



Will Call Pickup Procedure – COVID-19

Mahalo for your continued support and patronage at Maui Soda & Ice Works, Ltd. In order to continue to minimize the spread of the Coronavirus, and protect our customers and employees, MSIW has implemented new procedures for Will Call pickups. Please review the instructions below and contact us if you have any questions regarding the new procedures (info@mauisoda.com or (808)244-7951).

IMPORTANT INFORMATION:

- **Will Call Orders are no longer available for same day pick up**
- **Pick up days are on Tuesdays, Wednesdays, and Thursdays between 1p and 3p.**
- **All orders must be placed no later than 4pm for next day pick up.**
- **Walk-ins are not available at this time.**
- **Masks are *required* before entering our office, exceptions are explained below**
- **One person will be allowed in the office**
- **Two people will be allowed at the loading area, as you will need to load your own vehicle**

Placing your order

1. Contact your assigned sales representative by 4pm.
 - a. Will Call Only customers need to call the office and order with Tel-Sell
2. After placing your order, your sales representative will confirm the order and schedule an appointment for pickup.
 - a. Orders must be received by 4pm for next day pickup
 - b. Appointments are set to adhere to social distancing requirements and walk-ins will not be available at this time
 - c. Remember that our employees will not be able to assist you with loading your vehicle in order to mitigate the spread of the coronavirus

Signing for your order

1. Arrive to our facility at your scheduled appointment time.
 - a. If you arrive early, please wait in your vehicle until your scheduled appointment.
2. Upon arrival, please call (808)244-7951 to notify our staff that you are here.
 - a. We will let you know when you can enter the building.
3. Before entering the Main Office, please use the provided sanitizer to sanitize your hands.
 - a. If you choose to use your own sanitizer, please carry your sanitizer with you throughout your appointment.
4. You will sign and pay for your order, then be directed to drive to the Will Call area to pick up your order.

Picking up your order

1. After exiting the Main Office, return to your vehicle and drive to the Will Call dock.
2. Warehouse personnel will bring your order to the dock.
 - a. Please wait in your vehicle until the warehouse assistant notifies you to exit and load your vehicle.
3. Open your vehicle for your loading.
 - a. If another customer is loading their vehicle, please wait for them to exit the Will Call area before opening your vehicle.
4. Sanitize your hands with the provided sanitizer (or your own sanitizer) before loading your vehicle.
5. Load your vehicle.
 - a. To protect our employees, we will not be loading vehicles for customers and you will be required to load your own vehicle moving products from the dock to your vehicle.
6. Exit the property.

Customer Pickup Policies

1. All employees, guests, visitors, vendors, contractors (including sub-contractors), and customers are required to wear a mask while on company property.
 - a. Exceptions are made for those who have trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
2. Only one customer is allowed to enter the Main Office to sign and pay for your order.
3. Only two customers are allowed to load an order into a vehicle.
4. It is recommended the customer be able to lift a up to 55 pounds repeatedly, as you will be required to load your order into your own vehicle.
5. If you or a member of your household/business have a fever, cough, or generally feel unwell, do not enter the property and call (808)244-7951 to reschedule your appointment.
6. If changes to your appointment are needed, please contact your sales representative or our office as soon as possible to reschedule.
7. Pickups must be scheduled on Tuesdays, Wednesdays, or Thursdays between 1pm and 3pm, in 15-minute increments (ex: 1:00, 1:15, 1:30, etc.), with the last appointment scheduled at 2:45pm.
 - a. Walk-ins are not available at this time, appointments are *required*.