

## Shipping and Handling Costs: What do they mean to you, our members?



At the AJFWA Online Store, we have made every effort to keep shipping costs reasonable, while taking into account the entire process from start to finish. With merely a click of the mouse, your store order will be shipped by Canada Post Xpresspost right to your door, in a matter of days and including insurance.

***Why do we no longer offer order pickup?*** The Online Store used to be in a storefront in Stony Plain, Alberta, where local members could come by and pick up their order. Store staffing has changed; the coordinators are now located in the Calgary area, and to keep costs down, we moved the inventory into a storage facility. The building is just that, storage only, and does not permit business transactions.



Store staff/volunteers receive your order by an email generated from the website, then drive to the storage facility, pick and pack the order, take it to the post office, and mail it to you. Behind the scenes, the Treasurer, Store Coordinator and Administrator keep the inventory stocked up, tracked and accounted for in the books.

***What if the store is brought to an event; that's not delivery, that's pickup isn't it?*** That's true, but it still requires store volunteers and staff to drive to the storage facility, pack up all the items, load them into vehicles, drive them to the event (some events are hundreds of km away), set up the store, process payments, pack it all up again, drive back and place all items back onto the shelves, document and reconcile the sales...you get the picture! The actual postage cost is just a small part of the process.

**Shipping and handling covers all of this** and sure, it may add up with a large club order, but on the flip side, it's pretty reasonable if you're making a small personal order. We have tracked the costs for shipping a variety of weights and volumes, and a 15% flat fee added to all orders keeps the process streamlined and predictable, and makes sure that as a not-for-profit organization, we stay in the black!

**Thank you for your patience while we worked to get the store inventoried, researched sales history to put together stock orders, added new product information and updated photos to make your shopping experience more informed, and really paid attention to your survey responses so that YOUR online store will fill your needs.**

**Sincerely, your Online Store Crew: Ursula De Vries, Brett Schonekess, Mary Armstrong**