



Thank you for partaking in our A La Carte service! Please remember the following pick-guidelines:

- 1. Arrive on time.** A la carte additions can only be made during your appointment time. If you miss your appointment, you can come back later to retrieve your order (after rescheduling with your Regional Manager), but you will not be able to add to it.
- 2. Be mindful of the schedule.** To give all agencies a chance to shop, please do not stay longer than your scheduled 30-minute appointment. We also ask that all additions be made in the first 20 minutes, so the last 10 minutes can be dedicated to check out. No a la carte additions can be made between 12-12:30pm, after 3pm, or outside of your scheduled pickup time.
- 3. If you need to see a member of the programs team please arrange it ahead of time!** We are happy to be meet in person but need a head's up so we can plan accordingly.
- 4. You pick it, you pack it.** Not all produce will be prepackaged, so please bring your own boxes to pack your produce. (Note: we may have mesh bags available for certain items)
- 5. Stay in designated areas.** For your safety and the safety of others, please stay on the dock or in the designated areas of the warehouse. Partners are not allowed in the cooler or freezer.
- 6. Please be courteous.** Our staff and volunteers work hard to fulfill your order and keep pickup as easy as possible. Disrespectful treatment of staff, volunteers, or other partner agencies will not be tolerated, and your Regional Manager will be notified if an incident occurs. Please refer to the Professional Conduct section of your Agency Agreement for more information.
- 7. Follow directions.** Please follow instructions and directions from Distribution Center staff and volunteers. They want to keep you safe and get your food to you in a timely, orderly fashion.
- 8. Make your voice heard.** ALL questions, feedback, or concerns can be shared directly with your Regional Manager. They can be reached by phone, email, or text during busi-ness hours and will respond as quickly as possible.

Please note: These expectations and the Professional Conduct section of the Agency Agreement have been created to make your experience as smooth as possible. Failure to follow these guidelines will result in a loss of a la carte privileges. Repeated issues will result in permanent loss of a la carte privileges and/or suspension or inactivation.