

General

Only members of the Co-op may buy or sell through our cooperative marketplace. Only residents of the Northern Rivers Region of NSW are eligible for membership

Acting as the agent of producer members, the Co-op posts on the internet, provides a printed list, and publicises the products its producer members have for sale within its marketplace of members. Acting as the agent for customer members, the Co-op provides a catalog of available local food and non-food products that includes information about how and where the product was grown, processed or, made. The Co-op receives their orders and notifies the appropriate producers, arranges for the products to be delivered, receives and process their payments. For both producer and customer members, we provide a basic screening of products and producers based on our published parameters.

The essential business of the cooperative is to provide a marketplace where willing buyers and sellers who are members of the cooperative can meet. At no time does the cooperative ever have title to any of the products. We have no inventory. The products that go through our distribution system are owned either by the producer, or by the customer who purchases "title" to the product from the producer. An exception to this is when Northern Rivers Region producers are unable to supply products. If that is the case, the Co-op will attempt to procure essential grocery items for sale to Co-op members

Placing an Order

To access and use EcoMart's ordering system you must first go to your computer and logon to EcoMart's web site's member login page. You can do this by entering the following URL <http://localhost/shop/members/>. into your web browser (eg Windows Explorer, Google Chrome, Firefox etc.) Store this URL as an icon on your desktop or in favorites for quick reference. You will see on your screen a page like this with the title - Welcome to the EcoMart Northern Rivers Co-op Ltd

Welcome to the EcoMart Northern Rivers Food Coop

Username:
Password:

[Forgot your password?](#)



If you are member and have lost your user name and password, send an e-mail to membership@nrr.ecomart.net.au. If you have your user name and password, but are having difficulty logging in, make sure cookies are enabled on your internet browser. If you need assistance with how to do this, or are still unable to log in, please send an e-mail to help@nrr.ecomart.net.au.

If you are already a member of the Co-op you will have provided a username and password, as well as an email address and phone number where the Co-op can readily contact you. Enter that username and password in the form to sign in. The web browser may ask you if you want to save the username and password you entered. Just login first to make sure you have entered the information correctly, then click on save. Next time you sign in just place your cursor in the username box and double click. Then, select your username from the dropdown list if you have more than one user name and pass word saved. Saves a lot of typing and getting it wrong.

Once you have correctly logged in you will see your personal order and administration page.

If you have forgotten your password just follow the instructions on the login page. If you want the change your password or your personal information you can do this from your personal

order and administration page.

Now that you have logged in to your personal order and information page you can Browse the Co-Op's Producer Product List

Ordering Closes: Midnight April 25th / Delivery Date: April 27, 2010

Select from these options to begin an order	
1. Delivery Type::	<input type="text" value="– Select a delivery type –"/>
2. Pickup/Delivery Locations: Click here for more details .	<input type="text" value="– Choose a location –"/>
3. Payment Method (2.5% Discount for Direct Debit):	<input type="radio"/> PayPal <input type="radio"/> Direct Debit
<input type="button" value="Click to Start An Order"/>	

When the shop is open for ordering at the top of the page you will see a red options table.

Item 1 Delivery Type: – Select a delivery type –

–Pick Up Order – This means you or someone authorised by you will go to the Pick up Location selected by you and collect your order.

– Deliver to Home Address – This means your order will be delivered to your nominated home address where you will receive your products.

– Deliver to Work Address – This means your order will be delivered to your nominated work address where you will receive your products.

Item 2 Pickup/Delivery Locations: – Choose a location –

Select the location where you wish to collect your products. This is where your products will be sent for collection on Delivery Day. It is your responsibility to collect your products at the Pick Up Point you have chosen and at the times indicated.

Item 3 Payment Method:



You are strongly encouraged to use the online payment facilities to pay for your order prior to Delivery Day. Select which payment method you will use. Please note:- products must be paid for before they can be handed over to you. In special circumstances and not as a normal routine, payment will be accept at Pick Up Point. where a cheque will be accepted. If paying with cash the exact amount must by tendered as no change is held at Pick Up Points. Also note that you will be entitled to 2 ½ % discount if you pay by direct debit.

