



Harlequin Customizable CSA Guide

YOUR WEEKLY SHARE DETAILS

Every 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 post them on the CSAware website. If you are happy with the contents of your share, simply 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 receiving the contents email. **The deadline for customizing shares is Sunday at 6pm.** If you have missed the deadline, we CANNOT extend it, but you will still receive the default share.

Each Wednesday afternoon you will receive our weekly newsletter via email. This may include recipe ideas, produce info, farm updates, storage and preserving tips, and lots of fun photos. If you would like to share your own recipes, please send them to csa@harlequinorganicproduce.com and I'd be happy to add them to future newsletters.

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 will be out of town, you may put your share on hold for the week. **Shares must be put on hold by Sunday at 6pm.** (See *Putting your Share on Hold*).

If you do not put your share on hold by Sunday at 6pm and do not pick up your share during the pick-up time you have signed up for, the contents of your share will be donated and you will be charged.

Pick-up locations and pick-up times - Wednesdays

- **Record Heaven** -Missoula- 845 Ronan St - 4:30-6:30pm
- **Central** -Missoula-417 East Central Ave - 4:30-6:30 pm
- **South** -Missoula - 2 Briarwood Ln - 4:30-6:30 pm
- **Big Sky Brewery** -Missoula- 5417 Trumpeter Lane - 4:00 - 7:00pm
- **Greenough Park Pavilion** -Missoula- 1629 Monroe St - 4:30pm-6:30pm
- **Western Cider** -Missoula- 501 N California - 4:30pm-6:30pm
- **Harlequin Produce Warehouse** -Arlee- 72664 Heart View Ln - 4:00-7:00 pm

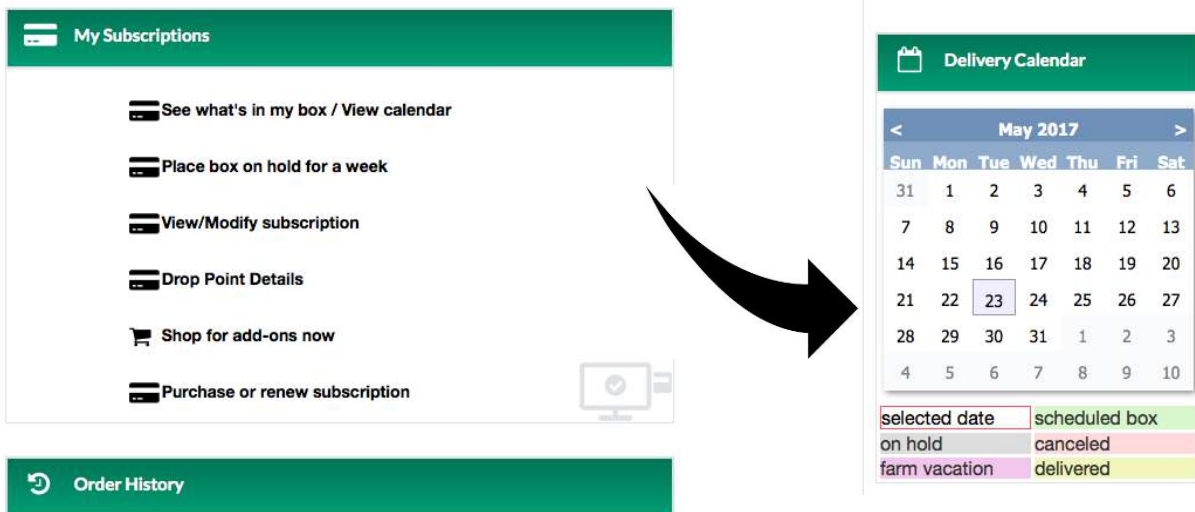
SIGNING-IN TO YOUR CSA ACCOUNT

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.

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 6pm** 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. 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 screenshot shows the 'My Subscriptions' dashboard on the left and the 'Delivery Calendar' on the right. The 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 following dates:

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

Below the calendar is a legend for the status of the selected date:

selected date	scheduled box
on hold	canceled
farm vacation	delivered

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

Delivery: 2017 Summer Vegetable Share - SMALL / Small Box
 Jul 04, 2017
 Pickup at: Arlee - Harlequin Produce Farm Drop Details

Hold Delivery Shop for Add-Ons < Prev week Next week >

Subscription
 2017 Summer Vegetable Share - SMALL/Small Box

Add-Ons Shop for Add-Ons
 No Add-Ons scheduled for this week

< Prev Week Next Week >

Subscription Details

Delivery Calendar

< 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

selected date scheduled box
 on hold canceled
 farm vacation delivered

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.

Delivery: 2017 Summer Vegetable Share - SMALL / Small Box
 Jul 11, 2017
 Pickup at: Arlee - Harlequin Produce Farm Drop Details

Get Delivery Shop for Add-Ons < Prev week Next week >

Subscription
 2017 Summer Vegetable Share - SMALL/Small Box

Add-Ons Shop for Add-Ons
 No Add-Ons scheduled for this week

< Prev Week Next Week >

Subscription Details

Delivery Calendar

< 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

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 by clicking on that date within the calendar.

Your deliveries for 06/05/18

Wholesale Share / Box [\$157929]
Pickup at: WHOLESALE pick up at Harlequin Farm in Arlee Tuesday

Hold Delivery Shop for Add-Ons Next week > Customize

Subscription
Wholesale Share / Box

Add-Ons
No Add-Ons scheduled for this week

Delivery Calendar

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

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 \$20.00 for a small share and \$25.50 for a large share each week.

