

# **THE MACOMB FOOD COOPERATIVE ONLINE MARKET**

## **PRODUCERS PROCEDURES AND GUIDELINES**

### **Mission of the Online Market**

The Macomb Food Co-op operates an online market that connects producers and consumers. We value locally and regionally sourced food, community health and education, transparent trade ethics, and sustainable agricultural practices. Providing customers with food that is produced without chemicals, hormones or antibiotics is a priority.

NOTE: These procedures apply only to the online market and may be modified when the Co-op opens a retail store.

### **1. Join the Co-op and Complete a Producer Application**

- 1.1. Join the Co-op by downloading a Subscription Agreement form, accessible from the website, [macombfoodcoop.net](http://macombfoodcoop.net), and mailing it to the Macomb Food Co-op, PO Box 802, Macomb, IL 61455. You can also pick one up at the Co-op, 211 S. McArthur Street, Macomb, IL 61455. A share in the Co-op costs \$100 and is a one-time fee. A payment plan is available.
- 1.2. Complete a Producer Application, accessible from the Online Market at [macombfoodcoop.net](http://macombfoodcoop.net). You can also pick one up at the Co-op, 211 S. McArthur Street, Macomb, IL 61455.
- 1.3. Mail the application to Macomb Food Co-op, PO Box 802, , Macomb, IL 61455, or bring it to the Co-op at 211 S. McArthur Street, Macomb, IL 61455.
- 1.4. Know and be in compliance with all appropriate federal, state and local inspections, licenses, statutes and ordinances. See Section III for more information. Upon acceptance as a producer for the Co-op, you will be asked to provide copies of any relevant documents.
- 1.5. Provide a tour of your farm, if requested. This would give the Co-op more information about your operations and would give members a chance to see where their food is produced.

- 1.6. Obtaining liability insurance is strongly encouraged but not required at this time. The Co-op reserves the right to change this at a future date.
- 1.7. Approval of an application requires that farm products and food items to be sold meet the following Producer Standards:
  - a. Co-op members are interested in local foods produced with sustainable practices that show good stewardship. Consequently, preference will be given to farming operations that demonstrate such practices (e.g., minimal use of pesticides). Organic certification is not required.
  - b. Only produce, meat and value-added products produced within an approximate 100-mile radius may be sold through the online market. Staples such as coffee, tea, and wheat may be sourced regionally from small-scale farms and fair-trade markets.
  - c. Producers may not resell others' products through the Co-op. Products from another farm may be sold on behalf of an approved producer as long as the products meet the 100-mile local radius stipulation. Approval by the Co-op is required.
  - d. Produce from genetically modified seeds may not be sold through the Co-op, and makers of prepared food items shall not knowingly use genetically modified ingredients in their products.
  - e. Only meat, dairy and egg products that are free from growth hormones and non-therapeutic antibiotics, and not produced in confined animal feeding operations (CAFOs) will be sold.
  - f. All meat and poultry must be processed in a USDA or Illinois Department of Agriculture (IDOA) inspected plant. Each package must have a stamp indicating USDA and IDOA processing.
  - g. Products processed by custom butchers may not be sold.

## **2. Producer Procedures**

- 2.1. Once the producer application has been approved, you must register as a seller on the online market site. You will also need to make an appointment with the market manager to learn how to enter your products and information about your farm. Email the market manager at [orders@macombfoodcoop.net](mailto:orders@macombfoodcoop.net) or call (309) 255-5572.
- 2.2. Set the prices for your products. Please note that the software will automatically add a 20% margin that will be added to the wholesale price to help cover marketing, operating, and distribution costs.

- 2.3. Each week every producer must update his product list on Days 1 & 2 of the delivery cycle, showing available quantities for that week. This will not be done by the market manager.
- 2.4. You will receive your delivery list on Day 5 of the delivery cycle.
- 2.5. Deliver products during the stipulated delivery times on Day 7 of the delivery cycle. (See Section 4 for Delivery Day Procedures.)
- 2.6. Comply with all applicable federal, state, and local regulations as described in Section 3, Regulatory Compliance.
- 2.7. While quantities can be updated weekly by each producer (see 2.2 above), only the market manager may add a new type of product to your list as a new item. If you have questions or experience any problems with the website, contact [orders@macombfoodcoop.net](mailto:orders@macombfoodcoop.net) or call (309) 255-5572.
- 2.8. All producers are responsible for reading and complying with these procedures. Producer members will have the opportunity to make these procedures more efficient and readable.

### **3. Regulatory Compliance**

**It is the producer's responsibility to know the regulations that govern his or her farm business.** Please contact the agencies below regarding the regulatory requirements for off-farm food sales in Illinois, including information on how to obtain the necessary permits and licenses to sell your products through the Online Market.

