

# FAQs for Dickinson College

## Do I get to pick out what goes into my box?

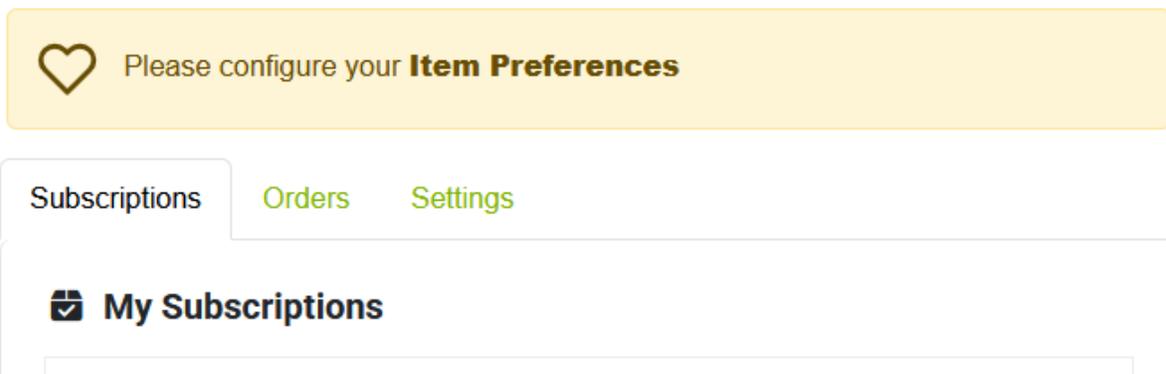
The answer is yes, you do! When you become a member, you can set your vegetable preferences. Each week, your box will be generated with veggies based on what we have to harvest and your preferences. Then, each week, you will have the opportunity to view your preliminary box contents, and leave as is or customize exactly to your liking.

Selection may be limited to what we have to harvest that week and what hasn't already gone into other boxes. For highly sought-after items, we may limit the quantity of duplicates of that item. When items go out of stock, or reach a low stock, you will see a note by that item indicating such.

Box contents are dollar-value based. CSAware will warn you if you have undervalued your box by removing too many items from your share. You may also order extra veggies beyond your share value for additional cost; you must have a credit card on file to order extra box items. You'll only be billed for these extra items only once your historical balance due reaches \$5 or more, or it is the final week of the season. Meaning, if you only get \$3 worth of extra the first week, you will not be billed for this until you get an extra \$2 another week (or it is the final week of the season.) This is a measure that ensures that small adjustments don't trigger frequent charges while still allowing flexibility in your box selections.

## How to set my item preferences?

Log in to your [member dashboard](#). If you have not previously set preferences, there will be an



alert at the top of your dashboard that you can click on to be taken to the preferences page:

Additionally, there is an "Item Preferences" menu option on the dashboard homepage:

Subscriptions Orders Settings

### My Subscriptions

- Shop for Add-ons Now
- See What's in My Box / View Calendar
- View / Modify Subscription
- Drop Point Details
- Purchase Additional Subscriptions
- Item Preferences

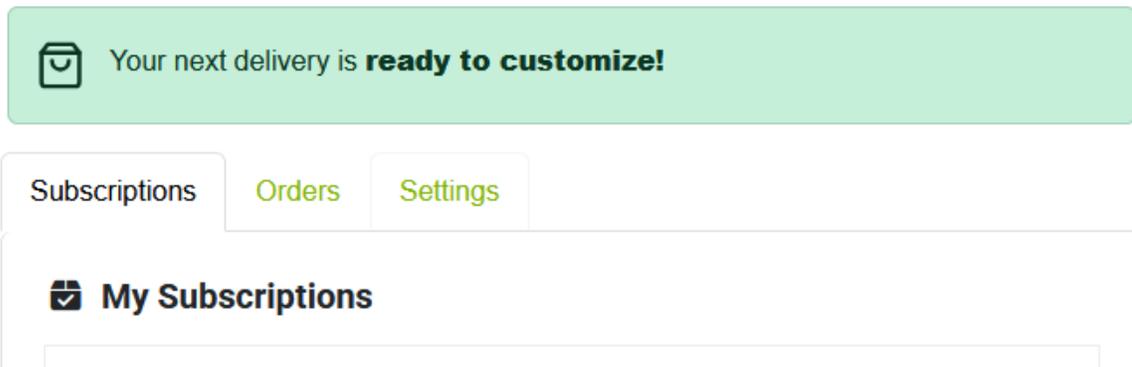
From there, you can use the sliding tool next to each item to indicate whether you like or dislike it. The far left (red) indicates you do not like the item and do not want it to appear in your box; items scored furthest left will be treated as an allergy and never put in your default box. The far right (green) indicates you do enjoy this item and would like it in your box when it is available.

