



Delivery & Online Payment Information

Planning to offer local delivery

- Make sure foods are well wrapped and robust enough to withstand extra handling.
- Ensure packaging materials used are not a source of contamination.
- Ensure separation between raw meat and ready-to-eat products.
- Keep products below the legal limit of 8 degrees C and aim for lower if possible. NB. Refrigerated transport is not essential if 8°C can be maintained.
- Monitor temperatures and keep a record.
- Ensure vehicles and containers are kept clean and are not a source of contamination.
- We do not consider that a butcher offering a few local deliveries is a major change to operations and therefore there is no need to advise your local authority.
- However, if the service does well and does become a substantial part of your business going forward you will need to let them know at an early stage.
- When taking telephone or internet orders ask customers if they require allergen information and ensure it is readily available.

If introducing national delivery, then you will need to take extra precautions and may need to notify local authority immediately. Please contact us for more information.

Already Offer Deliveries.

If you already offer deliveries to your customers and are looking to reduce contact for your staff

- Ban cash payments, only accept through your normal online payment process
- Arrange delivery and payment process with customer in advance to ensure no contact delivery.
- Offering free delivery to those in vulnerable groups or those who are self-isolating can be arranged through local volunteer groups.
- You may also mitigate costs and offer a better service by joining with another business such as a local greengrocer?
- Customers unused to shopping with you may prefer prepared boxes – including Burgers, sausages, a pork joint, eggs etc. Do some research to make sure your prices are reasonable, if higher due to quality of produce then highlight to customer.

Accepting Payments -

We strongly recommend that you practice no contact delivery to protect your staff and adhere to current social distancing rules, do not accept cash or cheque payments. Bacs transfers can be put in place temporarily but do not provide any level of protection to consumer or business.

There are various payment options open to you, if you do not currently have online or virtual payment method then you may wish to contact your merchant services provider as many can offer a virtual terminal service. This will normally mean you can use your PC to take payments over the phone or online.

Whilst we do not recommend taking payments over the phone on your card machine, known as Cardholder Not Present. We do understand it may be necessary for you to accept these temporarily but due to the increased risk to your business, please bear the following in mind.

- Limit these transactions to £50 or under
- Only deliver to the address the card is registered to.
- Keep a record of the full name and address (this is classed as necessary to the business and allowable under GDPR)
- Be aware that you may be paying much higher fees on these transactions.

Payment Sense our Merchant Services partner offer a virtual terminal please contact us if you would like more information on this.

We do not have a recommended provider for online payments, but the following are commonly used by members –

Stripe
Shopify
Sage pay