



# Membership Manual

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Version 2

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## Welcome

Welcome to the Jax Natural Foods family! You are now a part of a growing number of individuals and families who are making the switch to a healthier lifestyle but paying less.

Being part of a Buying Club has many advantages, but these advantages also come with great responsibility. Each club member must contribute in order for the club to run smoothly. We ask that every participant carefully review this manual and practice the guidelines outlined within.

Congratulations on your first step to a healthier lifestyle!

## History

The roots of Jax Natural Foods lie in the desire of one dedicated homeschooling mother to feed her family better, for less. In early 2002, she got together with a few of her friends and started buying groceries through Ozark Cooperative Warehouse. Slowly, the group grew to about 10 families ordering on a monthly basis. When this mother's family fell on hard times, she sought out a replacement who would continue to embody the cooperative spirit of the buying club, working not for personal gain, but to benefit the community. She chose Carrie Farris for the job.

Once Carrie took over the buying club, she changed the name of the club from Homeschoolers of Hillard to Jax Natural Foods to reflect the growing diversity of the group. She also changed the delivery location, but she never changed the spirit in which the buying club was conceived. Members have always received the bulk discounts that they each helped to achieve. Unfortunately, less than a year later, Ozark Cooperative Warehouse went bankrupt and Jax Natural Foods Buying Club was left without a supplier.

Carrie sought out a new supplier, and with the help from her friends - Sarah Lovett, Heather Palmer and Valerie Walmsley, reconstructed Jax Natural Foods in the fall of 2006, through the United Natural Foods warehouse. These four friends became the Coordinators of Jax Natural Foods Buying Club. In a year's time, JNF was recognized as the largest and most successful of the United buying clubs. In mid-2008, Sarah Lovett stepped down from her position as coordinator to actively run for political office. Sarah's position was taken over by Tracy Dixon in early 2009 and two new coordinators, Kathryn Caldwell and Suzan Higgs, came on board in the summer of 2010.

All the coordinators work hard promoting healthy living through their roles in the buying club.

## Disclaimer

All fees, rules and procedures are subject to change without further notice.

## Suppliers

Jax Natural Foods is dedicated to providing its members with the best quality products for the best price possible. Most of the time, the buying club prices will be better than those in other local grocery and natural food stores. Occasionally, sales and other specials may allow you to purchase a product at a lower price locally. We do not have the ability to price match, so please do not ask. The bulk discount rate is passed through to our members, and we only charge you enough to keep operating. In every decision made, the good of our members is our foremost concern.

Our grocery supplier is **United Natural Foods**. Deliveries come to us once a month from their warehouse in Sarasota, FL. United carries almost any item that you are used to buying in a traditional grocery store. From bulk grains to shampoo, we get it all through United Natural Foods.

United has a long standing reputation in the health food industry and has been selling wholesale to buying clubs for many years. They are a conglomeration of many smaller supply-houses that have merged over the years. They are one of the 3 largest natural foods wholesalers in the nation. Their finances seem sound, and we are confident that we will not be without a grocery supplier anytime soon.

For more information about United Natural Foods, please visit [www.unfi.com](http://www.unfi.com).

For more information about the buying club program, please see:  
[www.unitedbuyingclubs.com](http://www.unitedbuyingclubs.com)

Our produce supplier is **Global Organics**, from which we receive deliveries twice a month. Global is a Florida-based company, focused on sourcing products locally. They sell products under their own private label called **Noah's Organic Garden**, a brand which can be purchased at traditional stores locally such as Wal-Mart and Publix. We can offer you fresher products at a fraction of the price, because we eliminate the middle man. We buy wholesale and you get your products within a day of delivery.

Website info: [www.globalorganics.ws](http://www.globalorganics.ws)

Our raw dairy comes from **Live Oak Farms**, from which we receive orders from twice monthly. The dairy is a family based operation and all of the cows are on pastures all day. The cows are supplemented with organic based grains grown on the family's farm. The raw milk, whey and cream is labeled, per Florida State Law, as calf milk and is not intended for human consumption. The raw cheeses have all been aged and are certified for human consumption.

Our grassfed meat supplier is **Peaceful Pastures**, from which we receive deliveries three times a year. Meat is one of the most highly tainted products in a traditional store, and we have always been concerned with the quality of our meat supplier. Jax Natural Foods has had relationships with many meat suppliers in the years before finding Peaceful Pastures, visiting each personally to inspect their growing and processing facilities. We are confident that you will be pleased with the quality of their 100% grassfed meat and other products including some wonderful handmade soaps!

Website info: [www.peacefulpastures.com](http://www.peacefulpastures.com)

Our bulk herb and spice supplier is **Frontier**, which we take orders for every three months or so. Frontier is the largest organic bulk herb and spice supplier in the nation and carries a wide range of products outside of herbs and spices. They have partnered up with many leading organic natural product manufactures to supply us with great discounts on many everyday items.

Website info: [www.frontiercoop.com](http://www.frontiercoop.com)

Catalog: <https://wholesale.frontiercoop.com/whslpubl/FrontierWholesaleCatalog.pdf>

## Ordering

Once we accept your membership application and receive your membership fee, you will have the privilege to start ordering from our suppliers. Below are detailed instructions for each supplier.