Item	Preference
arugula	Highly Liked (Green)
beets	Disliked (Red)
broccoli	Liked (Green)
brussel sprouts	Neutral (White)
cabbage	Disliked (Red)
carrots	Neutral (White)

## Customizing Your Box!

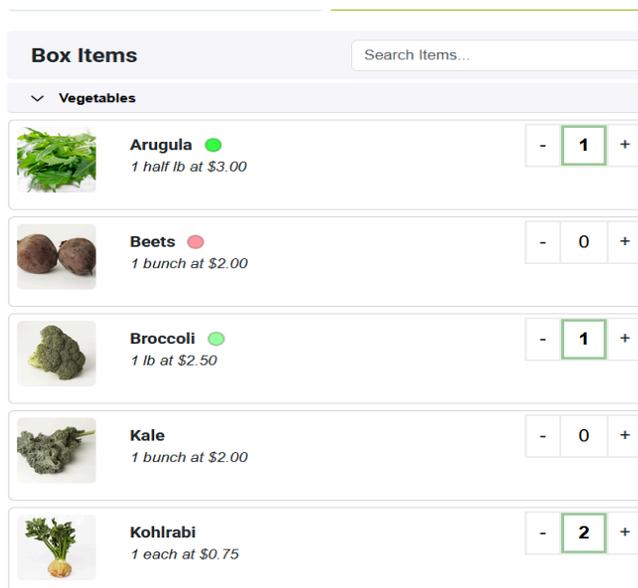
You will be alerted via email when the customization period is open for each week. You can follow the link in this email announcement, which will take you directly to your box. Otherwise, you can log in to your [member dashboard](#), and there will be a couple of different ways to navigate to the box page.

First, once the customization period opens, there will be an alert at the top of your dashboard with a link that brings you to the box page.



A second option is to click on the date on the calendar for the box you want to customize. A third option, you can use the "See What's In My Box / View Calendar" link at the top of the "Subscriptions" tab. Once you are on the box appropriate box page, you will see items populated in your box at the top of the list.

The default items in your box are based off of the week's item availability and your item preferences. You can use the "+" or "-" buttons to either add or remove items from your box.

