



Harlequin Customizable CSA Guide

YOUR WEEKLY SHARE DETAILS

Each week we will create a default small and large size share. Late Thursday evening, we will email the contents of this share to you and it will be posted on the CSAware website. If you are happy with the contents of your share, simply do nothing and come pick it up on Wednesday evening at your scheduled pick-up location —don't forget your reusable bag!

If you would like to customize your share, you can start Thursday evening after you receive the contents email. **The deadline for customizing shares is Sunday at 9pm.** If you have missed the deadline to customize your box, we CANNOT extend it and you will receive the default share.

On the Wednesday prior to your pick-up, you will receive our weekly newsletter via email. This may include recipe ideas for your box contents and updates on what's happening at the farm. If anybody has any recipes they would like to share, please send them to csa@harlequinorganicproduce.com and I would be happy to post them to our recipe page online.

PICKING UP YOUR SHARE

Please pick up your share during the scheduled pick-up time and bring a reusable bag to take your produce home in. If you cannot make it to your weekly share pick-up, you may put your share on hold. **Shares must be put on hold by Sunday at 9pm if you are not planning on picking it up.** (See *Putting your Share on Hold*).

If you do not put your share on hold by Sunday at 9pm and do not pick your share during the pick-up time you have signed up for, the contents of your share will be donated to a family in need or to the food bank.

The crates we use are a Nest and Stack design meaning that when turned one way they stack on top of the crate below and when turned 180 degrees the other way they nest inside the crate below. When putting your empty crate back, please make sure that it is “nesting” inside the empty crate below.

Pick-up locations and pick-up times - Wednesdays

- **Record Heaven** -Missoula- 845 Ronan St - 4:30pm-6:30pm
- **Central** -Missoula- 625 North Ave West - 4:45-6:30 pm
- **Slant Streets**-Missoula - 537 W. Franklin - 8:00-9:00 pm
- **Harlequin Produce Warehouse** -Arlee- 72664 Heart View Ln - 4:00-7:00 pm
- **Big Sky Brewery** -Missoula- 5417 Trumpeter Lane - 4:00 – 7:00pm

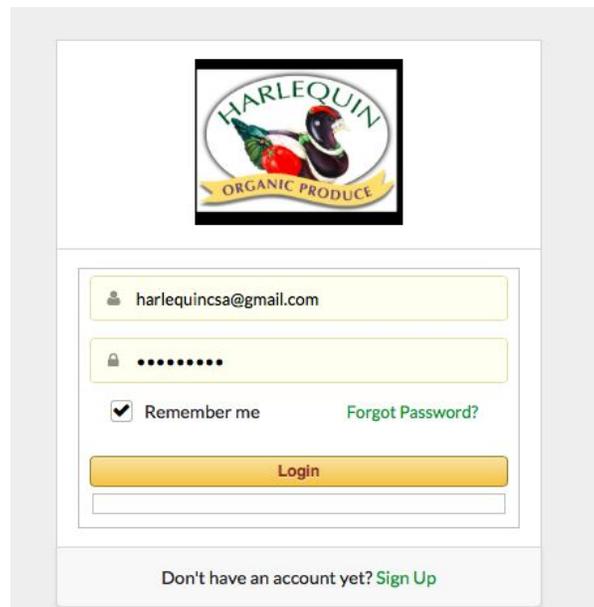
Pick up locations and pick-up times - Thursdays

- **Greenough Park Pavilion** -Missoula- 1629 Monroe St - **5pm-6:30pm**
- **Western Cider** -Missoula- 501 N California - **4:30pm-6:30pm**

SIGNING-IN TO YOUR CSA ACCOUNT

To sign into your CSA account start at our website, www.harlequinorganicproduce.com. Click CSA Member Login located in the drop

down menu on the top right corner of the home page. At the login screen, use your email address and the password you created to sign up for your CSA membership. If you've forgotten your password, you can reset it from the login screen by clicking 'forgot password'. I suggest bookmarking this page on your web browser.



The image shows a login interface for Harlequin Organic Produce. At the top is the logo, which consists of a circular emblem with a stylized bird and vegetables, surrounded by the text 'HARLEQUIN' and 'ORGANIC PRODUCE'. Below the logo is a login form with the following elements: an email input field containing 'harlequinsa@gmail.com', a password input field with masked characters, a checked 'Remember me' checkbox, a 'Forgot Password?' link, a yellow 'Login' button, and a 'Sign Up' link at the bottom.

PUTTING YOUR SHARE ON HOLD

If you will be out of town or cannot pick up your share for whatever reason, you may put that week's share on hold. Your share must be put on hold by **Sunday at 9pm** prior to that week's pick-up date. If you have paid in advance for the CSA season, the dollar amount for that week's share will be added to your cash account and can be used toward future add-on purchases or at the Farmers' Market. If you are paying per week, your account will **NOT** be charged the Sunday before that particular share.

*****If you have not put your account on hold and your share is not picked up during the appropriate pick-up time it will be donated and you will be charged.***

To put your account on hold, first login to your account. From the dashboard page you will see a calendar on your right. Choose the delivery date you would like to put on hold by clicking on that date.

