



Transportation 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, drop site hosts and Regional Food Bank staff.

Section 1: Partner Agency Delivery and Pickup Guidelines

Please keep a copy of these guidelines for your records and share them with all staff or volunteers responsible for receiving Regional Food Bank deliveries.

Delivery Expectations

1. Agency Representative

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

2. Agency Responsibility

Each agency is responsible for transporting all food and products received from the delivery location to its own facility.

3. 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's primary contact the day before your scheduled delivery.

If your order is picked up from an evening drop site, the host site will have a copy of your invoice available for signature.

4. Verify Your Pallets

Before loading product:

- Verify the pallet number printed on the pallet tag.
- Verify the name printed on the pallet tag.
- Match the pallet number to the pallet listed on your invoice.

This helps ensure you receive the correct order.

5. Product Discrepancies

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

If items are:

- Missing
- Damaged
- Incorrect

Please notify the Customer Experience Team within **three (3) business days** of delivery.

- If possible, please include pictures of the discrepancy being reported.

Invoice credits or adjustments will not be issued for discrepancies reported past the three (3) business days.

6. 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's instructions.
- The driver is not allowed to load directly on to your pickup truck, trailer, flat bed, etc.

7. Product Returns

Food returns require prior approval.

Before returning product:

- Notify the driver of what it is you are wanting to return
- Contact the Customer Experience Team.
- A Return Authorization must be created.

Drivers cannot accept returned products without prior approval.

Temperature-controlled products (frozen or refrigerated) cannot be returned once the driver has departed.

8. Returning Food Bank Equipment

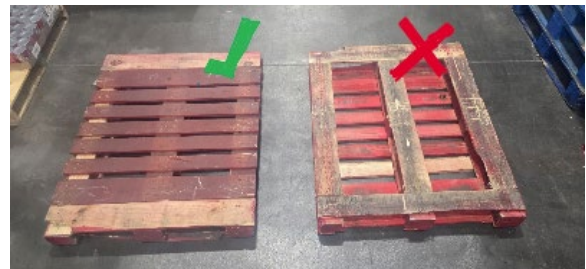
Drivers will collect:

- Empty pallets
- Plastic crates
- Boxes
- Gaylords

Please prepare returned materials as follows:

Pallets

- Stack neatly
- Face the same direction
- Keep off grass or dirt



Plastic Crates & Boxes

- Break down boxes
- Stack neatly
- Shrink wrap together when possible



Gaylords

- Empty only
- No trash
- No plastic

Before leaving the site, please remove all shrink wrap and debris from the area



9. Delivery Delays

If a delivery is delayed due to:

- Weather
- Traffic
- Mechanical issues

The Regional Food Bank will notify your agency. Please do not contact Customer Experience unless the driver is more than 30 minutes beyond the scheduled appointment time.

10. No-Show Agencies

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's warehouse.
- Customer Experience will coordinate new pickup or make new delivery arrangements.

Section 2: Evening Drop Site Pickup Guidelines

Some agencies receive deliveries through designated Partner Agency Drop Sites.

Orders are delivered to the drop site on evenings and should be picked up as soon as possible the following day unless other arrangements have been made.

Agency Responsibilities

Partner Agencies are responsible for:

- Picking up orders promptly.
- Coordinating alternate pickup arrangements directly with the host site if needed.
- Transporting their own order.

Host sites are **not responsible** for storing or managing another agency or school's order.

Each agency and school will receive:

- Assigned drop site name.
- Address.
- Contact information.
- List of agencies assigned to that location.

Section 3: Drop Site Host Responsibilities

Drop Site Hosts play an important role in ensuring deliveries run efficiently.

Delivery Arrival

Upon arrival:

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

Upon arrival for Evening Delivery:

- Make sure you are using the FIFO method when the driver delivers to your site.
 - Note: The driver is not responsible for sorting your product to adhere to the FIFO guidelines.
- Make sure there is proper storage space for cold, dry and frozen product being delivered.
- USDA items/product will be properly labeled but not sorted by the driver.
 - Note: You can refer to your invoice to identify these items if the labels are not visible.

No-Show Agencies

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

1. 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 also identifies the quantity of cases for each school.
- Drivers also carry printed invoices for each delivery. *These contain all information per school.*

Communication

Customer Experience will notify site hosts regarding:

- Delivery delays.
- Cancellations.
- Rescheduled deliveries.
- New agencies assigned to the drop site.

Storage Responsibilities

Drop Site Hosts 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 site host should only do so when:

- Proper equipment is available.
- Staff can safely assist.
- Space is available.

Customer Experience Contact Information

For questions regarding:

- Deliveries
- Returns
- Missing product
- Order discrepancies
- Scheduling

Please contact:

Customer Experience Team

Phone/Text: 405-600-3152

Email: cservice@rfbo.org

Thank you for partnering with the Regional Food Bank and for helping us safely serve our neighbors in need.