



Creating Appointments for Pickup

In order to better serve our vast network of agency partners, we require the use of our appointment system. This creates 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.

How to schedule your appointment:

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.
4. Click on the date you want and an open appointment time. ****THE HUNTSVILLE AND SHOALS LOCATIONS HAVE SEPARATE APPOINTMENT LINKS. PLEASE CHECK YOUR LOCATION WHEN SCHEDULING**** If a time is not listed, then it is not available for pickup. Click **Continue**.
5. Fill out the form. You must include your **AGENCY NUMBER**, a phone number, and email address with your appointment.
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 OR call our Food Sourcing team at
Huntsville: 256-425-6536 or 256-746-6099
Shoals: 256-760-5315*
9. **IF YOU WILL BE MORE THAN 10 MINUTES LATE, CALL THE WAREHOUSE TEAM TO LET THEM KNOW.**
10. In order to increase the likelihood of securing your preferred pickup time, **please make appointments at least 2 weeks in advance.** (Check our website for holiday closures to avoid being rescheduled).

If you have questions in regards to making your appointment, please call or email:

Amanda: 256-539-2256 ext 103 communityrelations@fbofna.org

Kelly: 256-539-2256 ext 115 agencyervices@fbofna.org