## United

Once your paperwork is processed, you will receive your member login information emailed to you. You will need to login to the United Natural Foods web ordering interface in order to place an order. The website is [www.unfi.com/er](http://www.unfi.com/er)

United has a web based ordering system which allows you to place your orders in real time. This means that whenever you place an item into your basket you HAVE ordered it. There is no "submit" button or "buy now" button. **If you have items in your basket, they will be automatically ordered for you on the order deadline.** We strongly suggest that you go to the FAQ page of the United site and download and read the Member Manual for detailed instructions on using the web interface.

Once you are in the ordering site, you can search products using the advanced search feature. You may also look at pictures and ingredient lists for most products. If you add the item to your basket, you can view the current price. **Remember!** If you decide that you do not want the item, you must remove it from your basket or you will have it in your order on delivery day!

To add a product to your basket, you must know how much of the case of that product you want. Say you are looking for peanut butter, once you find the brand and size you like, you must also look at the "pack size". Most peanut butters come in a case of 12 jars. If you only need 3 jars, you would click on the "Split" button and then add a 3 to the "Item Qty" box. The "Split" box indicates that you only want a portion of the case. Now, if you want all 12 jars (the WHOLE case), then you have two options: you can leave the "Split" box unchecked and put 1 in the "Item Qty" box. This means you want 1 whole case. Alternatively, you can check the "Split" box and enter 12 in "Item Qty." This means you want 12 jars of peanut butter, regardless of the case size.

You will notice that after the "Item Qty" box there is a "More" box. This box is for when you can

take more of an item. Back to the peanut butter...say you want 3 jars but you can afford to take up to 6 jars in order to help fill the case. Then you would put a 3 in the "Item Qty" box and a 3 in the "More" box, so you would only have a total of 6 jars ordered if needed. The "More" box allows members to communicate about how much they can take in order to fill a case. Please revisit your order shortly before the closing deadline, and remove items from the "More" box, adding them to "Item Qty" if they are needed to fill a case.

When you click on the "View Basket" tab on the side of the page, it will show you all the items that you have ordered. In that screen, there is also a pull down tab that allows you to see the "Splits Order". Viewing the splits order allows you to see what others want or need to split and who is helping to fill your cases. We ask our members to keep a close eye on the splits list so that we try not to over fill or under fill too many cases. You may adjust your order as you see a need up until order deadline: **9pm on the Thursday** evening prior to delivery week. This deadline is firm. Please do not ask for exceptions or extensions.

If our members "police" their own cases, it reduces work for the ordering coordinator. Please be aware of the number of items in a case. If it is close to filling, please attempt to close it before the order deadline. If it is obviously not going to fill, please delete it before the order deadline. This will leave fewer cases to manage before our ordering coordinator can submit the order.

Another useful feature on the United site is the Message Board. This is a forum where we can discuss splitting items, promote items that we love, and ask questions about new products. This is a great tool to find out more about products that get ordered often or to send out a plea to your fellow members to help you get your splits filled.

As soon as an order comes in you may start a new order on the United site. You may add to your order as needed throughout the month. Using the United website as a running order will insure you will not forget items that you need. This also makes for less stress than trying to compile an order at the last minute. Consider doing some of your shopping on the splits list, this allows you to try out new products before buying in large quantities. Keep in mind that any items you have on your list at the deadline will be ordered! Any items you do not wish to order should be deleted off of your list before the ordering deadline.

United order due dates and delivery dates can be found at [www.jaxnaturalfoods.com](http://www.jaxnaturalfoods.com) under the Calendar. If you have further questions about the United ordering system please contact our Ordering Coordinator Valerie Walmsley at [val@jaxnaturalfoods.com](mailto:val@jaxnaturalfoods.com) or (904) 378-9889.

## Produce

Once your membership application has been accepted you may register on our website. After reregistration a temporary password will be e-mailed to you. When you receive your information you may login and change your password. After login you will be on your profile page, there will be a button at the top of the page that say "View Site", this will take you back to the Jax Natural Foods website.

To view all the products click on the "Products" tab at the top of the page. Then navigate to

the category you wish to purchase from and then you can start adding items to your cart. To add an item just add the quantity and then click the "add to cart" button, this will add that item to your cart. When you are done adding your items you may click on the "Shopping Cart" tab at the top of the page and from here you can again adjust the quantity of each item you want until your order is the way you would like it.

**We ask that you place separate orders for Produce, Peaceful Pastures and Dairy and try NOT to combine these orders.**

In order to check out, fill out the required information and check your payment method, either Pay at Pick Up or Pay Pal. If you click on pay pal you can pay your estimated total right from the site, please remember your total may change so you may be asked to pay more or you may be given a credit at the time of pick-up. If you choose the Pay at Pick Up method you may pay with check at the time of pick up. We **DO NOT ACCEPT CASH**.

Once your produce order is accepted you will receive a conformation e-mail from Wordpress thanking you for your order. Look for this e-mail sometime after the produce deadline. If you do not receive this e-mail within 12 hours of our produce deadline please e-mail us at [info@jaxnaturalfoods.com](mailto:info@jaxnaturalfoods.com) or call Kathryn Caldwell at (904) 382-5997.

