



Your Guide to Home Delivery

This guidance is designed to support you when setting up a home delivery service for your local community.

It's really easy to implement and gives you the opportunity to serve vulnerable members of your community who can't come to you. This guide provides advice on the following:

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

Setting up your delivery process

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 delivery? This is especially important for chilled and frozen items.
7. Who is going to deliver the order?
8. How will you manage contactless payment?





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 manually entering the customer's long card number and security code 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 deliver to customers?

Check your vehicle insurance. Standard car insurance policies may not cover the use of the vehicle for business purposes and you may need to update your policy. Contact your insurance provider/broker to check if they can extend your business and vehicle insurance to cover home delivery.

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.

Courtesy to other residents and drivers should be considered when making deliveries.

Parking restrictions apply as normal. The Ministry of Housing, Communities and Local Government advises that good practice in parking enforcement allows for a 10 minute grace period.

When taking an order we recommend asking the shopper whether they have parking available at their address, and if not, where the most safe and convenient place for you to park is when delivering.

Reduce the risk of spreading COVID-19 when delivering

The most important thing to consider when offering a home delivery service is keeping you, your colleagues and your shoppers safe from the risk of COVID-19.

Good practice and government guidelines should be followed at all times:

- Leave deliveries at the front door, knock or ring the bell, then step back to a distance of at least 2 metres
- Do not enter a shopper's home
- Do not hand the delivery to a shopper
- Do not make any physical contact eg. shaking hands
- Maintain at least 2m distance at all times
- If taking cash ask the shopper to place the cash in an envelope on the door step for you to collect once they have closed the door
- Wash your hands for a minimum of 20 seconds every time you return to your store, and at least every two hours.
- Regularly clean any surfaces you touch while delivering, including phones, car steering wheels, bicycle handles, keys and car door handles.

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

How do you tell your shoppers about your delivery 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 to download FREE posters and signs for your store.

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**.