



**Regional  
Food Bank**  
OF NORTHEASTERN NEW YORK

## POLICY MEMO GUIDELINES FOR PICKING UP ORDERS

Regional Food Bank of NENY  
965 Albany Shaker Rd. Latham, NY 12110

To ensure efficient and accurate service for all member agencies, we ask that you follow these guidelines:

### General Procedures

1. Please park in the lower parking lot 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 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 may not be 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 policies will result in the following actions:

**1<sup>st</sup> offense:** Program Director will be informed by mail of the infraction.

**2<sup>nd</sup> offense:** Program Director will be notified via phone of the infractions.

**3<sup>rd</sup> offense:** Agency will be fined \$25.00

**4<sup>th</sup> 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 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 a.m.-9:45 a.m., 12:00 p.m.-12:30 p.m., and 2:00 p.m.-2:15 p.m.

There are staff meetings held every other Wednesday from 9 a.m.-10 a.m.

There is no smoking near the building.

Please smoke in the designated area(s).

## 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)

☐ Refused Product: Item Name and # \_\_\_\_\_

☐ Other: \_\_\_\_\_

**Briefly Document Issue:**

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Name of person filling out form

Date

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Agency Representative Signature

Date