



**Regional
Food Bank**
OF NORTHEASTERN NEW YORK

**Food Bank of the
Hudson Valley**



Regional Food Bank of Northeastern New York Delivery Protocol

Our goal at all deliveries is to be safe and efficient for both partners and Food Bank staff. In order to ensure smooth delivery, please follow these steps:

- Arrive promptly for your delivery.
- Do not park your vehicle within 30 feet of the truck before checking-in. Drivers need room to maneuver pallets for partners to access their orders.
- After parking, check-in with the Food Bank driver and follow their directions.
- Allow Food Bank driver to check orders before loading.
- Do not begin loading product into your vehicle until the Food Bank driver gives you the go-ahead.
- Bring adequate help to load order and a vehicle(s) large enough to hold your entire order.
 - Food Bank drivers are not allowed to load orders into vehicles.
- Promptly load your vehicle to make space available for other agency orders.
- Verify your order against the invoice provided to you by the Food Bank driver: everything on your invoice should be included with the order. If the order is complete, sign the invoice acknowledging complete order. If the invoice is inaccurate, notify the Food Bank driver so they can make the necessary changes.
 - Failure to verify order will be noted on the invoice and no consideration will be given for items later reported missing.
 - Order confirmations are not final documents and should not be used to verify completeness of order.
- Once order is loaded, please move your vehicle outside of the 30-foot loading zone.
- We are guests at all delivery locations- please be respectful. Do not leave trash, pallets or food at a delivery site.
- Please be patient and courteous; our drivers are serving multiple agencies as best they can.
 - Please be respectful of the driver and refrain from smoking within 30 feet of the truck.

Thank you for your continued partnership!

Regional Food Bank of Northeastern New York
965 Albany-Shaker Road
Latham, NY 12110
Phone: 518-786-3691

Food Bank of Hudson Valley
195 Hudson Street
Cornwall-on-Hudson, NY 12520
Phone: 845-534-5344



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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
