles.



Avoiding shaking hands or direct contact with customers and others when products are collected.



If you have less than 250 full time employees you do not have to apply the single use carrier bag charge.

# Ensuring **Safe Collection**

There should be a discussion at the point of order with the customer to find out if they are self-isolating / showing any signs of symptoms. If the customer answers, 'yes' then they should not come into store and should instead utilise your delivery service (if applicable) or send someone to collect on their behalf (and use one of the alternative payment methods above).

There should be no physical contact between your team and the customer and that your

members of staff keep a distance of at least 2 metres in line with the current guidance.

To ensure both the quality of the food and management of lots of orders, we recommend setting up delivery slots for customers to collect their goods. This gives you enough time to pick the items and ensure you can manage effective social distancing in your store.

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## How do you tell your shoppers about your **Call & Collect** service?

It's important to let all your shoppers and local community know what you're doing, so we've created a range of point of sale, posters and flyers for you to put up in your store.

Go to [www.freshstart.costcutter.co.uk](http://www.freshstart.costcutter.co.uk) to download FREE posters and signs for your store.

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## How do you manage **data security**

We recommend all retailers follow good practice in handling customer data. You should ensure your systems are secure, and only retain customer details as long as it is justifiable to do so. The Secretary of State for Health has stated that "no one should constrain work on responding to Coronavirus due to data protection laws. Article 6(1)(e) states "processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller".

## Age Restrictions

All product age restrictions apply. For more details on which products are age restricted and for specific policies on checking age for deliveries see our published guidance or check the ACS website.

Thank you for helping to **#FeedTheNation** by helping your local communities **#ShopLocally**.