



Regional Food Bank of Oklahoma Food for Kids Delivery, Pickup & Drop Site Guidelines

Purpose

The purpose of these guidelines is to ensure deliveries are completed safely, accurately and efficiently while providing consistent expectations for partner agencies, school sites and Regional Food Bank staff.

These guidelines are intended for partner agencies operating School Pantry and Backpack Programs. In this version, partner agency language is retained, and school sites are expected to follow the applicable host-site expectations when receiving or coordinating deliveries.

Section 1: Partner Agency and School Program Partner Delivery and Pickup Guidelines

Please keep a copy of these guidelines for your records and share them with all staff, school contacts or volunteers responsible for receiving Regional Food Bank deliveries for School Pantry and Backpack Programs.

Delivery Expectations

Agency or School Representative

An agency representative or designated school contact must be present at the delivery site no later than the scheduled appointment time established by the Regional Food Bank Transportation Department.

Transportation Responsibility

Each partner agency or school program partner is responsible for transporting all food and products received from the delivery location to the appropriate school site, distribution point or agency facility unless other arrangements have been approved in advance.

Invoice Verification

- Upon receiving your order:
- Sign the driver's invoice acknowledging receipt.
- One signed copy remains with the driver.
- One copy is provided for your records.
- A final invoice will also be emailed to your agency or school primary contact the day before your scheduled delivery.
- If your order is delivered to an evening drop site, the host site will have a copy of your invoice available for signature the day you're scheduled to pick up.

Verify Your Pallets or Assigned Product

Before loading product:

- Verify the pallet number printed on the pallet tag.
- Verify the name printed on the pallet tag.
- Match the pallet agency or school number to the agency or school number on your invoice.
- For Backpack deliveries separated by school, verify the school's name and assigned case quantity before departure.
- This helps ensure you receive the correct order for the correct school or program site.

Product Discrepancies

It is **not necessary** to count every item before signing your invoice.

If items are missing, damaged or incorrect, please notify the Customer Experience Team within **three (3) business days** of delivery. If possible, include pictures of the discrepancy being reported. Invoice credits or adjustments will not be issued for discrepancies reported after three (3) business days.

Driver Safety

Drivers may arrive before your appointment to begin unloading.

For everyone's safety:

- Wait until the driver indicates it is safe to begin loading.
- Follow all driver instructions.
- The driver is not allowed to load directly onto your pickup truck, trailer, flat bed or similar vehicle.

Product Returns

Food returns require prior approval.

Before returning product:

- Notify the driver what product you are requesting to return.
- Contact the Customer Experience Team.
- A Return Authorization must be created.

Drivers cannot accept returned products without prior approval. Temperature-controlled products, including frozen or refrigerated items, cannot be returned once the driver has departed.

Returning Food Bank Equipment

Drivers will collect empty pallets, plastic crates, boxes and Gaylords.

Please prepare returned materials as follows:

- **Pallets:** Stack neatly, face the same direction, and keep off grass or dirt.
- **Plastic Crates and Boxes:** Break down boxes, stack neatly, and shrink wrap them together when possible.
- **Gaylords:** Return empty only, with no trash or plastic inside. Before leaving the site, please remove all shrink wrap and debris from the area. Have these ready at the exact same spot as the driver delivers your order at your agency or school.

Please notify the Customer Experience Team the same day if the driver does not pick up empty Regional Food Bank logoed boxes and pallets.

Delivery Delays

If a delivery is delayed due to weather, traffic, or mechanical issues, the Regional Food Bank will notify your agency or school.

Please do not contact Customer Experience unless the driver is more than 30 minutes beyond the scheduled appointment time.

No-Show Agencies or School Contacts

Drivers will wait 30 minutes after the scheduled appointment time.

If no agency or school representative arrives:

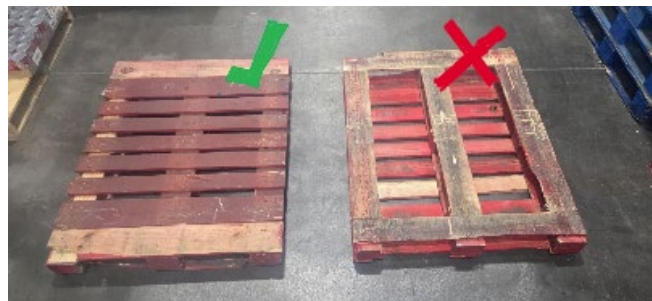
- The order will be returned to the Regional Food Bank warehouse.
- Customer Experience will coordinate new pickup or make new delivery arrangements.

Returning Cardboard Empties

Partners, your help in returning reusable materials makes a big difference! Please ensure the following items are prepared for pickup and returned to the Food Bank:

- Stacked pallets.
- Stacked banana boxes.
- Regional Food Bank logo boxes broke down and separated from regular cardboard boxes.

Please refer to the photos below for the preferred stacking method used by our drivers.



Why it matters: Returning and properly sorting these materials helps us save money by reducing the need to purchase new cardboard boxes. Every dollar saved can be redirected toward purchasing more food for neighbors facing hunger. Thank you for helping us maximize resources to serve our communities more effectively.

Section 2: School Pantry and Backpack Evening Drop Site Pickup Guidelines

Some Partner Agencies and school programs receive deliveries through designated drop sites.

Orders delivered to an evening drop site should be picked up as soon as possible the following day unless other arrangements have been made.

Partner Agency and School Program Partners Responsibilities

Partner Agencies and Schools are responsible for:

- Picking up orders promptly.
- Coordinating alternate pickup arrangements directly with the host site if needed.
- Transporting their own order to the assigned school or distribution location.

Host sites are not responsible for storing or managing another agency or school's order unless a separate agreement has been made.

Each agency and school will receive the assigned drop site name, address, contact information and a list of agencies assigned to that location.

Section 3: School Site / Host-Site Responsibilities

School sites participating in School Pantry or Backpack Programs should follow host-site expectations when serving as the receiving location for deliveries or pickups.

Delivery Arrival

Upon arrival, the school site or host site should:

- Assist with crowd management.
- Receive delivery paperwork from the driver.
- Verify pallet quantities received against the invoices.
- Assist with communication as needed.

Evening Delivery Expectations

For evening deliveries, the school site or host site should:

Use the FIFO (First In, First Out) method when product is delivered to the site.

Maintain proper storage space for cold, dry, and frozen products being delivered.

The driver is not responsible for sorting product to adhere to FIFO guidelines.

No-Show Schools or Partners

If a partner agency or school program partner has not arrived within 15 minutes of its scheduled appointment:

1. The driver contacts Customer Experience.
2. Customer Experience contacts the partner in question.
3. Customer Experience coordinates next steps with both the driver and partner.

Drivers will not leave orders without proper approval.

Backpack Program Deliveries

For Backpack Program deliveries:

- Customer Experience emails the site host a load summary.
- The summary identifies schools assigned to each delivery.
- The summary identifies the quantity of cases for each school.
- Drivers also carry printed invoices for each delivery containing school-level information.

Communication

Customer Experience will notify site hosts regarding delivery delays, cancellations, rescheduled deliveries, and new agencies assigned to the drop site.

Storage Responsibilities

School sites or host sites are not required to:

- Store another agency or school's order.
- Hold another agency or school's order.
- Load another agency or school's order.

These arrangements may be made directly between agencies and schools if both parties agree.

If assistance is provided, the host site should only do so when proper equipment is available, staff can safely assist, and space is available.

Customer Experience Contact Information

For questions regarding deliveries, returns, missing product, order discrepancies, or scheduling, please contact the Customer Experience Team at 405-600-3152 or cservice@rfbo.org.