

Warehouse Rules, Ordering and Pick Up Procedures



1. All orders over 2,000 lbs must have two pick-up time slots. When your order exceeds 2,000 lbs, you must call to schedule a time where two slots are available.
2. Partner agencies must bring a copy of their order confirmation **e-mail** from Laura Sheriff or Lexi Prigge. If an agency does not have their confirmation e-mail with them, and their order has not been prepared, the order will need to be placed again and the pick-up rescheduled for another day.
3. Partner agencies picking up refrigerated and/or frozen items such as meat, produce, dairy, and deli products are required to use coolers or insulated blankets year-round to ensure food products are safely stored and transported. Insulated blankets are available for purchase on inventory, #8014.
4. Partner Agencies that do not have a freezer blanket or coolers with ice packs will be unable to pick up cold product and it will be returned to inventory. This applies to all pick-ups including, deliveries and produce tickets.
5. Partner agencies **MUST** be on time for scheduled appointments. Appointments are scheduled in 20 minute blocks. If the agency is 10 minutes late, they will only have 10 minutes to load their order and will not be allowed access to the produce ticket shopping area or freezer.
6. If a partner agency is unable to meet their scheduled appointment time, prior to missing their appointment, they **MUST** call the Food Bank of Iowa and reschedule their pick up.
7. If a partner agency does not show up for an appointment or reschedule a missed appointment by close of business the following day, the order will be returned to inventory and the agency will be assessed a restocking fee of \$25 on their next billing statement.
8. Order to the size of the vehicle making the pick-up – pallets will be restricted to 5 ft high. You must pick up your entire order in one scheduled appointment. Failure to do so could result in a restocking fee of \$25 on your next billing statement.
9. All shopped for products (produce, dry and miscellaneous products, including free items) must be weighed before the products are loaded into the vehicle. The partner agency will receive and sign a copy of the picking list at the time of the pick-up. Please pay attention to what products (and how many cases) are loaded as your signature indicates that all items have been received (including shopped for products) and loaded. You will be invoiced as such unless notified within 24 hours of any discrepancies.
10. Vehicles must be clean and free from contaminants such as old tires or batteries prior to arriving to pick up your order.
11. All agencies will be allowed no more than 15 minutes when shopping for perishables under a shopping ticket and **MUST** adhere to posted product limitations. If making a scheduled pick-up, your entire order must be loaded **BEFORE** you are allowed in the produce shopping area.
12. Only two agencies will be allowed in the produce shopping area at once. Priority will be given to agencies making a scheduled pick-up if there are more than two agencies waiting to shop.
13. If an agency is not shopping in the produce area at their scheduled pick up time, and wishes to return to do so later in the day, they **MUST** stop in the office and pick up a produce ticket before they return to the produce shopping area.

If you have any questions, please contact Lexi Prigge, Agency Relations Coordinator at 515-564-0330 or lprigge@foodbankiowa.org.

Helpful Hints

- Bring an additional person to help with the loading so that you have time to shop for additional items.
- If an incident arises that may cause you to be late or miss your appointment – call the Food Bank of Iowa and let us know.
- All items must be secured in the vehicle and protected from the elements.
- Please do not bring minors. Children must stay in your vehicle for safety reasons.

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