You may review your order at anytime by logging into the website and clicking the "Your Account" tab under the "Membership" tab. Also if you have to leave your order before it has been submitted it will be saved for you under the "Verify Your Order" tab also located under the main "Membership" tab at the top of the page.

Besides ordering by individual item many members enjoy the opportunity to submit a standing order. A standing order is when you give us a price point of either \$35, \$50, or \$75 and we will fill you a "grab box" full of produce up to that amount. You only pay the flat fee of \$35, \$50, or \$75 with no other charges. This way you always stay within budget and always have fresh produce waiting on you every two weeks. You do not have to remember to order.

With this option you can give us a brief list of items you would never want in your box and a brief list of items your family loves. With this option you may also put your order on hold anytime you wish. All we ask is that you let us know to hold your standing order by our normal ordering deadline, so we know how much produce to order.

Produce is ordered twice a month, one of the orders always coincides with the United order, the other one is two weeks later. You will receive produce ordering reminder emails when it is time to order produce. Produce order due dates and pick-up dates can be found at [www.jaxnaturalfoods.com](http://www.jaxnaturalfoods.com) under the Calendar.

## Dairy

Once your membership application has been accepted you may register on our website. After reregistration a temporary password will be e-mailed to you. When you receive your information you may login and change your password. After login you will be on your profile page, there will be a button at the top of the page that say "View Site", this will take you back to the Jax Natural Foods website.

To view all the products click on the "Products" tab at the top of the page. Then navigate to the category you wish to purchase from and then you can start adding items to your cart. To add an item just add the quantity and then click the "add to cart" button, this will add that item to your cart. When you are done adding your items you may click on the "Shopping Cart" tab at the top of the page and from here you can again adjust the quantity of each item you want until your order is the way you would like it.

**We ask that you place separate orders for Produce, Peaceful Pastures and Dairy and try NOT to combine these orders.**

In order to check out, fill out the required information and check your payment method, either Pay at Pick Up or Pay Pal. If you click on pay pal you can pay your estimated total right from the site, please remember your total may change so you may be asked to pay more or you may be given a credit at the time of pick-up. If you choose the Pay at Pick Up method you may pay with check at the time of pick up. We **DO NOT ACCEPT CASH**.

Once your dairy order is accepted you will receive a conformation e-mail from Wordpress thanking you for your order. Look for this e-mail sometime after the dairy deadline. If you do not receive this e-mail within 12 hours of our dairy deadline please e-mail us at [info@jaxnaturalfoods.com](mailto:info@jaxnaturalfoods.com) or call Carrie Farris at (904) 881-5773.

You may review your order at anytime by logging into the website and clicking the "Your Account" tab under the "Membership" tab. Also if you have to leave your order before it has been submitted it will be saved for you under the "Verify Your Order" tab also located under the main "Membership" tab at the top of the page.

Besides ordering by individual item many members enjoy the opportunity to submit a standing order. A standing order is when you give us a dairy order that you would like to receive every two week. Items may be added to this order by only adding the items you would like added to your shopping cart and placing an order as usual. This way you always have your raw dairy order waiting on you every two weeks. You do not have to remember to order.

With this option you may also put your order on hold anytime you wish. All we ask is that you let us know to hold your standing order by our normal ordering deadline, so we know how much dairy to order.

Dairy is ordered twice a month, one of the orders always coincides with the United order, the other one is two weeks later. You will receive dairy ordering reminder emails when it is time to order dairy. Dairy order due dates and pick-up dates can be found at [www.jaxnaturalfoods.com](http://www.jaxnaturalfoods.com) under the Calendar. If you have any questions or concerns regarding Dairy ordering please contact our Dairy Coordinator Carrie Farris at [carrie@jaxnaturalfoods.com](mailto:carrie@jaxnaturalfoods.com) or call (904)881-5773.

### Peaceful Pastures

Once your membership application has been accepted you may register on our website. After reregistration a temporary password will be e-mailed to you. When you receive your

information you may login and change your password. After login you will be on your profile page, there will be a button at the top of the page that say "View Site", this will take you back to the Jax Natural Foods website.

To view all the products click on the "Products" tab at the top of the page. Then navigate to the category you wish to purchase from and then you can start adding items to your cart. To add an item just add the quantity and then click the "add to cart" button, this will add that item to your cart. When you are done adding your items you may click on the "Shopping Cart" tab at the top of the page and from here you can again adjust the quantity of each item you want until your order is the way you would like it.

**We ask that you place separate orders for Produce, Peaceful Pastures and Dairy and try NOT to combine these orders.**

In order to check out, fill out the required information and either Pay Pal or Pay at Pick Up as your payment method. If you click on pay pal you can pay your estimated total right from the site, please remember your total may change so you may be asked to pay more or be given a credit at the time of pick-up. If you choose the Pay at Pick Up method you may send a check for your estimated amount to: **Jax Natural Foods, P.O. Box 351735, Jacksonville, FL 32235**. Please clearly mark that your check is for your Peaceful Pastures Order.

