



Creating Appointments for Pickup

Mandatory Starting October 2nd 2018

Food Bank closed for audit Monday, October 1st.

In order to better serve our vast network of agency partners, we are moving to a system of appointments. We will believe this will create a smoother experience, with shorter wait-time and less ticketing errors. We can better give each agency representative the attention they deserve while in the Food Bank. A vast majority of the 200 food banks across the US have moved to appointments; this is the industry trend.

How to schedule your appointment. For all pickups starting October 2nd:

1. Visit the **Agency Zone** page of the website: <https://www.foodbanknorthal.org/agency-zone/>
2. Click on **Make Pickup Appointment** Green Button at top of screen.
3. Select **Pickup at Food Bank- No USDA food** if you are NOT getting a USDA package. Select **Schedule a USDA pickup** if you are ordering a USDA package. Click on **Open sourcing times** if you want to see the times that all agencies can come, without an appointment.
4. Click on the date you want and an open appointment time. If a time is not listed, then it is not available for pickup. Click **Continue**.
5. Fill out the form. You must include a phone number and email address with your appointment. We will email and text you a reminder 24 hours before your appointment time.
6. If you want VAP, USDA food, or a full or half pallet of bakery or produce, please note that on the form.
7. Select **Complete Appointment**.
8. If you need to cancel or change your appointment, you can do that through the link in your conformation email.
9. You may also call our Food Sourcing team with questions or to cancel or change your appointment. The numbers are 256-539-2256x105 (Lee Moragues) and 256-539-2256x104 (Gloria Hollins).
10. USDA appointments must be made at least one week out. Non-USDA appointments must be made at least 24 hours out. If you are trying to make an appointment the day before, please make it online to confirm the time you desire is open. If you wait for us to call back, all the times might be taken and you will have to come another day.
11. Currently Wednesdays and Thursdays from 1-3 PM are "open pickup times" where partners can come without an appointment. This may change. To see open pickup times available each week, click on **Open Sourcing Times**.

If you have questions about this transition, please call Laura at 256-382-0286 or email her at communityrelations@fbofna.org. Thank you for your patience in this transition!