

How to: Set up a Suma Food Buying Group

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Setting up your own Suma food buying group is a great way of getting high quality organic and whole foods – at wholesale prices – delivered to your door by one of our friendly, house-trained, Suma drivers. While there is a little effort needed to get the ball rolling, most of our customers find ordering in this way more convenient and cost-effective than regular trips to the supermarket.

At Suma we have been supplying a widespread network of independent retailers across the country for many years. As part of our ethical commitment we therefore prefer to supply food groups that are not within easy reach of these outlets.

Buying groups vary in size from individual families buying for themselves to groups of friends, relatives, neighbours or even full-size community projects. The following is a step-by-step guide to placing your first order.

Getting Started

To set up an account call the New Business Team on 01422 313 861.

You will need to give us the following information: your address, two contact telephone numbers (e.g. home and mobile), and your chosen payment method (if by debit card we'll also require the card details).

Please also tell us if there are any access problems with the delivery address – our trucks are tall, wide, long and pretty heavy – so narrow drives, tight spaces, low arches or soft ground can sometimes mean the delivery needs special planning. If access is difficult an alternative drop-off point can be arranged in advance.

When your account has been set up, we will give you a unique Customer Number. Please quote this whenever you are in communication with us so that we can see your account details.

Preparing Your Order

The overall principle is that there is one account holder, who assumes responsibility for making a single payment in settlement of the account. We are unable to handle multiple payments while providing this service at wholesale prices. If you have several members in your group you may find it helps to order on separate invoices for each member in order to clearly show the amount owed by each member of the group.

As the account holder you will receive a Suma catalogue, which lists the 6000+ lines of foods, wines and household goods we sell. To place an order you simply have to let us know the relevant product codes from the catalogue and the quantity required. So 1 x VF495, for instance, would get you one case (i.e. 6 cans) of organic baked beans. You can now also view our entire product range at www.suma.coop, twenty four hours a day.

Split cases - Whilst in general we deal in full case quantities, we want you to be able to try new products and so do allow some cases to be split. the bigger your order the more splits we can give you so £250 = 5 splits per order, £500+ = 12 splits. Please order these as a decimal e.g. 1 of 4 would be 0.25. We do not split some products due to potential damage (primarily flour, chocolate and the Suma prepack range). You'll be notified when you place your order on the phone or online if a product cannot be split.

Placing Your Order

The Suma sales team will be happy to process your order in any other of the following ways, by:

Web – www.sumawholesale.coop

To set up an online account please contact us on 01422 313863, or ask to be set up with an online account when you create your Suma account. The site address is www.sumawholesale.coop and it works in a very similar way to other shopping websites. Ordering online can provide a food group with



Call 01422 313848 for Sales Orders
Monday to Friday 8am to 5 pm.

numerous benefits, including separate invoices for each group member and facilities for member's to create their own shopping 'lists'. Full details of the site will be emailed to you when you sign up for this service.

Email – sales@suma.coop

Please quote your Customer Number in the 'subject' field and also on any attachments. Please avoid using formatting/graphics as these are often corrupted in transmission and cause errors. Microsoft Excel is easy to use and works well for the purpose. The completed order should be sent to **sales@suma.coop**.

Fax – 01422 313869 anytime. Please use black ink on one of our Order Forms. Pre-printed Order Forms are free of charge and ideal for sending by fax - the product code for Order Forms is *NF132*.

Phone – 01422 313848 Mon to Fri 8-5pm.

Voicemail – on 01422 313848

Outside office hours and at weekends. Please don't forget to record your Customer Number and daytime phone number.

Letter – please allow plenty of time for your order to reach us. Our address is printed on the outside back cover of the catalogue and on our website.

If placing your order by Fax or Email order a template can be provided.

Please have the following information available when placing your order:

- * Your 6-digit **Customer Number** - (as advised on setting-up your account or printed below the date on your invoice).
- * Full **contact and delivery details**, if different from the details we registered when you set the account up.
- * Preferred delivery date, if different from the next due delivery date to your area as listed in the catalogue.
- * Alpha-numeric **product codes** as listed in the catalogue – (products are identified by two letters followed by three digits – e.g. VF495 for organic baked beans).

* Clear indication of **quantities** required.

Please place your order no later than two working days before the scheduled delivery date (see catalogue) to help ensure space is available on one of our trucks.

Substitutes for out of stocks

Like any wholesaler, Suma sometimes sells out of popular lines, though we take pride in having some of the lowest out-of-stock levels in the business. If you want to know in advance if a product is likely to be out of stock and arrange a suitable substitute item, please telephone your order through to our sales team who will be happy to help you. As we are primarily a wholesaler we are unable to do back-orders for either out-of-stocks or the occasional mis-pick that may occur.

Buying Alcohol

Our comprehensive range of wines, spirits, ciders and beers is very popular with our Buying Groups. To comply with licensing laws we are obliged to establish proof of age (i.e. that you are over 18) and agree a password with you to enable you to order alcohol from us. You can set up a password with Customer Services at the same time as you set up the account, or contact them at a later date to do this. As we are now able to sell wines and spirits in units of single bottles, our customers can try out as many varieties as they like. beers and ciders are still sold exclusively in full cases, however.

Minimum order values for free delivery

For Suma to provide this service at wholesale prices it is necessary to set a minimum order value to get free delivery. This figure may vary for more remote or outlying areas and is exclusive of VAT. Orders below the stipulated minimum value will incur a handling charge. We will let you know when you place your order if it is below minimum order value.

Why not order online?
www.suma.coop



Deliveries

Delivery doesn't always have to be to the same address but please make sure we have all necessary details, an accurate contact number and that there is someone available to speak to the driver if required. Let us know any alternative phone numbers when you place your order.

If you can accept deliveries out of office hours, please let us know as this can help us plan our drops to maximise fuel efficiency and limit our emissions profile.

Please don't forget to tell us about vehicular access to the delivery address. Our trucks are large and not ideal vehicles for single-track roads, bridle paths or similar. If necessary, we can arrange to meet you at a convenient location and transfer the goods to your own vehicle.

Our driver may sometimes need help with larger orders as Health & Safety rules prohibit them from carrying goods up or down flights of steps.

If you are outside our core delivery areas we can still supply you but will have to send your orders by carrier (please note minimum order values). This can affect some things, such as mis-picks and returns, but we have found in the past that such problems are easily dealt with.

Payments

We accept payment by debit card or by cheque. Occasional payments by credit card may be accepted but we reserve the right to impose a surcharge to offset commission charged by the credit card issuer on such transactions.

Please note we cannot handle multiple payments from individual members of a food buying group - only one payment is accepted from or on behalf of the account holder in settlement of the account. Typically Suma food buying groups organise themselves so that one member pays the bill and the others reimburse the payer.

To help you calculate the amount owed by the different members of your group, you may wish to order on separate invoices. Just let our sales team know when placing your order or follow the instructions on the online ordering site.

Payment is due on delivery. The driver will accept a cheque for the invoiced amount or a debit card payment will be processed on that date from our office. The Suma Credit Control team will answer any payment queries you may have on 01422 313847.

Terms & Conditions – Full Terms & Conditions are as published in the Suma catalogue.

And a bit about us

A workers' co-op since 1977 supplying the finest in natural foods (including fairtrade and organic ranges) and eco-products. We are now established as the largest European equal pay organisation delivering over 6,000 products to customers throughout the UK.



Order online at
www.suma.coop