Once your meat order is accepted you will receive a conformation e-mail from Wordpress thanking you for your order. Look for this e-mail sometime after the Peaceful Pastures deadline. If you have placed an order for a whole cow or half a cow you will receive an e-mail explaining your cut options that we will need back before order deadline. If you are planing on ordering these products please do so as soon as possible. If you do not receive your invoice e-mail within 1 week of our Peaceful Pastures deadline please email our Peaceful Pastures Coordinator, Heather Palmer at [heather@jaxnaturalfoods.com](mailto:heather@jaxnaturalfoods.com) or call her at (904) 610-6725.

We ask that you pay your estimated total as soon as possible after you place your order. When your order arrives and the weight of your products have been calculated you will pay the remaining balance of your invoice or you may even get a refund! Peaceful Pastures is ordered three times a year, usually we receive our orders in March/April, July/August and November/December, the actual delivery month is set up by Peaceful Pastures. You will receive meat ordering reminder e-mails when it is time to order through Peaceful Pastures. Order due dates and delivery dates can be found at [www.jaxnaturalfoods.com](http://www.jaxnaturalfoods.com) under the Calendar.

## Frontier

Frontier orders are placed through email. You will find everything they offer in their main catalog. Search for your favorite brand or item in the 'find' field. **The main, wholesale catalog is found here:**

<https://Wholesale.FrontierCoop.com/whslpubl/FrontierWholesaleCatalog.pdf>

Placing an order is easy and with Frontier there are no cases to fill either.

1-- Just select the items you want, then compile an email to: [info@jaxnaturalfoods.com](mailto:info@jaxnaturalfoods.com)

2-- Put in the subject field of your email... **FRONTIER: (your last name)**

(example: "Frontier: Balzac" )

3-- Compile your order list as follows: **QTY, BRAND, ITEM #, PRODUCT NAME, PRICE**

(example: "4, 18545 simply organic, Roasted Turkey Gravy @ 0.79")

#### 4-- **Email your order**

We ask that you send your estimated total by check as soon as you place your order. You may send a check for your estimated amount to: **Jax Natural Foods, P.O. Box 351735, Jacksonville, FL 32235**. Please clearly mark that your check is for your Frontier Order.

Frontier is ordered every three months or whenever we have enough interest. You will receive Frontier ordering reminder emails when it is time to order Frontier. Frontier order due dates and pick-up dates can be found at [www.jaxnaturalfoods.com](http://www.jaxnaturalfoods.com) under the Calendar. If you have any questions or concerns regarding Frontier ordering please contact our Frontier Coordinator Suzan Higgs at [info@jaxnaturalfoods.com](mailto:info@jaxnaturalfoods.com) or call (904)419-2440.

### United Delivery

The delivery of our United products is the most labor intensive part of being a member in the Jax Natural Foods Buying Club. It has taken much trial and error to get it to run smoothly and still some deliveries seem to be a chaotic mess. The Coordinators work very hard to help make delivery day a success, but we need the help of every member involved. Deliveries in general are becoming more and more organized, though there are occasional setbacks. This is one of the reasons for this manual. Having all members know and understand the rules and processes should help deliveries run even more smoothly.

### General Rules

- There will be *NO* offensive language, gestures, music or clothing permitted at the delivery location. We meet at a church and even though we do not affiliate ourselves with any religion or belief system as a whole, we need to show common respect. This is also a family environment and there are many children on premise at all times. Even if you do not see a child, there may be one around the corner.
- Members or members family may not inflict harm to the property of the Church of the Brethren or to the property of Jax Natural Foods in a malicious manor. If any harm is done, that member is responsible to compensate the Church of the Brethren or Jax Natural Foods for any losses or, if applicable, repair said damage.
- Every person who places an order is **required** to work. Any person not able to work will incur a non-workers fee as follows. Non-workers **MUST** notify the Delivery Coordinator Valerie Walmsley at (904)378-9889 or [val@jaxnaturalfoods.com](mailto:val@jaxnaturalfoods.com), **BEFORE** the close of the United order (9pm Thursday before delivery) that they will be a non-worker! If you do not give

us proper notification these fees will be **DOUBLED!**

Amount of order Non-workers Fee

\$0-\$100:	\$10.00
\$100-\$200:	\$15.00
\$200-\$300:	\$20.00
\$300-\$400:	\$25.00
\$400 +:	\$30.00

If you are a non-worker you are still responsible for picking up your order at the church before the end of delivery day. If you can not pick up the items yourself, please make arrangements with someone you know to pick up your items for you. If your items are not retrieved before all the coordinators leave then your items will be taken to one of the coordinators homes and you will be **asses a \$10 Per Day** transportation and storage fee until your items are picked up. These fees must be paid before your are allowed to place another order.

