

****ORDERING CHANGES EFFECTIVE AUGUST 11, 2014****

(Please read carefully)

In preparation for the conversion to Agency Express, and to assure that orders are handled equitably for all Agencies during the conversion period, the following changes will become effective August 11, 2014.

- 1) All orders phoned into the food bank on or after August 11, 2014 should be made to: Laronica Conway at 205-942-8911 x 106 or LConway@feedingal.org.
- 2) Orders must be placed at least three days prior to your desired pickup day. (For example: if you wish to pick up on Friday, your order must be placed by Tuesday.)
- 3) At the time you place your order with Laronica, she will advise you of the dates and times available for pickup. Order pickups that have already been scheduled through the end of this year will need to select a time for their pickup.

Time slots for Monday through Friday will be as follows:

7:15 am	9:30 am	12:30 pm <u>Not available on Fri.</u>
8:00 am	10:15 am	1:15 pm <u>Not available on Fri.</u>
8:45 am	11:00 am	2:00 pm <u>Not available on Fri.</u>

CLOSED: 11:45 am – 12:15 pm

No orders will be loaded AFTER 2:30 pm Monday through Thursday.

No orders will be loaded AFTER 11 am Friday.

- 4) If you fail to arrive for your pickup of your order during your scheduled time slot, you will need to schedule a new date and time for your pickup.
- 5) No pickups of any type will be allowed without a previously scheduled pickup date and time. If you stop by the warehouse without a previously scheduled pickup, no pickup will be allowed.
- 6) If your order can be loaded by forklift, please advise Laronica at the time that you place your order.
- 7) **Each Agency can schedule no more than two pickups per week.** This will assure that all Agencies have an equal opportunity to schedule their pickup. This limitation is subject to change.
- 8) Please make every effort to arrive on time for your pickup, but no sooner than 30 minutes prior to your scheduled time slot.