

EFFECTIVE MONDAY, JULY 5, 2005

TO: West Ohio Food Bank Member Charity

FROM: West Ohio Food Bank

RE: New Procedures for Ordering and Agency Pick Up

West Ohio Food Bank Ordering Procedure:

BY PHONE:

- Agency must call in orders between the hours of 8:30am-12 Noon & 1:00pm 3:30pm Monday-Thursday and 8:30am-11:00am on Friday.
- Have a day and time selected for your pick-up or delivery. We will confirm if your preferred time is available or work with you to find a time that fits our schedule and yours. **PLEASE NOTE:** We cannot take your order unless you schedule a date and time for pick-up.
- Please be on time. If you are 30 minutes late you will have to wait until the warehouse can fit you in. If you are a **no show** you will be charged \$20.00 for a restocking fee.

BY FAX:

- Agency may fax orders 24 hours by calling 419-222-2232. Make sure the organization name, phone number and contact person is on **each** faxed page. We will confirm if your preferred time is available or work with you to find a time that fits our schedule and yours. **PLEASE NOTE:** We cannot take your order unless you schedule a date and time for pick-up.

West Ohio Food Bank Order Pick Up Procedure:

- When you arrive at the food bank, close to your scheduled pick-up time, please back your vehicle up to the overhead door your Customer Service Representative scheduled you for. Please enter the food bank through the walk-in door that is beside the overhead door and announce your arrival to a warehouse employee. The warehouse employees and volunteers will load your vehicles, you will sign off that you witnessed your items being loading. You will then go in to the office to have your Customer Service Representative run your invoice.
- Please allow only two people per agency for an efficient pick up of product.
- Children are not permitted in the warehouse.
- **Return check fee is \$35.00 payable by cash or money order.**



West Ohio Food Bank, 1380 E. Kibby St., Lima, OH 45804,
Phone: 419-222-7946 Fax 419-222-2232