



Our **spot order** process with details:

1. Let Ruth Ann know **your order** by email, text or phone call. Tell us what you'd like (# of bags, which coffee) and approximately when you'll take delivery.
2. Ruth Ann will send a **contract** (if < 3 bags, it's an email contract, simply reply "confirmed" and that constitutes a signature). This "reserves" the coffee for you and also obligates you to buy it at the terms agreed.
3. At your instruction, we can arrange to have the **coffee shipped**, at cost, from NJ or CA to your address.
  - **Consolidating our coffee** with coffee from other importers is a great idea! (See below.)
  - If it's only 1 bag, our logistics manager will look for the best option for you. It might make sense to split it into 2 boxes and send by FedEx rather than strap it to a pallet and send LTL.
4. **SAVE MONEY and still get good coffee** from different importers by consolidating our coffee with coffee you buy from other importers. We do this all the time. The staff at both Continental and Annex do this all the time. Just let us know, and we'll arrange to have a couple of our bags put on a pallet with a couple of bags from another importer, so that you're only paying shipping on a fully loaded pallet.
5. We'll send an **invoice** to be paid before the coffee is released. If you prefer to pay by credit card, we'll send a Square invoice, however, credit card fees apply with this method. If you become a regular customer, we can offer terms like net 14, net 30. Many of our customers only pay after the coffee is delivered, but at the start, we have to do it this way.
6. Coffee will be released with a DO sent to the warehouse by email. You'll be cc'd on the email.
7. Coffee usually ships the next day.