The 'My Subscriptions' dashboard includes the following options:

- See what's in my box / View calendar
- Place box on hold for a week
- View/Modify subscription
- Drop Point Details
- Shop for add-ons now
- Purchase or renew subscription

The 'Delivery Calendar' for May 2017 shows the date 23 selected. A legend below the calendar indicates the following status colors:

- selected date: white box
- scheduled box: green box
- on hold: grey box
- canceled: red box
- farm vacation: purple box
- delivered: yellow box

Once you have selected a date, your screen will change to show the details of that particular date. Choose the 'Hold Delivery' button.

The details page for 'Delivery: 2017 Summer Vegetable Share - SMALL / Small Box' on Jul 04, 2017, includes the following elements:

- Pickup at: Arlee - Harlequin Produce Farm (with a 'Drop Details' button)
- Buttons: Hold Delivery, Shop for Add-Ons, Prev week, Next week
- Subscription section: 2017 Summer Vegetable Share - SMALL/Small Box
- Add-Ons section: No Add-Ons scheduled for this week (with a 'Shop for Add-Ons' button)
- Navigation: Prev Week, Next Week
- Subscription Details link

The 'Delivery Calendar' for July 2017 shows the date 4 selected. A legend below the calendar indicates the following status colors:

- selected date: white box
- scheduled box: green box
- on hold: grey box
- canceled: red box
- farm vacation: purple box
- delivered: yellow box

Once you have selected to put your delivery on hold, it will appear greyed out in the calendar. If you no longer want your account to be on hold, choose the 'Get Delivery' button. This button will only appear once a share is put on hold.

The screenshot shows a delivery management interface. On the left, a large black arrow points to the 'Get Delivery' button. The main content area displays:

- Delivery: 2017 Summer Vegetable Share - SMALL / Small Box**
- Jul 11, 2017
- Pickup at: Arlee - Harlequin Produce Farm
- Buttons: Get Delivery, Shop for Add-Ons, < Prev week, Next week >
- Subscription** section: 2017 Summer Vegetable Share - SMALL/Small Box with a large red 'Hold' watermark.
- Add-Ons** section: No Add-Ons scheduled for this week. Button: Shop for Add-Ons.
- Buttons: < Prev Week, Next Week >
- Subscription Details

On the right is a 'Delivery Calendar' for July 2017:

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Legend for the calendar:

- selected date: scheduled box
- on hold: canceled
- farm vacation: delivered

CUSTOMIZING YOUR SHARE

Once you are signed into your account, you will be taken to your 'dashboard' page. From this screen, choose the date of your share that you would like to customize.

The screenshot shows a dashboard with a sidebar on the left containing: Dashboard, Storefront, Order History, and Contact Us. The main content area displays:

- Your deliveries for 06/05/18**
- Wholesale Share / Box [S157929]**
- Pickup at: WHOLESALE pick up at Harlequin Farm in Arlee Tuesday
- Buttons: Hold Delivery, Shop for Add-Ons, Next week >, Customize
- Subscription** section: Wholesale Share / Box
- Add-Ons** section: No Add-Ons scheduled for this week

On the right is a 'Delivery Calendar' for June 2018:

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Legend for the calendar:

- selected date: scheduled box
- on hold: canceled
- farm vacation: delivered

Once the share is open for customization (late Thursday evening after you receive the contents email), a list of all the produce available will be displayed. The

contents of your default share will be marked with a '1' in the quantity box to the right. If you do not wish to receive something, you can click the down arrow and change the quantity to zero. If you would like to receive extra of one of these items you may change the quantity to 2 or more, although some products may be limited to 1 per share. If you would like to add an item that was not in your default share, change the quantity from '0' to the number you would like to receive. Please note how the cash total in the bottom right hand corner changes according to your selections. The default share will amount to \$18.00 for a small share and \$23.50 for a large share each week.

Be sure to click the 'SAVE' button when you have finished customizing your share.

FAQs

What happens if I customize my share above or below the value of the default share?

When customizing orders, small share members must spend a minimum of \$14 each week and large share members must spend a minimum of \$20 each week. If the produce you customize in your weekly share does not equal or exceed these minimum amounts, you will be charged the minimum amount regardless.

Members who paid for their share in advance:

If you have paid for your share in advance and customize your weekly share below the value of the default share, the remainder of your share balance will be added to your cash account and can be spent online at a later date or at the Farmer's market. Remember this amount must be used online by October 31th as there are no cash refunds. (See Checking the Balance of My Cash Account)

If you have customized your share above the value of the default share, the balance will be taken out of your cash account. If you do not have any money in your cash account, that balance will be charged to the credit card you have linked to your account. If you do not have a credit card linked to your account, you must add one or you may not customize your share above the value of the default share. If you do not want to link a credit card to your account, but would like more money in your cash account, you can mail us a check. We would need to receive that check and enter it into our system before it could be spent.