- If you or your children are sick, please do not come to delivery pick up. Anyone showing up sick and risking the other members health will be charged the non-workers fee. In case of illness please call the Valerie Walmsley at (904)378-9889 or Carrie Farris at (904)881-5773 as soon as possible. Either one will help arrange for you to pick up your order at the end of delivery day and you **will not be fined the non-workers fee.**
- Wait until the person acting as the Delivery Coordinator has arrived at the delivery location before off-loading the contents of the truck.
- All children 0-11 years old **MUST** be in one of the designated childcare areas **unless:**
  1. Is an infant in the care of their parent or other responsible party.
  2. Is running errands for a Childcare worker (applies to children 9-11 only)
  3. Are confined in some way (in vehicle, stroller, playpen, etc)
- Children 12 years old and older are not required to be in childcare, and are allowed to fill certain non-childcare job in the co-op such as helping load, unload, and sort boxes.  
**However...**
- Children must be 16 or older to pick orders.
- Members are responsible to check their e-mail account frequently around delivery times for all updates to delivery times, jobs and waves. Individual members who do not have access to an e-mail account are responsible for calling one of the coordinators in order to receive instructions. Due to the nature of the trucking industry, delivery times may be changed with little notice.
- Cold items (frozen and dairy) must be pulled and put in coolers for **ALL** members before any other items are pulled. This helps protect all members perishable items. **We ask that you treat every order as if it was your own.**
- Each member is responsible for leaving with their complete order. If an item is **not** with your

order you **must** request a credit at the delivery location, at the time of payment. Any items that are left at the delivery location after you leave run the risk of being non-recoverable.

- Each member **must** be dedicated to spending 3 hours at the delivery site each month that they order. **This is not based on the size of your order.** All members are required to stay the full time of their assigned wave.
- You are **NOT** allowed to pull your own order, but it is up to you to check your own order and make sure it is right.

Failure to abide by these set rules may result in having a grievance filed. For a full explanation of the this process please view the section Grievance Procedure.

## Waves and Jobs

Most of the time there are two waves that our members are called to serve in. The first wave responsibilities are to off load the truck and sort the main order and the second wave jobs mainly include site clean up. Below is a break down of the jobs and responsibilities of each wave.

### First Wave

The first wave starts by off loading the United truck and bringing the boxes to the church. Please remember that NO member is to start off loading the truck until the Delivery Coordinator arrives on site. All frozen and dairy items, which should be unloaded first, go inside the church annex and all regular items stay in the breezeway outside of the church doors.

There is a round table set up in the back of the church annex that is used to sort bulk goods (large quantity items that must be split, sugar, grain, beans, nuts, etc) and to put re-pack items (small items that we can order one of, supplements, shampoos, deodorants, etc) on. Re-pack items come in what we call re-pack boxes. All the small items are re packed into larger boxes which we unpack onto this back table.

The main jobs that are given out to the first wave members are two frozen dairy checkers, two bulk splitters, four childcare workers. All members who are not assigned one of these jobs should be prepared to help with unloading the truck. If you have a physical condition that limits you from this duty, please inform the delivery coordinator ahead of time so you can be assigned a lighter duty task.

Once the truck is unloaded, all the boxes on the breezeway must be opened. Then all the labels need to be checked against what is in the boxes. To do this you read the packing label to see what is supposed to be in the box and then you look **INSIDE** the box to see if it matches. Any items that do not match are called miss-picks and must be brought to the attention of the Delivery Coordinator. This should be done while the frozen and dairy checkers are doing their job.

Frozen Dairy Checkers: The frozen and dairy checkers responsibility is to open all frozen and dairy boxes and check all item against our master invoice. They also must check

exasperation dates. This job must be done BEFORE the United truck leaves. Any items found in frozen or dairy that are not acceptable must be returned BEFORE the truck leaves.

**Bulk Splitters:** The bulk splitters can begin their job as soon as all the bulk foods are off loaded from the truck. These workers split up any bulk items that our members are splitting. A scale, plastic zipping bags, markers and labels are provided for this job. A member distribution list is also provided to these workers so they know which items are to be split and which members get what and how much.

**Childcare Workers:** Once a childcare worker arrives on site she is to report to the child care area in which she was assigned, either playground/play room or infant room. If you haven't received your specific location assignment, see the Childcare Coordinator when you arrive. We always assign two childcare workers to each area.

Once these main jobs are done the group will start pulling every members frozen and dairy goods. We always pull second waves' frozen first because they will be out the longest. **This is in the spirit of thinking of others first!** When you have pulled the cold items from a second wave member's list, please mark the cooler with the name of the member with provided post-it notes and return the list to the coordinators. This lets the second wave members know which order belongs to them.

Once all second waves cold items are pulled we start pulling all first waves' cold items. No one should pull their own order. After you have pulled all cold items from the list of a first wave member and placed them in the member's cooler, return these lists to the coordinator. When all cold items are pulled we start pulling non-cold items for first wave members only. Second wave non-cold items will be pulled by second wave members.

Once all first wave members orders are in the processes of being pulled as they get done members may start checking their own orders and loading them in their vehicles. After your items are loaded you may pay for your order and ask the coordinator if there is anything else for you to do before you can leave. We may ask you to relieve a child care worker for a short time in order for them to have the opportunity to check their orders.

### Second Wave

Once a member arrives on second wave they must locate their cold items and put them in their own coolers. They may check their cold items for accuracy at this time by asking for their invoice list. Then return the list to the delivery coordinator to be redistributed for pulling of non-cold items. After checking and repacking their cold items, childcare workers are asked to relieve first wave childcare workers immediately. If the member is not a childcare worker they should start pulling second wave orders. Once all second wave orders have been pulled members can begin checking their own orders.

Second wave members who are not in childcare may be asked to temporarily relieve a childcare worker so they (the child care workers) may check and load their orders. Once your order is checked and loaded you may pay and start a new job.

