

Retail Re-Open Plan

Curbside pick-up and orders only

As we move toward a broader re-opening of retail in Washington State, curbside pickup provides an essential first step.

Curbside, or “Retail to Go,” offers the immediacy and delivery cost savings that mailing cannot offer. Like restaurants, which have offered a similar pickup option to their customers, retailers would require safe social distancing, hygiene, and sanitation practices in this Phase 1 of the SAFE START WASHINGTON PLAN.

Curbside pick-up would utilize a limited number of employees while keeping the store itself closed to the public. These employees would work to fulfill online and telephone orders and deliver purchases to customers who either drive-up or walk up. Employees would maintain social distancing both between themselves and with customers.

Below is an article describing how some essential retailers have successfully implemented curbside options. These retailers are a valuable source for best practices and lessons learned over the past 45 days of the Stay Home Stay Healthy order.

<https://www.androidcentral.com/these-retailers-are-offering-curbside-pickup-us>

Retail to Go

- 1) **In-store operations** should be limited to those employees who are responsible for the operations required for curbside delivery.
 - Employees should adhere to all social distancing, hygiene and sanitation guidelines.
- 2) **Customer Transactions** may be handled through multiple channels, including phone transactions, on-line transactions or point-of-sale (or sale at the store) transactions.
- 3) **Designated employees will deliver** products directly to the customer through curbside drop-off.
 - Products will be placed directly in customers vehicle when possible.
 - If delivered to home or business, merchandise will be placed on the doorstep or another agreed upon location outside of the residence or business.
 - Employees and customers are urged to use face coverings during delivery to the curb, residence, or business.
 - All delivery tools (e.g. hand trucks and dollies) shall be sanitized frequently throughout the day.

- 4) **Designated pickup areas** may be determined by the shopping center, or by the specified retailer for safe transfer of merchandise and delivery to the customer. Downtown or Mainstreet retailers may offer curbside delivery options.
 - Drop off areas can be color-coded or marked in a manner that allows customer to easily locate the delivery area.
- 5) **Drop off notification.** The customer will notify the retailer by text message, email or phone once they arrive. The customer should be asked to remain in their vehicle until the store employee safely delivers the purchase.
- 6) **Retailers should be encouraged to develop individualized store guidelines** based on their merchandise, store footprint, location and curbside/parking options.
 - Retailers will provide their employees with training and education
 - Retailers will provide their employees with safe operating guidelines for curbside pickup.
- 7) **Types of Retailers participating.** This option is open to any type of retailer, including shopping center tenants, department stores, big box retailers, independent boutique retailers and small Main Street shops.
- 8) Below is an example of how one retailer handles curbside pickups.

Curbside pickup at Best Buy

Now available at most store locations. Contactless curbside pickup is fast, easy and free. Drive up, and we'll bring your items to your car. Look for the "Use Curbside Pickup" option when ordering to determine whether it's available in your area.



Introducing contactless curbside pickup.

BestBuy Video:

<https://www.bestbuy.com/site/clp/bbyon/pcmcat249300050019.c?id=pcmcat249300050019&wid=1185991632>

Place your order online from your computer, tablet, phone or using the app. Then, when you receive an email that your order is ready for pickup, use the app for step-by-step instructions, or click on the email when you arrive at the store to pick up your order.

Step 1: Select curbside pickup

Shop our site and add your selections to your cart. On the “Review and Place Your Order” screen, select “Use Curbside Pickup” and place your order. You’ll receive an email when your order is ready.

Step 2: Get ready. Get set. Go.

Your confirmation email will include instructions on where to park and how to let us know you’ve arrived at the store. Make sure to bring your photo ID and the credit card you used for your order.

Step 3: Drive up. Get the goods.

Let us know when you arrive, and we’ll bring your items to you. Just pop the trunk and you’re on your way. Curbside pickup is available for most items at participating stores. See your local store hours.