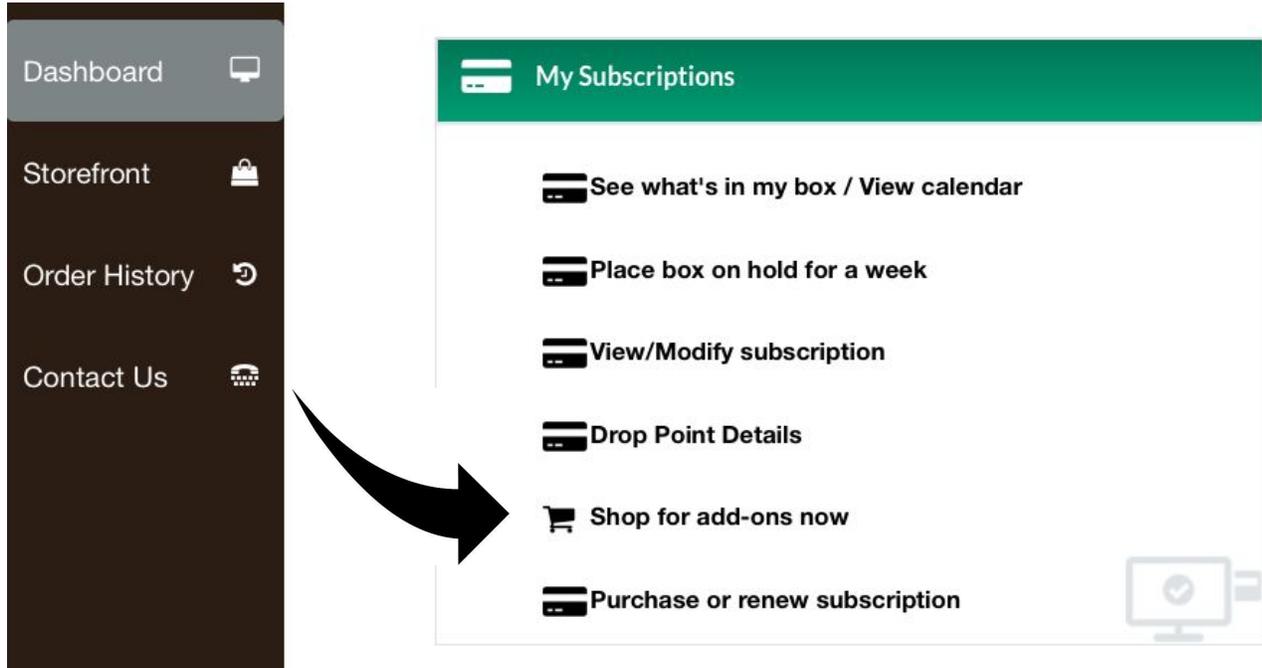
Members who pay per week:

If you are paying per week and customize your weekly share to meet only the minimum, this credit will be applied to your balance the **FOLLOWING** Sunday after you have picked up that customized share. Remember pay-per-week shares are pre-billed the Sunday before your pickup, therefore any overages/underages will be applied to the billing that occurs the following Sunday after you have picked up that specific share.

PURCHASING ADD-ONS

We will be offering some specialty items in bulk this year (i.e. tomatoes for canning, kale/spinach for freezing, garlic, onions, roasted chilies, etc.). These items cannot be customized into your weekly share, but only added on to the value of your share. You can use the money in your cash account or the credit card linked to your account to purchase these items. You can find all available add-ons by going to your 'dashboard screen' and clicking 'Shop for add-ons now'.

If paying by credit card, these items will be charged to your account the Sunday



evening after you order them, unless otherwise stated in the Add-On Description.

CHECKING THE BALANCE IN YOUR CASH ACCOUNT

Some members have received bonuses for signing up early, paying in full, or referring a friend. You may also credit for holding a delivery or customizing under the value of your share. This money will appear in your cash account. It can be spent by adding extra produce to your weekly share by customizing it or purchasing add-ons. To see how much money you have in your cash account start by signing-in. From the member Dashboard page, under the header 'Order History' click on '\$ Cash Account Balance'.

My Subscriptions

- See what's in my box / View calendar
- Place box on hold for a week
- View/Modify subscription
- Drop Point Details
- Shop for add-ons now
- Purchase or renew subscription

Order History

- View order history
- \$ Cash Account Balance - (\$295.00)

Delivery Calendar

May 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

selected date | scheduled box
 on hold | canceled
 farm vacation | delivered

This will display a screen showing all of the transactions in your cash account and the current balance.

Cash Account Balance

Credits and debits to and from your cash account. This is not an invoice, but a snapshot of your amounts due and payments made to and from "cash", if any.

date	order	subscription	type	dvrs	amount
04/04/2017		- any -	credit adjustment		(\$10.00)
04/04/2017		- any -	direct credit		\$10.00
03/22/2017	[01007397]	- any -	direct credit		\$5.00
03/22/2017	[01007397]	[S138503] 2017 Summer Vegetable Share - SMALL	payment due	18	(\$300.00)
Balance:					(\$295.00)

[\$XX.XX]: Direct-to-subscription payments do not affect your dollar account balance.

Due
 Paid
 Canceled