Once all orders are checked and loaded into members vehicles, clean up begins. All rooms

that have been used must be vacuumed. Tables must be wiped down and bathrooms need to be checked. All trash cans must be emptied and all boxes must be broken down. We ask our second wave members to take boxes home with them for recycling. Once the site is the way we found it and all members have paid, we may all leave until the next order!

## Sorting

All items that come off the United truck are sorted into categories. Inside the church annex you will find labels for Dairy, Meats, Processed Foods, Breads, and Fruits and Veggies. Below is examples of items that go under these categories.

**Dairy:** All dairy items go in this category including eggs, cheese, butter, milk, yogurt, soy drinks, and liquid orange juice.

**Meats:** All frozen meats go in this category including bacon, sausage, hot dogs, and lunch meats.

**Processed Foods:** French Fries, chicken nuggets, pizza bites, pot pies, frozen mac and cheese and potato skins are just a sample of items we receive in this category.

**Breads:** All breads including hot dog buns, hamburger buns, baguettes, spiced, raisin and traditional breads are found in this category.

**Fruits and Veggies:** All frozen fruits and vegetables are placed in this categories including strawberries, peach slices, mixed berries, broccoli, spinach, green beans and many many more.

All ice creams, frozen juices, ice and refrigerated supplements should be placed on dry ice in the "Co-op" cooler inside the church or in the church kitchen refrigerator and freezer.

Outside the church you will find categories including Snacks, Baking Goods, Breakfast Foods, Beverages, Canned Goods, Baby Supplies and Cleaning Supplies. Below are examples of items that go under each category.

**Snacks:** Crackers, cookies, chips, beef jerky, fruit leathers, and nutritional bars are a few of the items you will find in this category.

**Baking Goods:** Baking powder, baking mixes, puddings, flours, marshmallows, and oils are some of the items that will be found in this category.

**Breakfast Foods:** Your cereals and oatmeal's will be found here.

**Beverages:** Under this category you will find all non-cold drinks including teas, sodas, almond milk and bottled waters.

**Canned Goods:** All traditional canned food items are found here even if they come in a box such as some organic soups. All soups, canned vegetables, canned meats, and canned fruits

will be here.

Baby Supplies: Diapers, wipes, and sippy cups are included in this category.

Cleaning Supplies: All household cleaners including laundry detergent, glass cleaner, dryer sheets and bathroom cleaners are just a few of the items you will find here.

All members will have a name tag post-it down the long corridor outside. When we begin sorting we place all whole cases that each member ordered under their name tag. Each box has a sorting label attached which either has a member's name or says "split" or "multi" on it. The boxes that have "split" on them means that the case is being split by more than one member. If it says "multi" on it that means that more than one member ordered a whole case of that product. Once we start splitting non-full case, individual items may also be placed under each member's name tag.

## Childcare

Childcare is provided to our members, by our members. On each wave we have a total of four childcare workers plus our Childcare Coordinator who oversees the childcare workers. Childcare workers are picked by our Childcare Coordinator on the basis of pregnancy status of a member, age of member's children, physical restrictions of members, member's health, and member's preference.

Each member that has a desire to serve the buying club and has physical limitations should not be hindered in that desire, that is why we make every effort possible for our members to serve in a manner that is befitting their individual situation. If you need the special assignment of childcare duty please let our Childcare Coordinator Valerie Walmsley know either through e-mail at [val@jaxnaturalfoods.com](mailto:val@jaxnaturalfoods.com) or by phone at (904)378-9889.

We have two child care areas, the playground and/or playroom and the infant room. The playground is reserved for children 3 years and up. We ask that children under the age of 3 years old not be on the playground without a parent, for safety issues. The childcare staff can not watch several older children and make sure that small toddlers don't get run over at the same time. (The swings present a particular risk for the little ones.) There is a baby swing on the playground to serve infants of childcare workers who are working on the playground.

The infant room is reserved for infants and toddlers up to 3 years of age. We ask that children over the age of 4 years not be in the infant room unless they are 9 years old or older working in an assistant role, due to safety issues. Children ages 4 and up seem to be more rambunctious and may stumble over a tummy time or crawling baby and hurt them.

As per our General Rules all children under the age of 12 years old **MUST** be in one of the childcare areas unless they are ages 9-11 **and** are running errands for the childcare workers. Children ages 9-11 may work as assistant childcare workers if they wish to do so. They may work on the playground or in the infant room. The children working in these assistant positions must have approval of their parent and must be responsible and take guidance from the adult childcare workers.

Children over the age of 12 are allowed to be outside of the child care areas and are not required to assist in any job but are allowed to assist if they so choose and if they have permission from a parent. Jobs which 12 year old children and up may choose to help in are as follows: sorting boxes, unloading wagons, breaking down boxes, helping to load members vehicles, clean up and moving of boxes. If a child does not choose to fill any of these jobs we allow them to free play in the front yard of the Church building, but they must stay within the sight of their parents. We ask that NO children be allowed in the wooded areas behind or on the sides of the Church building *at the request of church staff* for safety reasons.

