

How do I register my school for the School Pantry Program?

- If you are a returning school: refer to the email you received from the Regional Food Bank in July. If you cannot locate this email, please check to see if your school's principal has received it. If neither of you received it, please contact Jhonhenri Lee via email at jlee@rfbo.org or via phone at 405-600-3127.

If your school would like to become a new partner with us, please visit www.rfbo.org/foodforkidshelp/.

What is my NAV/Agency/School Number?

- This number can be located in your registration or confirmation email from the Regional Food Bank. Please search your inbox. **This number will be used to identify your school throughout the year.**

What is the status of my submitted registration?

- Returning school: Please allow three to four weeks for registration processing. If you have not received a registration after four weeks, please contact Jhonhenri Lee via email at jlee@rfbo.org or via phone at 405-600-3127.
- New schools: Onboarding starts Oct. 1 of each school year.

When will my deliveries start?

- Deliveries will start in September. Please refer to your confirmation email for your exact delivery date, time and location.

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 with following the link www.rfbo.org/foodforkidshelp

What is my budget?

- Refer to your registration or confirmation email for your monthly budget. Your budget is determined by your previous school year's data and your November and February reports. If you have questions about your budget, contact Jhonhenri Lee via email at jlee@rfbo.org or via phone at 405-600-3127.

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 or 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 your confirmation email. It is 0062p (your agency number). If you cannot find your confirmation email, contact Jhonhenri Lee via email at jlee@rfbo.org or via phone at 405-600-3127.

Where do I pick up my food?

- Refer to your registration or confirmation email or your emailed monthly invoice for your pickup location. Your invoice is emailed to you the day before your delivery each month. It can also be located in Agency Express.

Can you deliver directly to my school?

- Unfortunately, direct deliveries are not possible for most schools. 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 schools 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 school 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 school.

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

- Contact Jhonhenri Lee via email at jlee@rfbo.org or via phone at 405-600-3127 to update contact information. Be sure to include their full name, role in the School 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 identify 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 via email at helpdesk@rfbo.org or via call or text at 405-600-3152.

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 8am two business days 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 ordering guide to make sure that the order is submitted correctly with any necessary modifications. For additional assistance, contact the Help Desk via email at helpdesk@rfbo.org or via call or text at 405-600-3152.

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](#).
- This program is offered to your school at no cost. You are not responsible for paying the invoice. The invoice balance is a way for us to track the budgetary needs for the program.
- 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 school 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 schools. 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 school 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 school.
- 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 school's front entrance to a secure storage space**. For additional information on Regional Food Bank delivery policies, please see the School Pantry Manual.

What do I do if I miss my order window?

- Contact the Help Desk immediately via email at helpdesk@rfbo.org or via call or text at 405-600-3152. We will work with schools on an individual basis to determine the next step. Please note that a reschedule of a missed order window cannot be guaranteed.

What do I do if I miss my delivery?

- Contact the Help Desk immediately. We will work with schools on an individual basis to determine the next step, if contacted within a week of the missed delivery. Please note that a reschedule 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 school 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 school 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 school 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 schools in your area to see if they have any extra food as a first resort. If local schools cannot help, then contact Jhonhenri to determine available options. His email is: Jlee@rfbo.org.

What reports do I need to fill out?

- Three times a year (in November, February, and End of Year), 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 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 hold 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. If you continue to have issues, contact the Help Desk at 405-600-3152.

I can't submit my order.

School Pantry Program FAQ

- 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 8:30 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 school to benefit my school pantry?

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

Can individuals from the community donate to my school pantry?

- Yes, community members can donate food to your school pantry.

Can individuals from the community volunteer in my school pantry?

- Non-school 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 school pantry?

- We encourage schools to get students and student groups involved with their school 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. For more information, see the Agency Express activity status pop-up.

I'm having issues not addressed by the FAQs. Who do I contact?

Contact the Food for Kids Coordinator: Jhonhenri Lee via email at jlee@rfbo.org or via phone at 405-600-3127.