

Portland AIS literature order/pick up protocol.

Presented at the 7/16/2020 Service Committee meeting (updated 1/11/2021)

Portland AIS will be taking literature orders for curbside pick-up, starts Friday, July 31, 2020.

1. All literature orders will be placed no later than Fridays, by 5 p.m., for pick-up the following week Thursday, at a specified time between 10a.m. to 2 p.m. **Please specify a 30 minutes arrival window.**
2. Literature orders can be emailed (preferred) ais@al-anonportlandoregon.org or phoned in to the AIS office, 503-292-1333.

On the email subject line, please put "literature order" for easy identification.

All orders will include; the caller's list of requested literature, their, name, phone number, and to identify if this is a purchase for an individual or the group name. Please note you call will be returned from a "Private" number as staff is working from home.

3. All orders must "specify" pick up date and time. Available windows for curbside pickups will be on Thursday of the following week, between 10 a.m. and 2 p.m.
4. Literature orders will be confirmed on the following Monday or Tuesday; And schedule pick-up date, time, order cost, and pick-up location later in the week.
5. Literature pickups: At the agreed-upon date and time, please park your vehicle at the northwest corner of the Skyline Building, 1750 Southwest Skyline Boulevard, just outside our office.
6. Call the office at 503-292-1333 and let them know you are there for your literature pick-up.
7. Your payment should be a check or cash for the "exact amount" of your order. Please put phone # and name on checks. Please put it into an envelope with your name or the group's name on the outside of the envelope.
8. One of our co-managers will be masked, and will bring your order out in a bag, and exchange it for your payment. We request you are masked for this exchange. We will observe social distancing during this brief interaction.

Thank you for your continued support for your AIS office. We are looking forward to working with you again. Please contact the office for any questions regarding this protocol, or any other information we can help you with.

Love in service,
Cheryl F., AIS board chair.