When items 1, 2 and 3 are selected you may then click the button labelled *Click to Start an Order*. The red selection box will now disappear and will no longer be displayed during the ordering period. It will only be displayed again when you login in for the next ordering cycle.

You are now ready to order from your personal web page where you can order products, review your purchases, change your contact information and apply to become a producer.

Shopping Info: Available Products		
Products Sorted by Category (Full List)	Products Sorted by Producer	Products Sorted by Product ID#
New Products	Changed Products	Products Sorted by Category

Customer Info: Product and Order Info		
View Your Cart Previously Ordered Items	View In-Process Invoice	Past Customer Invoices

Contact Information		
How to Contact Us with Questions	Update Your Contact Info Change Password	How to Order FAQ Producer applicaton form Other Info
 		

There are three types of information.

Shopping Info: Available Products

[Products Sorted by Category \(full list\)](#): Click this title (in blue) and a list of all available products will be listed. You can see item ID# Product name, product type (eg certified organic), unit price. At this point you can also click on an item of interest to add one unit to you shopping cart. Later you can review your cart and change the number of units. If you set the number of units to 0 you will remove the item from the cart.

Beside the product name you can click ([About Producer](#)) to look at the Producers information page.

[Products Sorted by Producer](#): Click this title and a list of producers and their products available for sale in the current shopping cycle will be listed. Again you can click on an item of interest to add one unit to you shopping cart.

[Products Sorted by Product ID#](#): Click this title and a list of all available products will be listed in product ID# order. Use this list to find an item if you only know its ID#. [New Products](#): Click this title and a list of new products available for this shop cycle is presented.

[Changed Products](#): Click this title and a list of changed products is presented.

[Products Sorted by Category](#): Click this title and a list of products sorted by product type is presented.

Customer Info: Product and Order Inf

This section allows you to look at items in your cart and add or delete items, enter quantities, and look back at earlier orders.

[View your Cart](#): Click this title and a new options screen is presented.

[Previously Ordered Items](#): For your convenience you can view Items from previous orders.

[View In-process Invoice](#): Here you can review your credits or debits, total of your current purchases, discounts and total amount payable. You can pay for your purchases by clicking the Paypal button or you can pay by direct debit which gives you a 2½% discount.

[Past Customer Invoices](#): All of your past invoices remain in the system. This allows you to track past purchases.

Contact Information

[How to Contact Us with Questions](#): This will take you to a list of contacts where you are able to

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send messages.

Update Your Contact Information: Inform the Co-op as soon as possible if your contact information has changed.

Change Password: In order to change your password, please enter your old password and enter your new password twice for confirmation.

How to Order FAQ: If you still have questions you may find the answers here. If you question is not answered click on the How to Contact Us with Questions: where you can email your concern.

Producer applicaton form: If you want to become a producer this is the only way you can apply.

Other Information: Takes you back to the online shop front page.

Viewing You Cart

Entering Orders: Customer Basket #516

[[Product Lists](#) | [View Invoice](#) | [Logout](#)]

Product ID Quantity

Notes to Producer about this product:

[Add this Product to the Order](#)

Current SubTotal = \$15.13*

[Click to View Invoice](#)

You have an ACTIVE order

If you do not want to order the items below, you must manually remove them from your shopping cart. Do this by entering a quantity of zero "0" and clicking "Update" for each item listed.

Orders may be changed until Midnight April 25th. At that time, anything in your shopping cart will be considered an order, and you are obliged to pay for it, even if you do not pick up the order, or receive the goods.

When finished shopping, [Click here](#) to see invoice and to pay by paypal or direct debit.

Please do not forget to pick up your order.

