

ASPCA Pet Supply Distribution Pick-Up Model

Follow these simple procedures to ensure clients are served appropriately, staff is prepared, and sanitation protocols are followed.

Client With an Appointment

1. Client calls in advance for assistance/appointment.
2. Staff schedules 3 appointments per 30-minute window.
3. Client information is gathered, client is given instructions, and appointment is set.

On Arrival

1. Check-in staff confirms client name and order details via Airtable.
2. Check-in staff radios the order to distributor staff on truck.
3. Check-in staff directs client to the pick-up area.

Client Without an Appointment

1. Client arrives at distribution location and takes place in queue.
2. Client reaches Traffic Cone #1 and calls mobile command center; phone number will be visible on Traffic Cone.
3. Staff will confirm whether or not client has an appointment.
 - a. Clients without an existing timeslot are instructed by check-in staff to schedule one via the hotline.

Pick-Up Area Prep

1. Distributor staff places ordered items on the table in the pick-up area.
2. Staff returns to the truck.
3. Client arrives, collects their supplies from the table and exits.
4. Distributor staff disinfects the table to prepare for next order.