



Regional Food Bank Delivery 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 delivery, please follow these steps:

- Arrive promptly for your delivery.
- Food Bank drivers are not allowed to load orders into vehicles. Therefore, you must bring adequate help to load order and enough vehicles with enough space to hold your entire order.
- 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. They will tell you what specific steps are needed for your delivery location.
- The Food Bank driver will have to check the order against the Food Bank invoice. Please give the driver enough time to do this after you speak with them. Once they are done, they will give you the go-ahead to load the products into your vehicle.
- Please be efficient and prompt in loading your vehicle. There are likely other organizations waiting to load their vehicles as well.
- **VERY IMPORTANT STEP!** 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 invoice is inaccurate, notify the Food Bank driver so they can make the necessary changes.
 - Once the order is complete, sign the invoice acknowledging that you have received the complete order. Failure to sign the invoice will result in no consideration being given for items later reported missing. In addition, a failure to sign the invoice will be considered an infraction.
 - Order confirmations are not final documents and should not be used to verify completeness of order.
- Once your order is loaded, please move your vehicle outside of the 30 foot loading zone.
- Reminder: We are guests at all delivery locations. Please be respectful. Do not leave any trash, including pallets or food, at the delivery location.
- There is no smoking within 30 feet of the delivery truck.

Thank you for your continued partnership!

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