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**Warehouse Guidelines**

1. **Scheduling and No-Show Policy**
2. All members must schedule their appointment and place orders on Agency Express by 10 am on the business day before their desired pickup (i.e. an order for Monday must be placed by 10 am the preceding Friday). If a member would like to schedule a regular and recurring appointment, please contact Partner Services
3. When arriving at the Foodbank, all visitors must sign in with Foodbank in lobby area.
4. Members will be permitted **15 minutes** to browse and shop our assorted foods after their scheduled pickup time.
5. If your agency arrives late, or doesn’t show at all, to 3 appointments over a 3 month period, the Foodbank reserves the right to put your Agency on product hold for a minimum of 1 month. A missed pickup will also result in the cycling of your food order back into inventory. If you expect to be late or are unable to make an appointment, please contact Partner Services to avoid violation of our no-show policy.
6. **Warehouse Safety**
7. Pickups and shopping at the Foodbank is for authorized partner representatives only.
8. No one is allowed in the Foodbank warehouse (including cooler, freezer, and sorting area) unless accompanied by a Foodbank representative.
9. No more than two partner representatives (at a time) are allowed within the facility
10. No loitering in the warehouse and parking lot.
11. Use of the following items are not permitted in the warehouse: cell phones, food, drink, high heels, open toes shoes, and pets (including monkeys)
12. Loading of your shopping cart and vehicle is the responsibility of the agency. Please bring appropriate number of vehicles and personnel needed to load and transport your items.
13. Unless arranged otherwise, children under 18 years old are not allowed in the warehouse or allowed to shop with partners.

1. **Partner Guidelines**
2. Partners must not directly, or indirectly, sell or charge for any food obtained through the Foodbank. Foodbank food cannot be used for fundraising purposes.
3. Under no circumstances can Foodbank items be used for personal use, or to feed staff and/or volunteers. All Foodbank items are intended exclusively for the clients of member agencies, per the agency agreement. **Any violation of this policy will result in immediate suspension.**
4. Please return all banana boxes, crates and pallets to designated area in a neat and orderly manner.