#	Product Name	Price	Quantity	Total Weight	Extra Charge Amount	Edit
Oniongrowers						
322	free range eggs Eggs, ungraded, from young & healthy Red Star hens that range free, not organic (feed). Washed only if need(rarely) to preserve the egg's natural protective coating. I use reused egg cartons, I accept returns. <u>Notes to Producer:</u> <input style="width: 100%; height: 30px;" type="text"/>	\$4.13/dozen	<input type="text" value="1"/> dozen		\$4.13	Update <small>[To editor remove this item click this button for each item after editing]</small>
324	Garlic Seed (or eating) Time to plant now. This farm-raised garlic is called German Red, a hardneck variety that can make nice bulbs & cloves. These bulbes are medium sized(drought) and hand selected. I have grown this variety for many years and saved seed every year, it is more cold tolerant than most. <u>Notes to Producer:</u> <input style="width: 100%; height: 30px;" type="text"/>	\$11.00/pound	<input type="text" value="1"/> pound		\$11.00	Update <small>[To editor remove this item click this button for each item after editing]</small>

If you have added items to your cart the first thing you will see an important red notice.
--You have an ACTIVE order--

Below this notice will be listed the purchases you currently have in your cart. You may alter the quantity ordered and if you wish leave a note or instruction for the supplier. You may also delete the item by entering 0 quantity. When you have finished making changes click update button. The form will refresh with the new information. If you don't click the update button your changes will not be recorded.

At the top of the form you can place new items in you cart by entering the product item #, and required quantity. Again, if you wish you can leave a note or instruction for the producer.

In the top left hand corner of the form you can see a progressive total \$ value of purchases presently ordered. Subtotal does not include fees or other miscellaneous charges or adjustments.

To view a progress invoice, click on Click to [View Invoice](#) button.

You can also see your previous invoices by clicking on the small red triangle symbol in the bottom section of the page below the list of items in your cart. These products are the 30 most recent items you've ordered. They are available for easy access to add to your cart. To add these items to your shopping basket, check/edit the quantity listed and then click Add to Current Order. If you do not click "[Add to Current Order](#)" these items will not be ordered. Products that are greyed out are not available for order at this time.

Paying for Your Order

Before an order can be delivered to a customer (home or work) the products and delivery fees must be paid for. Before an order can be collected at a Pick Up Point it must be paid for.

Payment before receiving products is a an essential plank in the Co-ops service. The producer supplies the products in good faith that he/she will be paid. The Co-op pays the producer in good faith that the customer will pay for and collect the products. Once an order is completed (when the shop closes at midnight the Sunday before Delivery Day) there is an enforceable contract between the parties. The producer agrees to supply the products, the Co-op agrees to deliver the products

You are strongly encouraged to use the online payment facilities to pay for your order before Delivery Day. Online payments must be of a type that permits printing a Confirmation of Payment Receipt issued by email at time of payment from the financial institution processing the payment. Presentation of a printed copy of this receipt at the Pick Up Point will be accepted as evidence that your order has been paid for. You can also email this receipt to onlinepayment@nrr.ecomart.net.au

For delivered products, payment must be made by an online option. To confirm that payment has been made, use your email facility to forward a copy of the Confirmation of Payment Receipt from the financial instution to the Co-op at onlinepayment@nrr.ecomart.net.au . Do this as soon as you receive the Confirmation of Payment Receipt to ensure it is available to the Treasurer prior to 12 Noon Monday following shop close. It is the customers responsibility to ensure online payment is made early enough to meet this deadline. If conformation of payment is not received by this deadline products will be forwarded for collection and payment at the alternative collection point nominated by the customer.

In special circumstances and not as a normal routine, payment by cash or cheque will be accepted at Pick Up Points. If paying with cash the exact amount must by tendered as no change is held at Pick Up Points.

If a customer has made an online payment for products but for whatever reason cannot present a Confirmation of Payment Receipt at the Pick Up Point then payment will be required by one of the methods indicated above. The online payment when received by the Co-op will than be credited to your account.

If a customer has made an online payment and there is a subsequent Delivery Day adjustment to the invoice, the resulting credit/debit will be applied to your account. You will not be required to pay any Delivery Day adjustment on collection of products.

Delivery Day Procedures

Producers deliver products to the Distribution Centre.

