

## FREQUENTLY ASKED QUESTIONS:

### WHAT IF I LOSE MY MEMBER CARD?

If you lose your member card our manager on duty will be happy to issue you a replacement card, and our cashiers can always look up your member number right at the register.

### WHAT IF I CHANGE MY ADDRESS?

If you move, we ask that you notify us of your new address. Please use the update form at [www.TPSS.coop](http://www.TPSS.coop) or ask the cashier for a Member Update form.

### WHO CAN I TALK TO IF I NEED HELP WITH SOMETHING?

Any TPSS Co-op employee will be happy to assist you, answer your questions, or direct you to someone who can. For comments or concerns please use our website forms at [www.TPSS.coop](http://www.TPSS.coop) or contact our General Manager at [gm@tpss.coop](mailto:gm@tpss.coop)

### WHAT IF I NEED TO CANCEL MY MEMBERSHIP?

Membership capital is 100% refundable upon written request. We ask that you please use the Refund Request form at [www.TPSS.coop/Membership.html](http://www.TPSS.coop/Membership.html)

### IS TPSS CO-OP OPEN ON HOLIDAYS?

TPSS usually closes early for New Year's Eve, 4<sup>th</sup> of July, Thanksgiving Day, our staff Holiday Celebration, and Christmas Eve. TPSS will be closed on New Year's Day and Christmas day. See our website at [www.TPSS.coop](http://www.TPSS.coop) for current updates.

## CONTACT INFORMATION:

**Website:** [www.tpss.coop](http://www.tpss.coop)  
**Facebook:** [facebook.com/TPSScoop](https://facebook.com/TPSScoop)  
**TPSS Board:** [board@tpss.coop](mailto:board@tpss.coop)  
**Gen Manager:** [gm@tpss.coop](mailto:gm@tpss.coop)

## ENJOY THESE MEMBER – ONLY BENEFITS:

- **M.A.D. Money (Member Appreciation Discount).** Members may use their monthly 10% member discount on any day they would like to.
- **10% Discount on Special Orders.** Special Orders usually come by the case. Special Orders can be placed in singles in the Wellness Department.
- **Member Only Specials.** In-store bi-weekly members-only special prices and offers.
- **Member Basics:** Member discounts every day on a growing list of grocery staples.
- **Buy 2 Get 1 Free Thursdays.** Valid on select items, only for our members.
- **Voting Rights:** Your vote, your voice in the leadership & direction of our Co-op.
- **Community Business Partner Program:** Members receive a discount at participating area businesses.
- **Business members receive a business discount on business related orders.** Special Orders come by the case. Please note: No *Business* Special Orders will be taken in the Wellness Department.



## WHAT IS TPSS?

TPSS Co-op is a natural foods grocery store operating in the interest of its community. We are a cooperative business owned by our friends and neighborhood residents.

The first TPSS Co-op started as a vegetarian storefront on Sligo Avenue in Takoma Park in 1981. In February 1998, we moved to the Ethan Allen Avenue store, where you will find us today.

TPSS Co-op is a member of the National Cooperative Grocers Association, which includes more than 100 co-ops around the country that work together to optimize resources, strengthen purchasing power, and offer more value to owners.

We make every effort to carry products that are from local vendors and that are wholesome, ecologically friendly, and socially responsible, and to offer those products at the lowest prices possible.

## VISION & MISSION

**We are the people's choice for food and community. TPSS promotes healthful living by offering wholesome foods, high quality products, and community resources in a clean, friendly, and cooperative grocery store... that you can own!**

## STATEMENT ON THE COOPERATIVE IDENTITY

Adopted in 1995 by the *International Cooperative Alliance*

### DEFINITION:

A Cooperative is an autonomous association of persons united voluntarily to meet their common economic, social, and cultural needs and aspirations through a jointly owned and democratically controlled enterprise.

### VALUES:

Cooperatives are based on the values of self-help, self-responsibility, democracy, equality, equity, and solidarity. In the tradition of their founders, Cooperative member believe in the ethical values of honesty, openness, social responsibility, and caring for others.

### PRINCIPLES:

The Cooperative principles are guidelines by which Cooperatives put their values into practice:

1. Voluntary & Open Membership
2. Democratic Member Control
3. Member Economic Participation
4. Autonomy & Independence
5. Education, Training & Information
6. Cooperation among Cooperatives
7. Concern for Community

## YOUR ROLE

You OWN the Co-op. Help make it thrive!

Members of the TPSS Co-op serve as active advocates for the Co-op and for the needs of our community. To serve this role, our members are encouraged to:

- **Shop at the Co-op:** Shopping here provides the funds we need to continue to meet the needs of our community and to provide an alternative to large national chains.
- **Promote the Co-op:** Spread the word to family and friends.
- **Voice concerns and suggestions:** Many of our best products, activities, and initiatives come from the suggestion box.
- **Communicate and educate:** Write an article for our newsletter, or share information pertinent to TPSS Co-op's Mission and Vision with staff and community.
- **Vote and participate:** Exercise the right to vote for members of the Board and for referendums on important policies. Attend Board meetings, the semi-annual general membership meetings/celebrations, and other TPSS Co-op community events.
- **Recycle and reuse:** Bring in reusable bulk containers to refill (tare weights are given at the register).
- **Bring your own bags:** TPSS Co-op donates five cents to a local charity for each reusable bag brought in and used at checkout. Customers can choose which charity to support during each visit to the checkout!



## JOIN TODAY

### MEMBERSHIP APPLICATION

Please print legibly and give to any cashier.

Today's Date \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Household Names: \_\_\_\_\_  
\_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone #: (\_\_\_\_\_) \_\_\_\_\_

Email Address: \_\_\_\_\_

### PAYMENT PLAN: SELECT ONE

- One Installment: \$100.00
- Two Installments: \$55.00 + \$50.00  
(Includes \$5.00 Processing fee)
- Twelve Installments: \$10.00  
(Includes \$20.00 Processing fee)

**THIS SECTION IS TO BE FILLED OUT BY TPSS STAFF ONLY:**

MEMBER #: \_\_\_\_\_ CBPP #: \_\_\_\_\_

# CARDS GIVEN: \_\_\_\_\_

DATA ENTERED ON: \_\_\_\_/\_\_\_\_/\_\_\_\_ BY: \_\_\_\_\_