



Wednesday, April 1, 2020

Dear Heidelberg Friends,

In these challenging times of settling into a “new normal,” even if temporarily, Parkhurst Dining is doing its part to help you stay healthy and safe by providing a convenient new way to get your groceries. Today, Parkhurst is launching Market to Go, a new service offering online grocery ordering for the entire Heidelberg community. You simply select your groceries online from the list Parkhurst has developed, and you’re good to go.

Parkhurst Market to Go offers an extensive list of groceries, including already-prepared meals, made from scratch, using the best ingredients and prepared in the freshest ways possible. Also available: baked goods, deli items, meal prep, produce, cereal, grains, baking and spices, condiments and sauces, dairy, snacks, canned goods, and beverages. View a complete list of Market to Go items [here](#).

***We are pleased to extend a 15% discount to the Heidelberg community on all orders placed through Market to Go.***

Parkhurst's Market to Go is easy to use. Place your order online by 3 p.m. Tuesday and you can pick it up at the grab-and-go parking spaces at The HeidelBean! on Thursday or have it delivered on Friday.

Pick-up will be weekly on Thursdays, between 10 a.m. and 6 p.m.

Delivery will be weekly on Fridays, between 10 a.m. and 6 p.m. Delivery is available within the Tiffin city limits and is free of charge.

Payment will be made online at the time you place your order.

**To get started, you’ll have to create an account on [heidelberg.catertrax.com](https://heidelberg.catertrax.com):**

- Click My Account / New Customer / Create Account
- Department: click Customer
- Tax-exempt: click Yes / Reason: click Grocery

**Now, you’re ready to start your order:**

- Click Groceries on the top bar.
- If you are placing your order for the current week, the deadline is 3 p.m. Tuesday. Select Thursday for pick-up or Friday for delivery.

- If you are placing your order Wednesday-Friday for the following week, select Thursday of the next week for pick-up or Friday of the next week for delivery.
- Guest: select 1.
- Under the Groceries tab, select your items and enter a quantity for each item you are ordering.
- If choosing Friday delivery, please include any needed instructions under Special Instructions.
- Click Order when you're finished with your selections.

### **Payment is by credit card only**

Parkhurst will apply payment on Tuesday after the 3 p.m. ordering deadline. Any products unavailable will be removed from your order and you will not be charged.

### **Future Ordering**

Once your initial account is set up, you will just sign in and start your next order.

We will reach out to you via email (provided in your online account) with a pick-up time or delivery time.

If you already have a [Heidelberg.catertrax.com](https://www.Heidelberg.catertrax.com) account, just use that.

### **Pick-up is easy**

Pull up at your designated time in The HeidelBean! grab-n-go parking spots. Call 419-448-2102, let us know what spot you are in (they are numbered 1, 2, 3) and give us the invoice number from your online order, which is emailed to you after you place it. We will bring a cart with your groceries to you in your parking spot.

For your safety and in accordance with Gov. DeWine's order for social distancing, we ask that you remain in your vehicle until the Parkhurst team member walks away from the pick-up area. At that point, you may get out of your vehicle to load your items. If assistance is needed with loading your vehicle, please let us know when you arrive. We ask that you check your order for accuracy before departing. If there is a discrepancy in your order, please call 419-448-2102 before pulling away.

Parkhurst cannot be responsible for orders after you leave the pick-up area. Someone will retrieve the cart after you pull away.

Questions: Email Parkhurst at [aippolito@parkhurstdining.com](mailto:aippolito@parkhurstdining.com).

Stay healthy and well,

Tony Ippolito

General Manager, Parkhurst Dining