

Warehouse Policies and Procedures

Due to insurance regulations, all member agencies MUST observe the following warehouse procedures. Your cooperation is appreciated.

1. Agencies must **check-in** and complete **add-ons** at front desk before entering warehouse, and must **check-out** at desk before leaving.
2. No more than two (2) agency representatives are allowed in the warehouse/shopping area of the warehouse at one time. Additional agency personnel are only permitted to assist in loading vehicles.
3. All agencies must observe the **45** minute appointment time. This time includes sign-in, shopping, loading and invoice processing/check-out.
4. No one is permitted beyond the shopping area and pick up areas. Please observe the “Employees Only” signage.
5. Prior to shopping, get a cart and several boxes to separate products by category as follows: frozen, dry, produce, beverages, and bakery.
6. Open toed shoes are **NOT** permitted in the warehouse.
7. Children under 16 years of age are not permitted in the warehouse or shopping area without an adult.
8. All products must be weighed and recorded by **warehouse staff only** before being loaded. Items removed from the warehouse without Food Bank staff approval is considered theft.
9. Loading area staff and agency representative must verify and sign for all purchased product items.
10. Cancellations/changes/exchanges to orders may constitute a restocking fee.
11. Appointments/Orders: Please place through Customer Service department only.
12. Early arrivals **will not** be permitted to enter the warehouse.
13. Warehouse shopping areas are closed from noon to 1:00 p.m. Member agencies with an 11:30 a.m. appointment must be checked out by noon.
14. Orders in advance: Perishable items are to be ordered 3 days in advance. Non-perishable orders may be placed 2 weeks in advance.
15. Agencies are required to pick up **all** food during scheduled pick up time. Agencies are required to come with a vehicle that is sufficient to handle the amount of product ordered. Food Bank staff may assist agencies with loading only if time permits.
16. The use of coolers, thermal blankets and insulated bags is encouraged for the safe transport of all refrigerated and frozen items. These are required when transporting refrigerated dairy products.

Your cooperation is most appreciated! Thank you!
Any questions, please contact Customer Service at 717.564.1700.