



Terrace Park Elementary School & Green B.E.A.N. Delivery



- What is Green B.E.A.N. Delivery?
 - Green B.E.A.N. Delivery provides home delivery of organic, local and sustainably grown produce and natural groceries to the communities of Cincinnati, Dayton, Columbus and Indianapolis.
- How can Green B.E.A.N. Delivery benefit Terrace Park Elementary School?
 - Green B.E.A.N. Delivery is offering TPPTO 10% of all sales placed by TPES and friends of TPES customers.
- How can one sign up for Green B.E.A.N. Delivery?
 - Customers can sign-up by clicking the Sign-Up Now link on the Green B.E.A.N. Delivery website. Fill in all of the fields on the sign-up form and click SUBMIT at the bottom of the page. Customers must then select the Produce Bin of choice (small, medium, large, fruit-only or produce and groceries) and the preferred Delivery Schedule (weekly or biweekly). This is called the Standing Order.
 - Once customers have completed the online registration, they will be notified of their account activation within two business days. Customers must have a valid credit or debit card on file, as well as a Standing Order to be activated.
- When does Green B.E.A.N. Delivery deliver to Terrace Park?
 - Currently Green B.E.A.N. Delivery delivers to Terrace Park between the hours of 2 p.m. and 8 p.m., on Thursdays.
- Do customers need to be home to accept deliveries?
 - Customers do not need to be at home when orders arrive. Green B.E.A.N. Delivery requests that customers specify where the bins should be placed (back door, sun porch, side deck, etc.) in Delivery Instructions on the Account Information Page. It is better to have orders delivered to a location that is out of sight, under cover and not in direct sunlight.
- How are the produce and groceries packaged?
 - Orders are delivered in reusable plastic bins with insulated liners and ice packs, when necessary. These items are to be returned to Green B.E.A.N. Delivery. Green B.E.A.N. Delivery will collect all reusable items at the time of the next scheduled delivery.

<http://www.greenbeandelivery.com/cincinnati/>

info@greenbeanohio.com

(513) 761-BEAN



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- Are there Terrace Park residents who can provide testimonials for Green B.E.A.N. Delivery?
 - o "I have been using Green B.E.A.N. Delivery for close to a year. I originally used another service, Nature's Garden. I have been pleased with the Green B.E.A.N. service, the convenience and the selection of produce and groceries. I most appreciate having a fridge consistently supplied with fresh produce. Now when I serve hotdogs and macaroni and cheese for the millionth time, at least I am sure to give them a side of fresh broccoli and pluots.

I receive a small bin of produce every other week and tend to supplement from the store or places like Rousters. Along with the produce, I order the Snowville Creamery milk and the Morning Sun eggs. I frequently order the Scholars Inn Farm Bread and have ordered Poultry and Salmon. "

- Melissa Cooper

- o Green Bean has been a very welcome addition to my life.

As a busy physician who strongly encourages a healthy, nutrient-dense diet to all my patients, it helps me to practice what I preach. I love coming home to my newly delivered bin each week and having fresh, local, organic produce available for several days. The quality and service has been consistently good and I love the variation of offerings with the change of the seasons. All my patients and colleagues who have also started using this service have raved about the ease and benefits of use. It has made it easier for me to convince them of the benefits of real, fresh produce.

I am a big fan and hope that many more people in our area reap the benefits of this incredible company. What we eat is one of the most important investments we make in our health.

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- Are there fees for service?
 - o There are no sign-up or membership fees for Green B.E.A.N. Delivery service. All orders must contain a produce bin and meet the \$35 minimum. Orders below the minimum will be charged a delivery fee that will equal the difference between their order total and \$35. The deadline for cancellation of orders is Monday at noon. A fee may be applied for late cancellations.
 - o Orders are delivered in reusable plastic bins with liners and ice packs, when necessary. All reusable items are to be returned to Green B.E.A.N. Delivery. A charge of \$15 for bins, \$5 for liners and \$2 for ice packs will be applied to accounts that do not return them within a reasonable time frame.

