



Ordering Policy

FBLC sends out a shopping list every Tuesday (except around major holidays) which includes the items we currently have in stock. The procedures for ordering from this list are as follows:

- The shopping list has specific item numbers. To ensure orders are pulled accurately, orders must be submitted using the document provided by the Food Bank. These forms are printed, and orders are often pulled by volunteers.
- Orders must include agency name and pickup/delivery date and time.
- Orders are pulled in the order of their scheduled pickup/delivery.
- Same-week orders must be submitted by COB (4:30 pm) **no less than** two business days in advance. (e.g. Thursday orders due Tuesday).
 - Orders received after COB will be considered received on the following business day and will be ready no sooner than two business days later.
- **All** orders for the following week are due COB Thursdays.
- Orders that are not picked up on the date/time designated on the order form will be restocked unless other arrangements are made.

Requests for items that are not available on-demand (e.g. food drive, allocated product, etc.) still require an order since those items are not directly accessible to agencies when they shop.

There is a 300 lb. minimum for pantries to pre-order any on-demand product that is available on the shopping floor (donated and purchased product). The shopping list indicates the weight of each item in the "Unit Weight" column.

Each week when the shopping list goes out our "on-demand" product will be indicated by grey squares in the "Quantity Requested" column on the shopping list. If you would like less than 300 lbs. of these items, they may be picked up on a first-come, first-serve basis when your agency shops.

This policy helps us leverage our volunteer/staff time as effectively as possible, as well as reserves more storage space for food products by eliminating the need for small



quantities of on-demand items to be stored in redundant locations. Orders greater than 300 lbs. will continue to be pulled and wrapped ahead of time in their entirety to expedite the loading/delivery process.

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