



## Foodbank Annie says...

*Help us be good stewards of the food resources we have by ordering responsibly.*

**Ordering:** All items on eHarvest are subject to availability at the time the order transmits to the warehouse for processing.

- All local pickup and delivery orders cut off two (business) days, by midnight, prior to local pickup or delivery.

**Exception:** When MOF is closed for holidays or special events, order cut off dates could be set earlier than your normal cut off dates. Mid-Ohio Foodbank will alert all agencies regarding closings and early cut off dates.

- All rural county delivery orders cut off seven (business) days, by midnight, prior to delivery and are subject to the same early cut off changes when Mid-Ohio Foodbank is closed. Mid-Ohio Foodbank will alert all agencies to closings and early cut off dates.
- Do not hold items or large quantities of product on your order only to adjust or return them to inventory at the last minute before order cut off time. When this happens other agencies are blocked from having a chance to order the products they need.

## **Changing Orders:**

- Select the correct date, time, delivery or pickup before you select the **START ORDER** button in eHarvest. If you make a mistake and need to change the date, time or type (pickup/delivery) please call the Orders Department 614.317.9426.

**To change an order:** We will delete the order at your request so you may start over and select the correct date, time and type of order (pickup/delivery). Keep in mind you run the risk of not being able to recover the items you originally ordered. Be careful and pay attention when *starting* an order in e-Harvest.

**To change an order after cut off:** If you need to change your order after it has cut off please call the Orders Department at 614.317.9426. We can only remove items from your order. New items cannot be added to your order.

## **Cancelling Orders:**

- We understand situations arise and you may not be able to keep your pickup appointment time or receive your delivery, we are happy to work with you to reschedule. Please contact the Orders Department 614.317.9426 as soon as possible to cancel/reschedule.

**To reschedule:** Arrangements need to be made to pickup within (3) three business days of your original order date.

## **Picking-Up an Order:**

- If you are an agency who picks up at Mid-Ohio Foodbank you have 30 minutes from the start of your appointment time to receive, check and load your order.
- Agencies are responsible for checking their orders at the time of pickup. We understand it is not always possible to verify each item on your order at that time. You have two days, including the day of pickup, to report any order issues.
- If you wish to select items from the SHOP-THRU area you may arrive no more than 15 minutes prior to your pickup to make selections. Keep in mind if you are unable to take your entire order on the day/time you are scheduled, and you have selected shop-thru items, you will be asked leave/return the shop-thru items and ***take your order first.***
- Space is limited in our distribution area and we work to keep things running on time. Please assist our efforts by bringing the proper sized vehicle to transport your order(s). On occasion we will accommodate an agency who needs to make a second trip to complete their pickup. However if this becomes a habit we will counsel the agency to place smaller and more frequent orders.
- If you need to change your pickup day or time after your order has cut off do not start a new order and place one or two items in your shopping cart to "save the date and time." This prevents another agency from being able to order for that day/time. Call the orders Department at 614.317.9426. We will do our best to work you into the schedule as time/space permits.