



## Regional Food Bank Distribution Center Pick-up Protocol

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 x240 in Latham or x101 in Cornwall 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.
  - Tardiness or lack of communication about being late will result in an infraction.
- Food Bank staff members are not allowed to load an order. Therefore, please bring adequate help to load the 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.
- 15 minutes per 1200 pounds is allotted for an appointment.
- 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.
  - **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. Park within the lines and shut off your vehicle when loading.
  - A Food Bank staff person will go over your order with you. Take the time to ensure that your order matches the invoice/packing slip that you will be given.
  - Do not use the emailed order form you used to place your order when checking what you're loading as it is not a final document. Use the invoice/packing slip 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, failing to sign the invoice will 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 outside, including pallets or food.
- 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 follow protocols will result in an infraction.
- There is no smoking in the distribution dock area. Please use designated smoking areas.
- Please follow all signage in and around the distribution dock. **Remain within allowed areas.** This will ensure your safety in our warehouse.
- Please contact Cathryn Doraby, Agency Grants and Communications Coordinator at (518) 786-3691 x259 (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  
195 Hudson Street  
Cornwall-on-Hudson, NY 12520  
Phone: 845-534-5344



## DISTRIBUTION INFRACTION REPORT FORM

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Agency Name

Agency Number

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Pick-up Date

Pick-up Time

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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 email 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:**

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Name of person filling out form

Date

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Agency Representative Signature

Date