Products are checked for quality against the Co-op's quality standards and sorted into Customer Orders. Customer Orders are compared with products delivered by the producer and any discrepancy noted. Discrepancies are resolved by issuing a customer Credit Note for missing or rejected products and for products lost or damaged by the Co-op. For any late additions to the order, a Debit Note is issued. Credit Notes, Debit Notes, and if available, Online Payment Confirmation emails are attached to the invoice. The invoiced Total to Pay is checked to include adjustments, if any, and the New Total to Pay is marked on the invoice. The invoice with attachments is attached to the products ordered by the customer. The customers order is now ready for collection at the Distribution Centre or dispatch to a Pick Up Point as per customer instructions.

Collecting Your Order

Pick Up Point

When you placed your order, you nominated your choice of Pick Up Point or you indicated a Delivery option. Unless you email alternative instructions before 12 Noon Monday prior to Delivery Day, your order will be delivered to that location. It is the Purchasers responsibility to come to the nominated delivery location with appropriate carry containers to collect and pay for the products.

If the products are not collected and paid for they will be disposed of in accordance with the Co-ops Uncollected Products Policy. However payment will still be required irrespectively of products being collected or not.

When you collect your products, make sure you get all the items you ordered. Take the time to check your invoice thoroughly to make sure you get everything. If an item isn't there, send an email to problems@nrr.ecomart.net.au and you will receive credit on your invoice. Alternatively, you can deduct the amount of the missing item(s) from your invoice, and pay the new amount. When you get home, send an email to problems@nrr.ecomart.net.au so that your invoice can be properly adjusted. Take the time to check your invoice thoroughly to make sure you get everything.

Complaints

Complaints regarding products should first be brought to the attention of the producer, unless it is a situation where the Co-op itself is at fault (such as broken eggs due to poor packing). The Co-op's arbitration procedure can be invoked if a successful resolution cannot be found between the producer and customer members or between the Co-op and a member.

Uncollected Products Policy

If the Pick Up Point has the ability to store products not picked up, the Co-op will make one attempt to contact you about picking up your products. That contact will include advising the phone number and name of the person who has your ordered products or missing items.

The items will probably not be at the regular Pick Up Point site, but at someone's home. It is the member's responsibility to contact the volunteer who has the items to arrange for a pickup. The Co-op will not make multiple attempts to contact you. Rules for payment set out above apply.

You should contact us sooner rather than later about picking up uncollected products. If an item spoils or loses quality because you did not pick it up promptly, you will still be expected to pay for it.

Delivery Day Emergencies

We understand that emergencies happen on delivery day. If this happens to you, please call delivery day emergencies on —mobile— as soon as possible. The earlier we know about a situation, the better we will be able to deal with it.

We recommend that you secure a Pick Up Day buddy who you can call to make arrangements if you cannot make it to the pick up site. This buddy should be familiar with the Cooperative pick up processes and should be able to pay for your order.

You can also contact the Co-op before ordering closes about making alternative collection/delivery arrangements.

Depending on the circumstances, we may be able to arrange something other than the specified hours for a particular site, but this must be arranged before you turn in your order.

Be Kind to Volunteers

EcoMart Co-op does not have employees. We have volunteers who are investing their time and effort as sweat equity in growing the future of this Co-op. Thus, there can never be a question of an "employee-customer" relationship in your interactions with the volunteer workers of the EcoMart Co-op.

Please do not complain to Delivery Day volunteers or berate or blame them for something that may have gone wrong with your order. Volunteers have no control over what the producers do.

If you have an issue with the producer, bring it to the attention of the producer. If you have an issue with the Co-op, bring it to the attention of the president of the EcoMart Northern Rivers Co-op Ltd. president@nrr.ecomart.net.au, or , Chair of Members Committee members@nrr.ecomart.net.au.

Mistreatment of volunteers is a serious breach of cooperative ethics.

Keep Contact Details Up to Date

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Please keep your contact information current in our Co-op records. We encourage you to list your mobile phone numbers on your membership, so we can contact you directly on Delivery Day if there is a problem. If you change your email address, notify us. Enter changes via your personal web page or email to membership@nrr.ecomart.net.au.