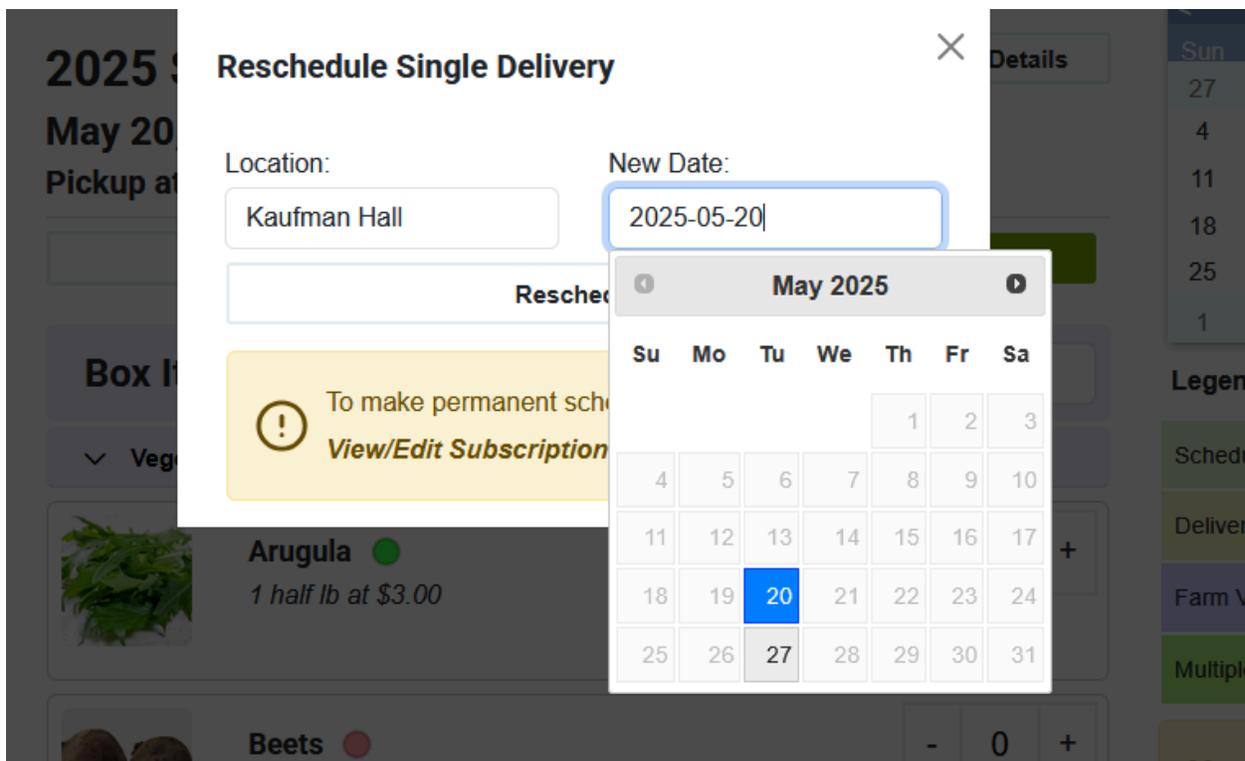


The total price of the box will update at the bottom as you add and remove items. You will be asked to confirm when you add items to go above your base box price, or when you remove items to go below your base box price. Once you are done customizing, click "Save Items" at the bottom. You have until the order deadline to customize.

## Can I switch my pickup site during the season?

Yes, you can easily change pickup locations for individual weeks or for all future deliveries from your [member dashboard](#).

To reschedule a single box, please log in to your [member dashboard](#). (Keep in mind that your rescheduled share will be in addition to your normally scheduled share for that date.) Once logged in, click on the delivery date on the right-hand calendar that you would like to reschedule. That will take you to the box page. From there, there is a "reschedule" button that will trigger a pop-up window. You can then open the drop-down menus to see and select the options for Location and Date available.



If your desired action is not available, then that would indicate either the date you are trying to reschedule to has already passed the order deadline, or the desired option is not allowed. Once you've selected the rescheduling options, click the "change" button. You will see the change reflected in your calendar. You have until the week's corresponding order deadline to reschedule the box.

### Delivery Calendar

May 2025						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

#### Legend:

Scheduled Box	In Process
Delivered	On Hold
Farm Vacation	Canceled
Multiple Boxes	Moved From

To change your pickup location permanently for all future boxes, click on View / Modify Subscriptions from your [member dashboard](#). From this page, you can select a new pick up location in the drop down menu: You must “save changes” at the bottom of the page to confirm the change.