- 3.1. Meat and Poultry  
Meat and poultry are regulated by the Illinois Department of Agriculture (IDOA), Bureau of Meat and Poultry Inspection. Please contact the IDOA for off-farm sales of meat and poultry:  
IDOA, Bureau of Meat and Poultry Inspection, Compliance Section  
PO Box 19281  
State Fairgrounds  
Springfield, IL 62794-9281  
(217) 785-4709  
[www.agr.state.il.us](http://www.agr.state.il.us)

Meat and poultry producers must comply with the packaging and labeling requirements for all pre-packaged food products described below (see “Processed and Prepared Foods”)

### 3.2 Eggs

Eggs are regulated by the Illinois Department of Agriculture (IDOA), Division of Food Safety and Animal Protection. Please contact the IDOA for information about regulatory requirements concerning the sale of eggs:

IDOA, Division of Food Safety and Animal Protection

PO Box 19281

State Fairgrounds

Springfield, IL 62794-9281

(217) 524-1550

[www.agr.state.il.us](http://www.agr.state.il.us)

### 3.3 Dairy

Milk and cheese products must be pasteurized, processed and packaged in a facility licensed by the Illinois Department of Public Health (IDPH). Please contact your regional IDPH office for more information. Contact information for the regional offices is available at this site:

<http://www.idph.state.il.us/local/map.htm>

### 3.4 Produce

Selling fresh, uncut, unprocessed produce does not require a license or permit. (This may change in the future as new regulations are developed under the Food Safety Modernization Act [FSMA]. Currently the FSMA exempts small-scale producers.)

### 3.5 Processed and Prepared Foods

All processed and prepared foods must be made in a facility inspected by the Illinois Department of Public Health (IDPH), and comply with the labeling requirements below (Section 3.6), as well as other regulatory requirements. Please contact the IDPH in the county in which you operate for specific information:

[www.idph.state.il.us/local/map.htm](http://www.idph.state.il.us/local/map.htm)

### 3.6 Labeling Requirements for Prepared Foods (including meat and dairy products)

All food packaged in advance of retail sale must comply with the labeling requirements of the Illinois Food Service Sanitation Code, with the information

written in English. These requirements are listed under Section 750.110(g) of the Code. They are as follows:

- The common name and/or usual name of the product;
- The name, address and zip code of the manufacturer, processor, packer, preparer or distributor;
- The net contents of the package;
- A list of ingredients in the order of their predominance by weight with ingredients shown by their common or usual name; and
- A list of any artificial color, flavor, or preservative used.

For more information, please contact your county or regional IDPH office.

#### **4. Delivery Day Procedures and Regulatory Guidelines**

All procedures must abide by the following general procedures and regulatory guidelines, in addition to the specific requirements for the type of product sold.

##### 4.1 Procedures for Delivery

- a. Producers are responsible for getting their properly labeled, packaged and prepared products to the delivery site, 211 S. McArthur Street, between 9:00 a.m. and 3:00 p.m. on Delivery Day. If you need to make other arrangements, please call (309) 255-5572.
- b. If for any reason you are unable to make your delivery, please contact us immediately by telephone: (309) 255-5572.
- c. When your products arrive, the market manager or volunteer checks them in to make sure everything is correct.

##### 4.2 General Regulatory Requirements

###### a. Scales

All commodities *not in liquid form*, sold by weight, must be weighed on a commercial scale that has been inspected and certified by the Illinois Department of Agriculture's Bureau of Weights and Measures. Please contact the IDOA for information on having a sealer inspect your scale.

IDOA Bureau of Weights and Measures

Phone: 1-800-582-0468

See Website at [www.agr.state.il.us](http://www.agr.state.il.us)

###### b. Vehicles

During transportation and delivery, food and food equipment must be protected from insects, flies, animals, dust and dirt, unnecessary handling, chemicals and other contamination. Delivery vehicles or other equipment

used for such transportation must be constructed so as to be easily cleanable.

#### 4.3 Specific Requirements by Type of Product

##### a. Meat and Poultry

Only frozen meat and poultry may be sold through the Online Market. These products must be transported to the Co-op in a frozen state.

##### b. Eggs

State regulations (IDOA) require that eggs sold off-farm must be held *at 45° F or below* during storage, transportation and delivery. Any form of refrigeration is acceptable as long as temperature requirements are met.

##### c. Dairy

All dairy products must be stored at 41° F or below, including during transportation to the Market's delivery site.

