

Clicklist Operation Plan

Clicklist hours of operation are between 8am and 8pm. The Clicklist procedure is started when a customer places an order online. If the order contains alcohol then an associate who is over 18 years of age picks the groceries from the shelves. The order is marked as having alcohol and placed in the staging area. The order is run through the register in order to create an itemized receipt and then the order is suspended prior to payment. Orders placed after 2pm cannot be picked up until the following day, and there is a four hour waiting period between order time and pick-up time.

When the customer comes to pick up the groceries they park in designated parking spots and call the phone number on the parking stall sign. For an order that contains alcohol, an associate who is over 18 years old and a licensed operator brings the order to the car. The associate checks a valid ID to verify the customer is of legal age to purchase alcohol, and verifies that the person who places the order is the person who is picking up it up. If the customer is not the driver of the vehicle the associate will verify the driver of the vehicle is 21 years old. The associate then writes the birthdate of the customer on the order summary form along with the license plate information.

Once the name and age is verified the associate loads the groceries into the car. The customer leaves and the associate goes back to the store to finish the transaction. The order summary form is filed onsite and kept for 30 days.

The associate will notify their manager of any customer who shows signs of alcohol consumption and they along with their manager will assess the sobriety of a customer before approving or denying the sale. It is important to note that all procedures for the sale of alcohol that are in place within the store are also in place for the Clicklist operation.