**Subscription**   [Add-Ons](#)   [Payments](#)

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**Subscription**   #385771

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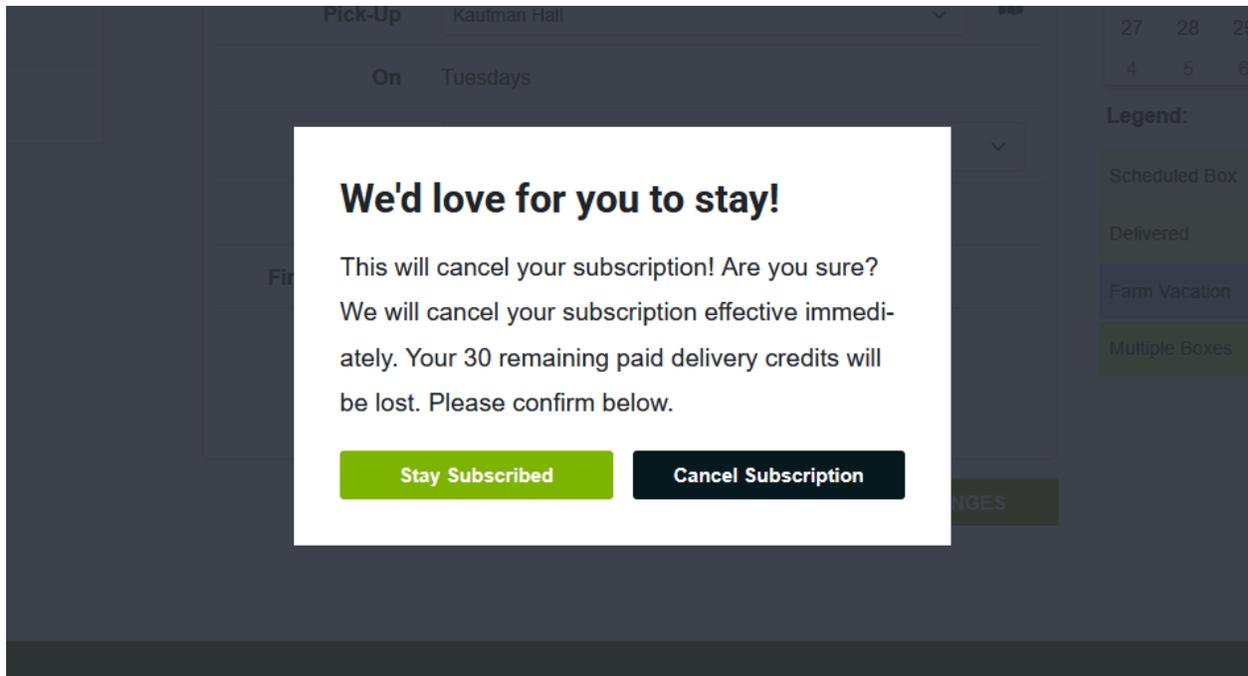
**Pick-Up**     

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**On**   Tuesdays

## Can I cancel my subscriptions?

Yes, you can cancel your subscription from your [member dashboard](#), by clicking on View / Modify Subscription and the option to cancel is at the bottom of this page:



Please note: you will not be automatically refunded for any remaining prepaid deliveries. You will need to contact us to receive a refund.

## What else can I do in my Member Dashboard?

Your [member dashboard](#) is where you can view/edit your subscription details, customize your upcoming box, set your item preferences, view billing history, update payment details on file, update contact information, add an avatar, and more!

You can access [the storefront](#), [FAQs](#), and [Policies](#), as well as submit any questions through the [Contact Us](#) forum.

You can view specific information about your pickup location by clicking on "Drop Point Details".

Update your contact information by clicking on the Settings tab, and then “Change Contact Info and Mail Address”.

Update your password in the Setting tab, and clicking “Change Password”.

Update your credit card information in the Orders tab, and click on “Update credit card on file”.

### Having email trouble?

If you are not receiving emails, or emails are being sent to spam, this is likely caused by your email domain’s automatic spam filtering. You can add dickinsoncollegefarm@csaware.com to your address book or whitelist us to ensure message delivery. Otherwise, you can update your email or add extra emails to your account from your [member dashboard](#) Settings, in the “Change Contact Info” page.