##### d. Produce

Fresh, uncut, unprocessed produce does not require refrigeration. To be considered unprocessed, no sealed bags or containers may be used. The following bags are acceptable:

- Any bag with holes is considered an open bag;
- Ziploc-type bags that are not sealed;
- Net bags; or,
- Plastic bags tied with a twist-tie.

Produce must be sold by weight, by measure or by count. For example, apples and pears may be sold by count; small fruits and vegetables such as berries or cherry tomatoes may be sold by the pint, in a pint box.

If fruits or vegetables are sold by weight, the producer **MUST** use a commercial scale that has been inspected and certified by the Illinois Department of Agriculture, as explained above in section 4.1.a.

## 5. COMPLIANCE PROCEDURE

5.1 The submission of the Producer Application to the Co-op serves as the producer's agreement to abide by the Producer Procedures and the Terms of Service below. If problems with compliance arise, the Co-op will work with producers to overcome problems, and the following steps will be taken:

- a. The first violation will result in a verbal warning by the Administrator. Documentation of the warning will be kept on file in the Administrator's office.

- b. The second violation will result in a written warning given by the Administrator. A copy of the letter will be kept on file along with any documentation of the violation.
- c. The third violation will result in dismissal from the online market as a producer.

## 5.2 Egregious Violation

- a. When a violation occurs that the Administrator believes poses a serious health risk to our customers, the Administrator may convene the Co-op's Board of Directors to request a suspension of the compliance procedure and call for immediate dismissal of the producer from the online market.
- b. The dismissal will require documented proof of the egregious violation. The producer will be given an opportunity to review the documentation, prepare a defense and appear before the Board.

## 5.3 Producer Appeal Process:

- a. If after receiving a warning or suspension, a producer is in disagreement with the Administrator regarding the violation, the Producer may make a written application to the Co-op Board to be heard on the issue.
- b. Both the Producer and Administrator will appear before the Board to discuss the issue. The decision of the Board is final.

# 6. Order/Delivery Cycle for Each Week

## 6.1 Day 1, **Thursday**

- Producers enter available products online starting at 6 am.

## 6.2 Day 2, **Friday**

- Producers continue to enter available products until 6 pm.
- Customers begin shopping at 6 pm.

## 6.3 Day 3 & Day 4, **Saturday and Sunday, SHOPPING**

- Shopping continues – customers can make changes to their shopping basket until Monday at 9 am.

## 6.4 Day 5, **Monday**

- Shopping ends at 9 am.

- Producer pick list, labels, and invoices are created from 9 - 10 am.
- At 10 am, producers obtain orders and can start product preparation.

#### 6.5 Day 6, **Tuesday**

- Producers continue harvesting, preparing and packaging products.

#### 6.6 Day 7, **Wednesday, DELIVERY DAY**

- Producers deliver products beginning at 9 am and no later than 3 pm, to 211 S. McArthur Street in Macomb.
- Customers will pick up orders from 4 to 7 pm.
- Software prepares weekly statements.
- Producers receive payment within two weeks.

## 7. **TERMS OF SERVICE**

### 7.1 The Co-op will act as an agent for the producer by:

- a. Marketing producer products to the best of our ability.
- b. Paying for the software and support necessary to facilitate the Online Market.
- c. Providing a distribution site with freezers, refrigerators, and storage space that is licensed and inspected by the McDonough County Health Department.
- d. Reviewing and approving producer applications.
- e. Receiving orders and making them available to the producer.
- f. Assisting in unloading and distributing products.
- g. Collecting payment from the customer and forwarding it to the producer within two weeks.

### 7.2. The Co-op will act as an agent for the owner/customer by:

- a. Paying for the software and support necessary to facilitate the Online Market.
- b. Ensuring the products and producers meet and follow the producer procedures, standards and guidelines as set forth in this document.
- c. Providing an online catalog of available local products, including information about how and where the products are grown and/or processed.
- d. Receiving orders and making them available to the appropriate producers.



- e. Providing a distribution site with freezers, refrigerators, and storage space that is licensed and inspected by the McDonough County Health Department.
- f. Receiving and processing payments.

7.3 Any item deemed non-acceptable will be refused for delivery.

7.4 The Co-op reserves the right to verify the production claims and geographic location of everything sold through the Online Market.

7.5 The Co-op does not take ownership of products; the producer owns the products until they are sold to the customers.

7.6 If a dispute cannot be settled satisfactorily between a customer and a producer, the Co-op will help arbitrate.

7.7 The Co-op accepts no liability for products before they arrive or after they are picked up.

7.8 The Co-op bears responsibility for damage to a product only if it is the result of actions by the Co-op (e.g., a volunteer drops a dozen eggs while unloading).

The Producer Procedures will be periodically reviewed by the Board, which is elected by the Co-op membership.

Revised, November 5, 2015