



POLICY MEMO

GUIDELINES FOR PICKING UP ORDERS

To ensure efficient and accurate service for all member agencies, we ask that you follow these guidelines when picking up from either warehouse or a delivery site:

General Procedures

1. Please park in the lower parking lot (at Latham) or upper parking lot (at Hudson Valley) upon arriving and until you are ready to load up your order. This includes buses, box trucks, and vehicles pulling trailers.
 - a. Please do not park or drive on the grass and do not park in the middle of the overhead doors.
2. Please check in with Food Bank staff so that we know you are here for your order.
3. Arrive on time or even 5 minutes early. This keeps the schedule on track.
 - a. If you are late, you will have to wait for the next available opening in the schedule. If you know you are going to be late, please contact the Point of Sale office before your order pick up time begins. Failure to do so will result in an infraction for late pick up.
 - b. If you are late and you are the last scheduled appointment of the day, Food Bank staff will wait 15 minutes before closing the doors/leaving the delivery site.
 - c. Once your time slot has finished, move your vehicle to the lower parking lot (at Latham) or upper parking lot (at Hudson Valley) if you wish to shop the dock.
4. Bring a vehicle large enough to hold your order in one trip.
 - a. If you have to make multiple trips, your order will be put on the ground. We cannot leave pallets outside.
 - b. Food left on the ground is not protected from weather or theft. Food left on the ground is your responsibility.
5. Bring at least 2 people capable of loading the order with you. One to check the order and one or more to start loading the order.
 - a. Food Bank staff is not allowed to help load your order.
6. Do not litter the area with coffee cups or debris from your vehicles, especially on deliveries. We risk losing the use of parking lots when we leave a mess.
 - a. Bring trash inside, such as empty boxes, plastic wrap, etc., to be thrown away and/or recycled. Failure to do so will result in an infraction for littering.
 - b. Please return all bread racks, milk crates, and plastic produce bins so that we can return them to our donors.
7. Entering the warehouse beyond the distribution dock (shopping area) is strictly prohibited.
8. Failure to abide by these polices will result in the following actions:

1st offense: Program Director will be informed by mail of the infraction.

2nd offense: Program Director will be notified via phone of the infractions.

3rd offense: Agency will be fined \$25.00

4th or more offense: Agency may be suspended from ordering for two months

Please contact Cathryn Doraby, Agency Grants and Communications Coordinator at (518) 786-3691 x259 (for Latham or delivery sites) or Michael Barbera, Agency Services Coordinator at (845) 534-5344 x116 (for Hudson Valley) with any questions regarding this policy.



When Loading Your Order

A Food Bank staff person will go over your order with you. Alert a staff person of any discrepancies so they may be corrected.

- a. Please back up to the appropriate side when it is time to pick up your order.
- b. Please shut off your vehicle when loading so exhaust fumes do not enter the building.
- c. Check your order as you load, BEFORE you sign for it. Do not use the order form you used to place your order as it may not match what the Food Bank has.
- d. Sign for your order ONLY after you agree that what is listed is what has been loaded.
- e. If you refuse to check your order, a staff person will write this on the ticket that you sign. If you refuse to check your order, no consideration will be given for items later reported missing.
- f. When finished loading your order, please move your vehicle to the lower parking lot by the end of your time slot.

If you have any problems that cannot be rectified in a satisfactory manner, please contact an employee of the Member Services department.

Please note that the warehouse is closed daily from 9:30 AM-9:45 AM, 12:00 PM-12:30 PM, and 2:00 PM-2:15 PM.

There is no smoking near the building.
Please smoke only in the designated area(s).

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DISTRIBUTION INFRACTION REPORT FORM

Agency Name

Agency Number

Pick-up Date

Pick-up Time

Name of Distribution Contact

Phone Number

Situation:

- Late Pick-Up (How Late?)
- Reschedule with less than three (3) hours' notice
- Cancellation with less than three (3) hours' notice
- Failure to pick up order
- Inadequate vehicle space
- Inadequate help to load vehicle
- Littering
- Failure to move vehicle
- Entering the warehouse beyond the distribution dock (shopping area)
- Refused Product: Item Name and # _____
- Other: _____

Briefly Document Issue:

Name of person filling out form

Date

Agency Representative Signature

Date
