

### How do I register my pantry for the Youth Pantry Program?

- If you are a returning pantry: refer to the registration email you received from the Regional Food Bank in August. If you cannot locate this email, please check to see if your pantry's director has received it. If neither you nor your principal have received this email, contact the Help Desk.
- If your pantry did not participate last pantry year: please contact Jhonhenri.

### What is my NAV/Agency/Pantry Number?

Please visit our [Food for Kids Resources](#) and search for your pantry. **This number will be used to identify your pantry throughout the year.**

### What is the status of my submitted registration?

- Returning pantry: Please allow three to four weeks for registration processing. If you have not received a registration confirmation email by four weeks after submission, please contact Jhonhenri.
- New pantry: Please see [Food for Kids Resources](#).

### How do I order food?

- Refer to the [Agency Express Tutorial video](#), which you can find by clicking the hyperlink or refer to the ordering guide which can be found by following the link [www.rfbo.org/foodforkidshelp](http://www.rfbo.org/foodforkidshelp)

### What is my budget?

- Refer to your registration confirmation email for your monthly budget. The budget determined by your November and February reports. If you have questions about your budget, contact Jhonhenri.

### How do I log into Agency Express?

- Follow the link <https://www.agencyexpress3.org/AgencyExpress30/NewLogin.aspx> and enter your log in information found in your registration confirmation email. Your login will always be the first initial of your first name followed by your entire last name. The password will be change12. Your program code will be in the email as 0062p followed by your agency number. If you can not find your confirmation email, contact the Help Desk.

### Where do I pick up my food?

- Refer to your registration confirmation email. This information is also available on invoices you receive the day before delivery each month. [Click here for an example of your invoice.](#)

### Can you deliver directly to my pantry?

- Unfortunately, direct deliveries are not possible for most pantries. Direct deliveries are chosen based on several factors including location, safety and state

transportation guidelines. If you are not receiving a direct delivery, you will pick up your order from a drop site location. Drop site deliveries make it possible for us to partner with over a thousand pantries and other organizations every month! We can offer other drop site options as we are always trying our best to get your delivery as close to your pantry as possible.

### **Can I change my pickup site?**

- In rare situations we may be able to accommodate pickup location changes. Please contact the Help Desk to see if this is a possibility for your pantry.

### **Our pantry's program coordinator, backup coordinator and/or pick up person has changed, what do we do?**

- Contact the Help Desk to update contact information. Be sure to include their full name, role in the Youth Pantry Program, mobile number and email address of the new contact.

### **How does the Regional Food Bank decide what food is available for me to order?**

- Regional Food Bank staff identifies purchased and donated items that are student appropriate. Items on the shopping list are based solely on our inventory availability and donations. Toiletries and hygiene products will be added upon availability. If you need an image of an item, contact the Help Desk.

### **When can I place my order and when is it due?**

- Your order window will open eight calendar days prior to your delivery date.
- Your order must be submitted by two business days at 8 a.m. prior to your delivery date.
- Help Desk will send a text reminder when your ordering window opens. Please always update us if your mobile number has changed or if the person responsible for placing the order has changed.

### **Can I change my order after it has been submitted?**

- Yes, you can change your submitted order up until the order deadline of 8 a.m. two business days prior to your delivery date. Please see step by step directions in the order guide to make sure that the order is submitted correctly with any necessary modifications. For additional assistance, call the Help Desk.

### **Why did I receive an invoice?**

- Invoices are automated and sent out the day before deliveries. The invoice contains information about your delivery time, location and the items in your order. [Invoice example.](#)
- Sometimes invoices can fall into the spam or junk folder, please check these to see if this is the case for your invoice.

- If you aren't receiving invoices, you may need to update your email address with us. Please contact the help desk to update your contact information.

### Am I responsible for paying the invoice?

- **This program is offered to your pantry at no cost.** You are not responsible for paying the invoice. Because of our generous donors, we are able to offer this program at no cost to all of our pantries. The invoice balance is a way for us to track budgetary needs for the program.

### If I get a direct delivery, can the driver bring my order inside?

- No, per Regional Food Bank Safety Policies and Procedures, drivers **are not permitted to bring orders inside for any reason**. This policy follows Regional Food Bank Safety Regulations, and no exceptions will be considered.
- Upon agreement by the pantry and your regular driver, it may be possible to declare a different door for the driver to drop your order in front of. *This is considered a courtesy* and is only possible if it is agreeable to both the regular driver and the pantry.
- Upon receiving a substitute driver, please note that due to additional routes and time constraints, this driver will not be able to accommodate dropping your order at any door other than the front entrance to the building.
- **As the pantry coordinator, it is your responsibility to ensure the food order is safely moved from the pantry's front entrance to a secure storage space.** For additional information on Regional Food Bank delivery policies, please see the Youth Pantry Manual.

