

Customers are likely to have a wide array of desired methods for taking possession of their purchased products. Consideration should be given to the methods your business will offer, with careful planning for the execution of each.

Customer Pickup: Throughout the rise of the pandemic, many businesses only allowed consumers to buy products online and pick them up via curbside service at designated locations. Options for customer pickup and related protocol needs can include:

- Curbside product pickup
 - Determine a process that is clearly communicated to customers to execute this option. Consider whether they need to call ahead or call upon arrival, and where they should go once arriving to pick up their products. Is there a designated area that can be used to provide curbside pickup? Will team members assist in loading and securing the product in the vehicle? What PPE or protective measures will be in place for the team member? For the customer?
- Product drop-off (curbside or driveway delivery)
 - To serve consumers who do not wish to have team members enter their home, consider offering product drop-off. Some products, due to size and weight, may not be a great fit for this service. Determine how proof of delivery will be obtained in light of requiring a physical signature. Determine how matters like concealed damage will be addressed. Consider how issues derived from improper product handling post-delivery will be addressed.
- In-home product delivery and/or installation
 - Consider using a simple, legal and compliant delivery screening before delivery teams are dispatched to the customer's home (see a sample here).
 - Consider what PPE use will be required by the delivery team to protect team member and customer health.
 - Consider what processes regarding sanitization between deliveries will be required.
 - Consider what processes regarding customer proximity, to include proper social distancing from the team, will be required and how this will be communicated clearly to the customer.
 - Consider establishing protocols to empower delivery team members to remove themselves from environments where they feel unsafe or at risk.
 - Consider modifications to delivery and/or installation fees to cover for additional costs related to needed PPE and new processes.

