

We at Synergy Chef Collaborative have received numerous questions about the ordering process. We are trying to get a streamlined system in order. If everybody sticks to the system we can see how well it works (or doesn't), but if it isn't used we'll never know. Please do not ask for us to make an exception for exceptions throw our system back into chaos. So here we go with the ABC's and 123's of the Synergy Chef Collaborative Ordering System.

A. Selecting of the Food

1. Anything from the weekly menu (weekly e-mails)
2. Anything from the core menu (on the website)

B. Ordering of the food (please see sample order)

1. Send an e-mail to Raworders@synergychef.com. E-mails sent elsewhere may not get processed.
2. Call office on Mondays between 11am and 1pm
3. Order deadlines are as follows
 - a. Order by Monday 5pm to pick up on Wednesday (see pick up location for times)
 - b. Order by Wednesday 5pm to pick up on Friday (see pick up location for times)
 - c. Order by Friday 5pm to pick up on Monday (see pick up location for times)

C. Payment of the Food

1. How do I pay?
 - a. Paypal (credit cards will be accepted here)
 - b. Personal Check (subject to returned check fee)
 - c. Money Orders
 - d. Call Mondays between 11am and 1pm to process credit cards if unable to use Paypal
2. When is Payment Due?
 - a. The order deadline is also the payment deadline. To receive the Buyers Club discount please have payment in by the deadline.
 - b. If you prefer to pay at time of pick up you must pay full price.

D. Receiving of the food

1. Where do I pick up my food?
 - a. Main Kitchen 2135 Dale Ave, Sacramento 95815 **Noon-5pm**
 - b. Dr. Keppler's 5667 Freeport Blvd, Sacramento 95822 **4-7pm**
2. Can I have my food delivered?
 - a. Depending on your location, delivery may be available for a \$25 fee. Please call or e-mail for more information.

E. Eating of the food

1. ENJOY!
2. Some assembly may be required to ensure freshness. Directions will be given upon pick up.