



Oryana Community Cooperative prides itself on providing excellent customer service to all who walk through our doors. To better serve you, please review the following expectations for deliveries. Thanks for your cooperation.

Oryana Expectations for Local Product Deliveries

- Receiving hours are Monday-Friday from 8am-5pm. We ask that you stay within this timeframe and as much as possible work with our Buyers to develop a regularly scheduled delivery time
- All deliveries are processed through the Oryana Receiving Department. Please use the Receiving Entrance located at the southeast corner of the building
- When delivering product we ask that you not leave your vehicle parked in front of the receiving doors. If unsure about parking ask our receiving staff for more direction. This is particularly important for large delivery vehicles as they may block flow through traffic in the parking lot
- Please do not bring extra inventory or substitutions for product ordered
- Willingness to actively demo your products at the store to support product sales is appreciated and will help you and the co-op support your product introduction to our shoppers. To schedule a packaged grocery product demo please contact Kirsten Harris at kharris@oryana.coop. To schedule a Wellness product demo please contact our 10th St. Wellness Manager Crystal Turner at crystalt@oryana.coop or Wellness Manager Rachel Brown at West, rbrown@oryana.coop, or by calling 231-947-0191.
- When demoing your product(s) we ask that you only demo those products carried at Oryana
- Barcodes are requested on all packaged products
*small businesses can purchase affordable individual UPC codes from BuyABarcode.com
- Please submit the proper paperwork with all deliveries including a completed invoice with invoice number and correct information with current remittance information
- Don't forget to take back delivery equipment such as coolers, etc. once your delivery is complete
- All refrigerated, frozen or fresh food deliveries must adhere to all food code rules during delivery such as Temperature. Oryana is very concerned with food safety and does check temperatures on incoming deliveries and will reject items that may be unsafe
- Oryana reserves the right to reject product at time of delivery or return product for credit if deemed unacceptable due to issues such as quality, spoilage or delivery issues such as temperature etc.
- Please notify our Buyers as soon as possible on any out of stock issues you may have and when possible provide a date for when the product will be back in stock. Invoices should only be for the amount of items actually delivered and not include back-ordered items

- For your safety we ask that any person making a delivery wear closed toe shoes
- For safety and food security reasons we ask that extra family members or friends remain outside of the receiving area and enter the retail area only
- You must be accompanied by Oryana Staff in any non-retail areas for safety and food security
- For us to better serve you please call and schedule appointments with Buyers/Managers
- For your safety please do not take purchased goods out through receiving

If you have any comments, questions or concerns regarding our product delivery expectations please talk with our Category Manager Eldon Horner or e-mail us at info@oryana.coop