



**People's Grocery
Grub Box Program
Policies and Procedures
Last updated: May 2010**



When do I need to submit payments?

For Tuesday pick ups, payments must be received by end of the day on Fridays.
For Friday pick ups, payments must be received by Wednesdays.

Payments received after the stated day will be applied for the following week.

How do I pay for my next box(es)? Pay for as many weeks in advance as you would like. You may pay in 5 ways:

1. **On site-** If you are a member at a West Oakland pick up site, you can pay a People's Grocery staffer or site coordinator when you pick up your box.
2. **Credit Card-** We accept credit card over the phone or online at www.peoplesgrocery.org. Click on the Grub Box logo on the right side of the home page.
3. **EBT-** Call or e-mail and provide your EBT information and how many boxes you want to pay for.
4. **By mail-** Make out a check or money order to People's Grocery and mail it to 909 7th St., Oakland, CA 94607.
5. **Office-** Come by the office for check or cash payments.

What if I know I can't pick up my box next week? If you know you can't pick up your box one week, please contact Diana by the Friday before in order to reschedule your pick-up dates with no penalty. Your payment will be applied to the next box.

Oops! I missed a box! If you miss a box on the day of distribution, please contact your site coordinator. People's Grocery considers the box paid for and we will not issue a refund. Unclaimed boxes will be donated, and the site coordinator has full discretion in deciding what to do with the produce.

How do I give you feedback? The Grub Box program can't survive without the input of its customers. We would love to hear your thoughts on the box contents, program design, customer service, and more. Please feel free to e-mail, call us, or let the staff know what you think as we are constantly collecting information to help us shape the program to your needs.

Contact Information:

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