

Proposal - Non-Member Shopping

This proposal is to allow non-members to be able to shop from the coop, while reserving voting privileges to members.

Background

Currently, only members who contribute labor and pay dues are allowed to shop with the coop. If members bring a one-time or infrequent (twice a year) guest, they could shop through the member who brought them or we could establish a Guest Purchase policy with a Guest option on the buyer's list of names.

Problem

By restricting shopping to members, we are screening out individuals who might be interested in shopping and joining our coop community at a lower engagement level than current members. Current practice also restricts our sales volume. If the volume of sales were to increase, we would potentially be able in the future to:

1. Negotiate for lower prices from Chicano Sol (and any other provider)
2. Provide cheaper and higher-quality goods to people in the community

Solution

This proposal recommends that we open up access to our shelf stock and the Meso app to non-members, provided they are willing to pick their order up from Luther Place Church during our current shopping windows on Sunday and Wednesday (or other negotiated pickup location if necessary). Individuals who shop and do not contribute labor or pay monthly dues will be known as **customers**, in contrast to **members**. Individuals who come with a member (whether visiting family and friends) could purchase items as a **guest**. Prospective members who come to an open house or onboarding event, but have not become a dues and labor member could purchase items as a **guest**. We would need to monitor guests and determine by what measure do we request them to become a member or customer to continue to shop.

Customer Surcharge

The coop reserves the right to institute a percentage surcharge for orders by customers. This surcharge would be raised in the future if a need is assessed, but this proposal recommends a **5% surcharge** to start.

Voting Rights

Only members would be able to vote on formal proposals and structural changes to the coop.

Customers would be able to share feedback with members, and to respond to informational surveys that the coop may decide to issue.

Guests would have no voting rights but could offer outside prospective and ideas on how to continue to improve processes or innovate to draw in more members and customers.

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