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- From where does Green B.E.A.N. produce originate?
 - Green B.E.A.N. Delivery sources from local farmers during the Mid-western growing season. During the Spring, Summer and Fall months members will see numerous local produce options. During the colder months, Green B.E.A.N. Delivery works directly with certified organic farms within the U.S., to obtain the freshest produce in season. Because of these direct relationships, Green B.E.A.N. Delivery is able to deliver produce that is five to seven days fresher than you can find at the local supermarket. (we cut out the middle men) In order to stay commercially viable, Green B.E.A.N. Delivery offers our members access to some produce grown outside of the U.S., mostly tropical fruits. i.e. bananas, mangos, etc.

- Is all the produce organic?
 - The majority of the produce is Certified Organic. Green B.E.A.N. Delivery understands, however, that many of our local producers use sustainable farming practices without certification. All Produce is labeled as OG (Certified Organic), SG (Sustainably Grown), or CV (Conventional). Information about the growing practices of Green B.E.A.N. Delivery's local farmers can be obtained from Customer Service or from the farm directly. All members can customize the contents of their produce bin to fill the unique needs of their individual family.

- What kind of local products does Green B.E.A.N. Delivery offer?
 - Green B.E.A.N. Delivery works with many different local vendors each and every week. We offer local honey, breads, milk, eggs, cheese, poultry, grass-fed beef, deserts, popcorn, jams and jellies, granola, pasta, coffee and the list is always growing.

- What is a Standing Order?
 - A Standing Order is the Produce Bin (small, medium, large, fruit only or produce and groceries) and the delivery schedule (weekly or biweekly) that the customer has selected. Customers must have a Standing Order that totals a minimum of \$35 to be a member of Green B.E.A.N. Delivery. The Standing Order acts as a default order. Customers can make any change to that order, including the produce bin size, the weekend before scheduled delivery. If a customer would like to switch delivery frequency or the type of Produce Bin, they must contact Customer Service at (513) 761-BEAN or info@greenbeanohio.com.

- What if a customer needs to take a break from the service?
 - No problem. Green B.E.A.N. Delivery is a flexible service that allows customers to cancel specific orders, place the service on hold or cancel the account. Customers can cancel any order up to 12 weeks in advance by using the "Delivery Schedule" on their account. Customers can also contact Customer Service at (513) 761-BEAN to make necessary arrangements. This is perfect for upcoming business travel or personal vacations.

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- If customers are not sure how long they need to suspend deliveries, they can hold account by contacting Customer Service at (513) 761-BEAN. This is great for customers who have an abundance of produce from their own gardens during the summer. To reactivate the account, customers can log in and request reactivation from their Account Information page or contact Customer Service.

- What if a customer receives a poor quality product?
 - Customer satisfaction is very important to Green B.E.A.N. Delivery. Customers should notify Customer Service via e-mail or phone as soon as possible if a product that is poor in quality has been received. Green B.E.A.N. Delivery may be able to replace the item if contacted by 9 a.m. the day after delivery. If replacement is not available or needed, Green B.E.A.N. Delivery is happy to place a credit on the customer's account. This credit will reflect on the next order. Feedback must be received within two weeks of the order to be eligible for a credit.
 - 100% Satisfaction Guaranteed is our policy

- What if there is an item missing from an order?
 - Green B.E.A.N. Delivery takes pride in packing each order accurately. Green B.E.A.N. Delivery may be able to bring the missing item(s) if contacted by 9 a.m. the day after delivery. If delivery is not available or needed, Green B.E.A.N. Delivery is happy to place a credit on the customer's account. This credit will be reflected on the next order. Feedback must be received within two weeks of the order to be eligible for a credit.

- How does TPPTO obtain proceeds from Green B.E.A.N. Delivery?
 - When TPES or friends of TPES customers sign up for Green B.E.A.N. Delivery service, they should input Terrace Park Elementary School in the Referred By field. Each month Green B.E.A.N. Delivery will run a report of those customers and cut a check to the TPPTO for 10% of those orders.

- What if I am already an existing customer of Green B.E.A.N. Delivery, can TPPTO receive credit?
 - Absolutely. Existing customers can contact Green B.E.A.N. Delivery and request to have their account linked to Terrace Park Elementary School.

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