



Regional Food Bank Distribution Center Pick-up Guidelines

Our number one delivery goal is to be safe and efficient for both partners and Food Bank staff. To ensure an efficient and safe distribution center pick-up, please follow these steps:

- Arrive promptly for your delivery.
 - Late arrival may require your pick-up time to be pushed back to the next available pick-up slot. This may mean waiting several hours to pick-up your order.
 - If you know you are going to arrive late, please contact the Point of Sale office at 518-786-3691 prior to your scheduled time.
 - Food Bank staff will wait 15 minutes at the end of the day to ensure that all orders have been picked up. Therefore, if you have one of the final time slots of the day, if you arrive late, you may find our warehouse closed.
 - Repeated tardiness or lack of communication about being late may result in an infraction.
- Food Bank staff members are not allowed to load an order. Therefore, please bring adequate help to load order and enough vehicles with enough space to hold your entire order. We highly recommend that you bring a person who is solely responsible for checking the invoice while other people load the products into your vehicles.
- You will find parking near the distribution dock at both locations. Please park all vehicles in the lower dock across from the distribution dock at the Albany County Distribution Center (Latham). At the Orange County Distribution Center (Cornwall), please park at the upper parking lot, up the hill from the distribution dock. Please do not park on the grass or come directly to the distribution dock.
- Once you have arrived and parked, please check in with Food Bank staff at the distribution dock.
 - A Food Bank staff person will go over your order with you. This is a great time to ensure that your order matches the invoice that you will be given.
- **THIS IS A VERY IMPORTANT STEP:** Once they have given you the okay, you can pull your vehicles up to the distribution dock to load your order.
 - Please shut off your vehicle when loading.
 - Do not use the order form you used to place your order when checking what you're loading. Use the invoice that you were given when you arrived.
 - Sign the invoice after you have loaded everything into your car and before you leave. If you fail to sign the invoice, no consideration will be given for items later reported as missing. In addition, repeatedly failing to sign the invoice could lead to an infraction.

- Please be efficient and prompt in loading your vehicle. There are likely other organizations waiting to load their vehicles as well.
- If you wish to “Shop the Dock,” you may do so after you have finished loading your order. Please move your vehicles back to the parking area and then come back to the distribution dock to “Shop the Dock.”
- Reminder: Our number one priority is safety. This includes keeping the dock area clean. Please be respectful. Do not leave any trash, including pallets or food, at the delivery location.
 - Bring any trash from the product pick-up inside. This includes empty boxes, plastic wrap, etc., so Food Bank staff can throw it away or recycle it.
 - Please return all bread racks, milk crates, and plastic produce bins so that we can return them to our donors.
 - Failure to do so will result in an infraction for littering.
- There is no smoking in the distribution dock area. Please use designated smoking areas.
- Please follow all signage in and around the distribution dock. This will ensure your safety in our warehouse.
- Please contact Kerry Leary, Director of Agency Services at (518) 786-3691 x260 (for Albany County Distribution Center pick-ups) or Michael Barbera, Agency Services Coordinator at (845) 534-5344 x116 (for Orange County Distribution Center pick-ups) with any questions.

Thank you for your continued partnership!

Albany County Distribution Center
965 Albany-Shaker Road
Latham, NY 12110
Phone: 518-786-3691

Orange County Distribution Center
580 NY-416
Montgomery, NY 12549
Phone: 845-534-5344



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)

Failure to sign the Food Bank invoice

Refused Product: Item Name and # _____

Other: _____

- **Infraction Policy Program:**

- First offense:** Program Director will be informed by mail of the infraction.

- Second offense:** Program Director will be notified via phone of the infractions.

- Third offense:** Agency will be fined \$25.00

- Fourth or more offense:** Agency may be suspended from ordering for two months

Briefly Document Issue:

Name of person filling out form

Date

Agency Representative Signature

Date