



# **WHOLESALE GUIDE**

**Ordering & Making the Most  
Of Your Account**

# FIRST STEPS

## Save Your Login Info

After setting up your account, save your password and associated email address where you won't forget it in the future. This will prevent any issues moving forward with logging into your account.

Password: \_\_\_\_\_

Email: \_\_\_\_\_

---

## ORDERING NOTES

### Finding Wholesale Products

You will be able to find the wholesale priced coffee by searching "wholesale" on the Wallhouse Coffee website. Be sure to read and understand our wholesale policy before ordering online.

### Ordering on Time

All our **Wholesale orders** are roasted on **Tuesdays**. Our roasting team gets a very early start on roasting for the day. Orders placed *after* Monday at noon cannot be guaranteed to be shipped that week. ***Please be sure to place your order at the latest by Monday at Noon.***

### Selecting Your Coffee

When you select your beans, you will have two variations to choose from: Size and Grind vs Whole Bean.

You can either select your coffee as whole bean or ground. ***The ground option*** is our recommended standard grind for most brewing machines; unless you have arranged a specific grind in the past. *Our Espresso roast will be ground on the espresso grind which is a finer grind.*

As a wholesale client, you will have more options when it comes to bag sizes. Your options include: 1 lb. bag, 2 lb. bag or a 5 lb. bag.

While you are on the product page you will be able to select your: ground or whole bean, bag size and quantity of bags.

***If you have special notes on a coffee or for your order, you will have the opportunity to add notes when checking out.***

---

## SHIPPING NOTES

Please be aware that the shipping option you use will depend on the status of your account. ***The two shipping options are as follows: Standard Shipping & Local Wholesale Delivery.***

### Standard Shipping

There will be a total included in this shipping option. *This is the option that most of our wholesale clients should use.* If you have not set up an account that is on our delivery route, standard shipping is your option. **(shipping price may vary on the invoice compared to what is shown on the website)**

### LOCAL Wholesale Delivery

This option should only be used by **local wholesale clients who are on our weekly delivery route. If you are not on the delivery route, that our staff personally delivers, please do not use this option.** This is only used by a handful of local wholesale clients.

*If this option is used and you are not a part of the local delivery route, your order will not be processed; and you will have to redo your order properly.*

### Payment – Wait For Invoice

As a wholesale client **DO NOT** pay through the website. Select the Wholesale Option instead of entering your credit card information. We will send your invoice along with your order when we ship/deliver your coffee. As stated above, your accurate delivery price will be on your invoice so do not send checks until you receive your invoice with your actual total on the document.

---

**Orders moving forward should be place on our website and not through the email address. Our staff will be checking the site for orders, so make sure to order through the site.**

---

*Summary on back page.*

---

## Summary

- **Save Account Info**
- **Search “Wholesale” on Site to Find Products**
- **Select Coffee Options:**
  - Grind/Whole Bean
  - Bag Size
  - Quantity of Bags
- **Shipping**
  - Standard Shipping – Actual pricing will be on invoice with order
  - Local Delivery – Select customers on our route. You will receive a code.
- **Payment**
  - Do Not Pay on Website
  - Invoice will arrive with your order
    - **Wait to send check until invoice arrives with accurate total**

**\*Terms & Conditions Subject to Change. Wallhouse Coffee Company reserves the right to update and change terms & conditions, pricing, etc. Wholesale status is awarded and can be removed. It is the responsibility of each client to read and understand this resource guide. If you have questions, feel free to contact our management team.**