### What do I do if I miss my delivery?

- Contact the Help Desk immediately. We will work with pantries on an individual basis to determine the next step, if contacted within a week of the missed delivery. Please note that a rescheduling of a missed delivery cannot be guaranteed, if this is the case you will be given the option to pick up the order from the Regional Food Bank in Oklahoma City.

### What do I do if my order is incorrect?

- Check your invoice to confirm the discrepancy and contact the Help Desk.

### How do I know if inclement weather will affect my delivery?

- The Help Desk will contact you via text message if your delivery will be affected. Please make sure you have provided the Help Desk with your mobile number and be prepared to relay this information to your pickup person.
- If you know that your pantry will be affected by inclement weather and this will affect your delivery, please contact the Help Desk as soon as possible.

### What do I do if the truck is not at the drop site?

- The driver may have been delayed at a prior delivery, please wait at least 30 minutes after the scheduled delivery time before leaving. We will do our best to notify you of delays in advance. If the delivery hasn't arrived 30 minutes past the scheduled time, please contact the Help Desk.

### **My delivery date falls when our pantry is closed next month and I have not received a rescheduled date, what do I do?**

- The Regional Food Bank will reschedule any deliveries that fall on dates we are closed. If your delivery date is on a day that pantry is closed, but the Regional Food Bank is open, please work with your drop site or volunteers to receive the delivery. If that is not an option, the Help Desk can work with you on a solution.

### **I don't have enough food to last until my next delivery. What do I do?**

- As soon as you become aware of a shortage, contact pantries in your area to see if they have any extra food as a first resort. If local pantries cannot help, then contact Jhonhenri to determine available options. His email is: [Jlee@rfbo.org](mailto:Jlee@rfbo.org).

### **What reports do I need to fill out?**

- Three times a year (in November, February, and April), you will be required to fill out a program report. This report gathers information on the number of students and siblings being served as well as other feedback. Be sure to keep documentation of numbers served each month on file. If your report is not submitted before the assigned deadline, your account will be placed on hold until it is completed. This could result in deliveries being cancelled for up to a month or more. These reports will offer you the opportunity twice a year to increase or decrease your budget. Links to these reports will be sent to you via email and text message.
- Please ensure that your distribution log is broken down by month. This will help when asked for students served per month. **The Regional Food Bank holds the right to request copies of all documentation.**
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### **I'm having trouble with Agency Express.**

- Please watch our [Agency Express Tutorial Video](#) for help with any trouble you are having
- Refer to the [Order Troubleshooting Guide](#) in your training documents or visit [www.rfbo.org/foodforkidshelp](http://www.rfbo.org/foodforkidshelp). If you continue to have issues, contact the Help Desk at 405-600-3152.

### **I can't submit my order.**

- Check that the following are correct:
  - That the order amount is within budget limitations. It will notify you if you go over your budget.
  - That you are within the eight-day ordering window
  - That you are ordering at least three business days before your order is delivered. Order cut off is two business days before at 8 a.m.
  - A delivery day and time are selected, and you are in the correct month.
  - That "DELIVERY" is selected in the shipping method
  - That any "out of inventory" items have been deleted from your cart
  - That your cart has been "updated"
- After checking the above items, refer to the [Agency Express Tutorial Video](#) or the [Order Troubleshooting Guide](#). If you are still unable to submit, contact the Help Desk.

### **I am serving many more kids than expected. What do I do?**

- Contact Jhonhenri. You will need to complete the November and February

reports to request an increase.

### **Can I host a food drive at my pantry to benefit my pantry?**

- Yes! We encourage pantries to host a food drive as needed (typically done annually) to supplement food for their food pantry. If you have questions in regard to food drives or needed supplies, please contact Jhonhenri.

### **Can individuals from the community donate to my Youth Pantry?**

- Yes, community members can donate food to your Youth Pantry.

### **Can individuals from the community volunteer in my pantry?**

- Non-pantry staff may help stock shelves, transport items, etc. but must have a background check in order to distribute food or interact with students.

### **Can students volunteer with my Youth Pantry?**

- We encourage pantries to get students and student groups involved with their Youth Pantry (unloading orders, stocking shelves, sorting food, etc.). *Students are NOT permitted to distribute food to other students due to privacy concerns.*

### **Will there be any changes to the inventory?**

- Inventory fluctuates throughout the month. We are seeing challenges with purchased items due to COVID-19. For more information, see the Agency Express activity status pop-up.

### **I have an issue that is not addressed by the FAQs. Who do I contact?**

Contact the Food for Kids coordinator:

**Jhonhenri Lee**

Email: [jlee@rfbo.org](mailto:jlee@rfbo.org)

C: 405-295-5431 O: 405-600-3127



# Youth Pantry FAQs