We also ask that children refrain from bringing toys to delivery. If a child does bring toys it is not the childcare workers responsibilities to keep the toy safe or unbroken. Toys, crafts and other items are on site and provided by Jax Natural Foods for the entertainment of the children.

Children who will be in the childcare areas should come with a marked drink and snack. Delivery times usually overlap snack time or lunch time and the children get overheated and hungry playing on the playground. Childcare workers like having a bag for each child's items that can hang from the top of the fence in order to avoid having to lay these items in the dirt. If you can send your child's snack and drink in a bag with a strap, it would be appreciated. Infants should also arrive with a marked diaper bag that includes anything they might need. Childcare workers may alert you to change your child's diapers if the need arises.

### Site Care and Management

Our United Delivery site is Jacksonville Church of the Brethren, 4554 Prunty Street, Jacksonville, FL 32205. This delivery site has been donated to our buying club with the understanding that our club will donate items each month to a local food bank. We believe that this is a small price to pay and it holds to the ideals of the buying club as a whole to contribute to the community and allows us a nice and convenient facility to meet in.

Jax Natural Foods holds a deep respect for the property of the Church and as such we always intend to leave the property the same or better than how we found it on delivery day. Each member should strive to respect the property and be diligent in your tasks to clean it if that is one of the jobs that has been requested of you to accomplish. We are never to conduct business in the actual sanctuary of the church. The front hall where we sort frozen and dairy items is considered by the church as the churches annex, anything behind the movable wall is considered the sanctuary and is not appropriate to place food in.

The Church of the Brethren has also allowed us to store some of buying club property at the Church building to make it convenient to us for deliveries. The church staff work diligently to make sure the building is ready for us at the time of delivery. Heather Palmer is our Delivery Site Coordinator, if you have any questions that pertain to the site including where items are stored please see her or contact her at [heather@jaxnaturalfoods.com](mailto:heather@jaxnaturalfoods.com) or (904) 610-6725.

## Credits and Accounting

If you have an item for which you were charged but did not receive at the time of delivery you must ask for a credit to be issued to you when you pay. The credit will be noted on your bill and you will receive your credit on your next month's bill. We require you to pay your whole bill and receive a credit the next month because we must request a credit from United and we have already paid for your whole bill with them.

If you and another member are buying or selling items with each other we can adjust both bills on the day of delivery for you so you do not have to have cash to trade with another member. For this to work we must be informed of all trades before either party pays their bill. This accounting can only be done on United delivery days and at no other time.

On your invoice each month will be listed all credits, trades and payments. If you have ordered produce, dairy, frontier or peaceful pastures that total will also be included so you only have to make a single payment.

If you leave the site without requesting a credit then you will not receive a credit for your missing product. You can not request credits straight from United.

We accept personal check and Pay Pal as long as you pay for all associated Pay Pal fees. Members are responsible for a charge of \$25 and associated bank fees for any check submitted with insufficient funds.

On the first order after November 1st of each year your invoice will reflect the \$25 yearly membership fee for full membership or \$15 fee for limited membership applicable for the following year.

We keep a detailed invoice of each member's order, credits and trades for the year. United order due dates and delivery dates can be found at [www.jaxnaturalfoods.com](http://www.jaxnaturalfoods.com) under the Calendar. If you ever have questions about your invoice please contact our Secretary Tracy Dixon at [tracy@jaxnaturalfoods.com](mailto:tracy@jaxnaturalfoods.com) or (904) 619-9453.

## Produce Pick-up

Our produce pick-up location is at Coordinator Heather Palmer's house located at 201 Woodrow Street, Jacksonville, FL 32208. Her phone number is (904) 610-6725. An email will be sent out when produce is ready for pick up. You will need to call the Produce Coordinator Kathryn Caldwell at (904)382-5997 to set up a time for pickup. We ask that all members pick up their produce orders promptly so your produce is in the best condition possible.

Produce is ordered twice a month. One time a month always falls on the same week as the United Delivery. If you order produce on this week then you can either pick up your order at Heather's house the day before delivery or at the Church with your United order.

If you fail to pick up your produce order before the Wednesday after the email for pickup goes out we can not guarantee the freshness of your order and you will be assessed a **\$10 Per Day storage fee**. This fee will be capped at 3 days and your order will be forfeited at this time

and storage fees will still be assessed to your account. These fees must be paid before you will be allowed to place another order.

If you have a problem with your produce order and need credit for any reason please contact Kathryn Caldwell at [info@jaxnaturalfoods.com](mailto:info@jaxnaturalfoods.com) or (904)382-5997. Please remember no credits will be issued to customers picking up orders past Tuesday after delivery. We also ask our members to return the boxes that their previous produce orders came in so they may be reused. This helps keep our costs low. Produce order due dates and delivery dates can be found at [www.jaxnaturalfoods.com](http://www.jaxnaturalfoods.com) under the Calendar.

### Dairy Pick-up

Our dairy pick-up location is at Coordinator Heather Palmer's house located at 201 Woodrow Street, Jacksonville, FL 32208. Her phone number is (904) 610-6725. An email will be sent out when dairy is ready for pick up. You will need to call the Dairy Coordinator Carrie Farris at (904)881-5773 to set up a time for pickup or pick up with your produce order. We ask that all members pick up their dairy orders promptly.