Be sure to click the 'SAVE' button when you have finished customizing your share otherwise your customizations will be lost.

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 \$15 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 our end of season Warehouse sale. Remember this amount must be used by October 31st as there are no cash refunds. (See Checking the Balance of My Cash Account)

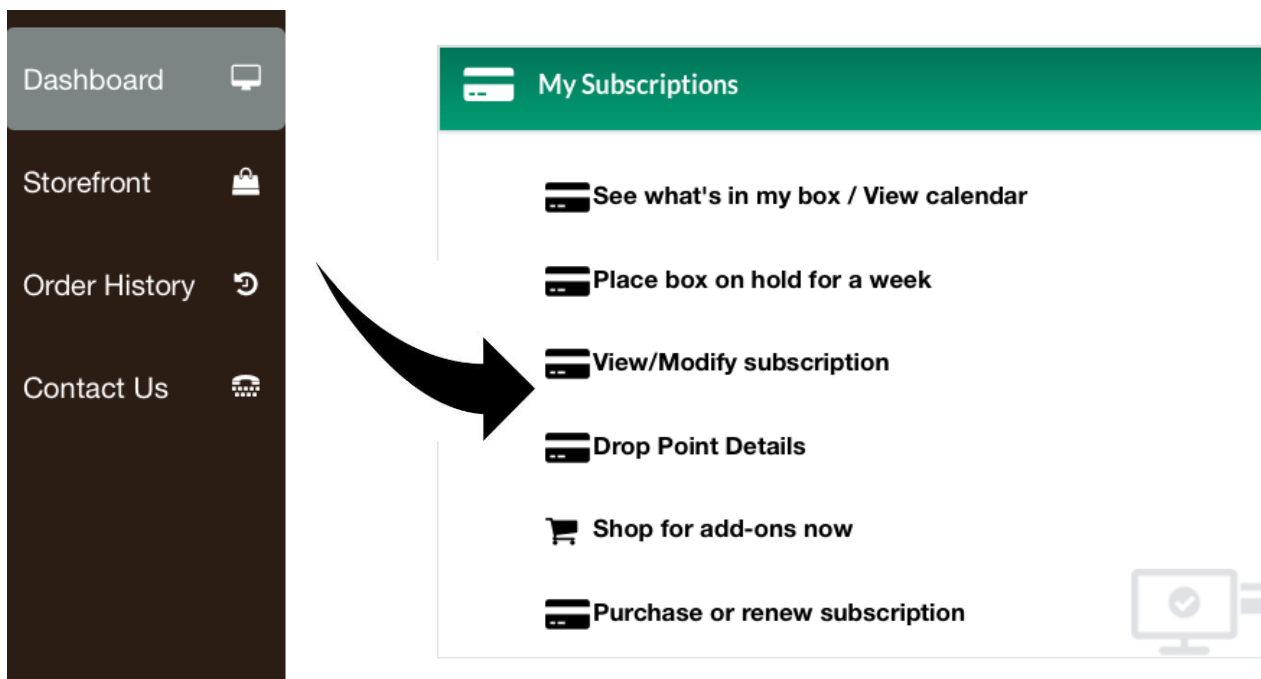
If you have customized your share above the value of the default share, the balance will be taken out of your cash account. If you do not have any money in your cash account, that balance will be charged to the credit card you have linked to your account. If you do not have a credit card linked to your 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

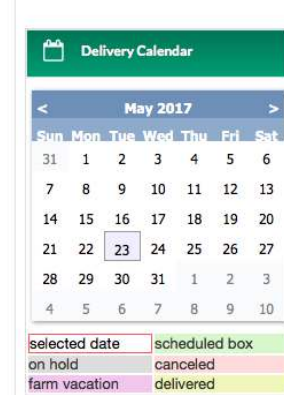
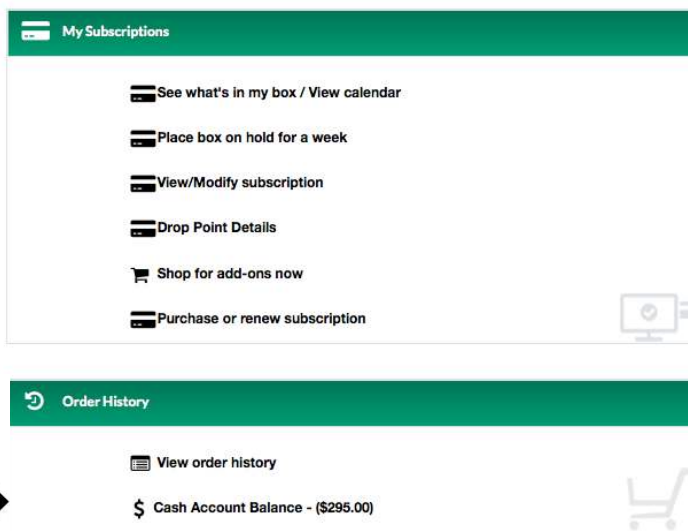
We will be offering some specialty items in bulk this year (i.e. tomatoes for canning, kale/spinach for freezing, bulk onions, roasted chilies, etc.). These items



cannot be customized into your box contents, but can be added onto 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'.

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 receive 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'.



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	dlvrs	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
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