

Frequently Asked Questions: Food Access Edition

How can I access perishable product from the Food Bank? All product, including perishable product, is available to order on Agency Express.

How many orders can I place at a time? Agencies may have up to two open orders at a time and no more than one order per day. Your agency will have to pick up one of its open orders before you are able to place another order.

Can I still place an order for pickup? Yes, you are still able to place an order for pickup at our Tulsa location, even outside of your direct delivery or an RDS drop.

For pickup orders in Tulsa, where do I check in? You will enter through the sliding doors into the Agency Pickup Room and check in at the Order Office Desk. Please bring your Agency ID cards.

Why do I need to bring my Agency ID card when picking up an order at the Food Bank?

Agency ID cards help us identify which Feeding Partner you are receiving an order for. We have over 600 Feeding Partners, so ensuring we provide the correct order to the correct personnel is of high importance.

Will there be case limits on perishable product? Case limits will be assessed based on product availability.

How will produce quality be checked? We will conduct quality control checks as we prepare produce for your order. If you receive bad quality produce, please notify us immediately.

Am I able to request a direct delivery for my agency? If you are interested in receiving your orders via direct delivery, please let us know and we will see if we are able to offer your site a direct delivery.

Are there order minimums for direct deliveries? Yes. We are unable to provide direct deliveries to our Tulsa-local Partner Agencies for orders under 250 lbs.

I don't have cold storage at my agency. Will I be able to access perishable items on Agency Express? No; for food safety purposes, you must have cold storage to access perishable items from the Food Bank.

How frequently can I access the McAlester Shopping Room? Agencies in the Southern Region may access the McAlester Shopping Room up to once per day Monday – Thursday.

What counties make up the Southern Region? Choctaw, Haskell, Latimer, LeFlore, McCurtain, McIntosh, Pittsburg, and Pushmataha.

General Guidelines for Receiving Orders from the Food Bank

Tulsa and McAlester Pickups:

- Agency ID cards are required in order to pick-up orders and shop.
- Agencies must sign in at the front desk in the Agency Pickup area at the Tulsa Warehouse or the front desk of the McAlester Warehouse.
- Agencies may have up to one appointment per day.
- The loading area is reserved for Agencies picking up orders.
- Plan to load your own vehicle. FBEO staff may be unable to assist Agencies loading vehicles. Exception: Warehouse staff may be able to load pallets onto your vehicle with a forklift.
- Please do not order more product than you can load in your vehicle. We are not responsible for items left in the warehouse.
- Please do not order more product than your Agency can distribute/use in 30 days. This gives all Agencies equitable access to product.
- Product must be transported in a manner that prevents contamination and adulteration. Please adhere to the following requirements:
 - Temperature Controlled for Safety (TCS) foods must be held at temperatures appropriate to the relevant food items (e.g., safe temperatures for hot or cold TCS foods)
 - Use a visible active temperature retention system (e.g., refrigerated vehicle) or a passive temperature retention system (e.g., insulated coolers or bags, thermal blankets, etc.) for the safe transport of hot or cold food
 - All vehicles used for transporting product must have clean food storage areas and be maintained to prevent contamination or adulteration of the transported product
- Minors under the age of 14 are not allowed in the warehouse under any circumstances. If you bring a minor under the age of 14, please have someone available to watch them.

Deliveries:

- The driver will have an itemized invoice reflecting your order. When receiving the order, check its accuracy against the sheet provided. Note any shortages on the sheet so that you may be invoiced correctly once the driver turns the paperwork into the appropriate Food Bank staff.

- RDS: Partner Agencies located over 35 miles from the Food Bank can pick up orders at a Rural Delivery Service (RDS) site. A list of all RDS sites is available on the Feeding Partner Portal.
- RDS: Please arrive on time. The driver will remain on site for 30 minutes; if an Agency does not pick up its order, the Food Bank driver will take the order back to the Food Bank. The Partner Services Help Desk will contact you to reschedule your order.

McAlester Shopping Room:

- Agency shoppers must wear closed-toe shoes. In addition, please do not wear high heels.
- If your agency plans to do any shopping from the Agency Freezer, it is wise to bring a jacket and/or gloves with you.
- Do not stand on pallets. This will prevent tripping and falling, prevent your foot getting caught between the slats, and prevent your foot from breaking through the wood.
- Lift boxes properly to avoid personal injury. If you need assistance while shopping, please notify staff.
- Please select product from the top of the pallet and avoid “under picking”. Picking from under other cases may cause cases to fall. If you need assistance while shopping, please notify staff.
- Remain in designated shopping areas. Certain areas of the warehouse are “staff only” areas. Do not go into areas designated as staff-only. Forklifts are usually operating in these areas.
- Be aware of “honking horns!” This will alert you that a forklift is nearby. Shoppers are not allowed to operate power driven equipment.
- In the event you are involved in an accident/incident we require that you report it to the staff and complete an accident/incident report. Also, we ask that if you are witness to an accident/incident please report it to the staff and provide a written statement of what you have observed.
- Smoking is not permitted in the building.
- No weapons of any kind are allowed on the premises.
- No eating or drinking is allowed in the shopping room.