Dairy is ordered twice a month. One time a month always falls on the same week as the United Delivery. If you order dairy on this week then you will be required to pick up your order at the Church or make prior arrangements.

If you fail to pick up your dairy order before the Thursday after the email for pickup goes out we can not guarantee the freshness of your order and you will be assessed a **\$10 Per Day storage fee**. This fee will be capped at 3 days and your order will be forfeited at this time and storage fees will still be assessed to your account. These fees must be paid before you will be allowed to place another order.

If you have a problem with your dairy order and need credit for any reason please contact Carrie Farris at [info@jaxnaturalfoods.com](mailto:info@jaxnaturalfoods.com) or (904)881-5773. Please remember no credits will be issued to customers picking up orders past Wednesday after delivery. Dairy order due dates and delivery dates can be found at [www.jaxnaturalfoods.com](http://www.jaxnaturalfoods.com) under the Calendar.

### Peaceful Pastures Pick-up

Peaceful Pastures is ordered three times a year and we usually get delivery late in the afternoon. Our Coordinators usually stay up late that night sorting our large bulk order into individual orders. After the orders are all sorted we will start contacting members for pick up. There will be several pick up location possibilities because each Coordinator has a large freezer that they can store parts of our large order in. All orders are kept either on dry ice or in a deep freezer until the time of pick up for maximum freshness.

At the time of pick up you will be informed of the total you owe or of a refund that the Buying Club may owe you. Payment must be made at the time of pick up. Refunds will go out within two weeks of pick up or you will receive a credit on your next United order whichever you prefer.

Order due dates and delivery dates can be found at [www.jaxnaturalfoods.com](http://www.jaxnaturalfoods.com) under the

Calendar. If you have any questions regarding Peaceful Pastures Pick-up please contact our Peaceful Pastures Coordinator Heather Palmer at [heather@jaxnaturalfoods.com](mailto:heather@jaxnaturalfoods.com) or (904) 610-6725.

### Frontier Pick-up

Frontier orders are usually ready for pick up with United, produce and/or dairy orders. On occasion they will be ready with Peaceful Pastures pick-up. An email will be sent out with pick-up locations.

Order due dates and delivery dates can be found at [www.jaxnaturalfoods.com](http://www.jaxnaturalfoods.com) under the Calendar. If you have any questions regarding Frontier Pick-up please contact our Frontier Coordinator Suzan Higgs at [info@jaxnaturalfoods.com](mailto:info@jaxnaturalfoods.com) or (904) 419-2440.

### Grievance Procedure

As our group grows, we understand that issues may arise with or between members or between members and coordinators. Therefore, we are instituting a grievance policy. This Membership Manual should communicate the expectations and policies that all members and coordinators are expected to follow. The grievance policy will help members and coordinators rectify any disagreements or infractions against these rules. Any member may file a grievance against the Buying Club, a Coordinator, or a fellow member. Also the Buying Club can file a grievance against any member. Grievances should be filed in accordance to this procedure, and only for issues that cannot be dealt with amicably between members.

In order to have a grievance against any person or entity there must first have been an infraction against the rules and/or procedures set forth in this Manual or there must have been a violation of another members rights.

#### Individual Member Grievance

For a member to file a grievance toward another member they must first fill out the grievance form found at the end of this Manual. They must MAIL the completed form to the Jax Natural Foods Buying Club at **P.O. Box 351735, Jacksonville, FL 32235**.

Once the form is received, the Coordinator will look into the validity of the grievance and, if it is deemed necessary, take action by issuing a written warning to said member. If more than three grievance are filed against one individual member for the same reason, and the reason is not rectified, this will be grounds for forfeiture of Membership in the Buying Club.

For a member to file a grievance toward a coordinator, they must also fill out the grievance form at the end of this Manual and mail it to the address listed above. Once the Coordinators have reviewed the grievance form, they will set up a meeting with said member and try to come to an agreement about the grievance. If the member is still not satisfied after their grievance has been heard and a reconciliation could not be found, the member is free to leave the Buying Club and the \$25 (full member) or \$15 (limited member) yearly membership fee will be prorated and returned to the member.

#### Buying Club Grievance

For the Buying Club to file a grievance against a member the Coordinators all must agree that said member has been in violation of the rules and/or procedures set forth in this Manual or be in violation of another members rights.

The Buying Club will inform the member in writing of said grievance and the member will have an opportunity to rectify their behavior before they are asked to forfeit their membership in the buying club.

All Warnings, Forfeiture Requests, or Agreed Terms will be mailed certified mail to the member involved.

Jax Natural Foods Buying Club  
Grievance Form

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone : \_\_\_\_\_ E-Mail: \_\_\_\_\_

Member or Entity holding a grievance:

Description of Grievance: \_\_\_\_\_

Date/s of Members Action: \_\_\_\_\_

I \_\_\_\_\_ certify that the above statements are true as I see them.  
I also certify that I have tried to rectify this grievance, if I thought it was possible in an amicable way, and could not do so of my own accord. I also accept the outcome of this grievance.

\_\_\_\_\_

signed

date

Mail To:  
Jax Natural Foods Buying Club  
P.O. Box 351735  
Jacksonville, FL 32235

If more space is needed please attach a separate sheet to this form.