

# Receiving Deliveries from Second Harvest Heartland

## Delivery Instructions

- Prior to your delivery, check your email for your estimated delivery window. As a reminder, the driver may arrive 30 minutes before or after this time and will still be considered “on time.”
- Remind your team how much product to expect. Clear space for your driver to unload.
- Arrive before the window to prepare your space. Set out cones, block parking, clear snow and ice, and direct traffic as needed.
- If you have pallets or plastic bins to send back to SHH, please ensure that all supplies are stacked efficiently and safely and are neatly organized and clean at the time of delivery.
- The ETA is a range, the driver is expected to arrive at the time on the left (start time) and it will take them until the time on the right (end time) to finish unloading. In this example we expect the driver to arrive at 10:17am and finish unloading at 10:39am. Please allow for 30 minutes on either side.
- Please be sure you have the correct person signed up to receive these emails. It is very important to let our partner services team know if there is a change in leadership or in who is receiving deliveries, so these emails are being sent to the correct person.
- Set realistic expectations for your receiver and volunteers. Drivers have multiple stops each day and may be delayed. For an ETA update contact the partner services team at [orders@2harvest.org](mailto:orders@2harvest.org)
- Designate one person to receive and greet the driver.
- Stay clear of trucks, liftgates, and pallet jacks. A good rule of thumb is to stay at least 6 feet from the Second Harvest equipment and personnel during delivery.
- Never try to touch or operate SHH equipment.
- Follow the delivery driver’s instructions – the driver decides what is safe for people and property.

## After your Delivery Instructions

- After the delivery is complete, inspect your orders for errors.
- Report concerns such as overages, missing, or damaged product to the orders team.
- You will not be charged for receiving a product you did not order, even if you decide to keep it. However, it does help our warehouse team keep track of inventory and provides us with key information on our order picking practices.
- Please report overages as well as shortages when you notice them!

## **Picking up and Order from Second Harvest Heartland**

- Partners can pick up Monday-Thursday from 9:00am to 12:00pm regardless of approved delivery date.
- Partners picking up an order are no longer allowed in the warehouse or in the trailer while the order is being loaded. This is for your safety as well as the safety and efficiency of our warehouse staff.
- Upon arriving at SHH, enter the south parking lot at “shipping and receiving” entry and pull to Door #19. Ring the doorbell and notify SHH staff member that you are picking up an order. Be sure to know your program name and sales order number.
- Pick-up staff must wait in their truck and/or vehicle when the order is being loaded.
- Please have pickup driver confirm that the load is secure before leaving SHH.
- Partners are responsible for checking their orders at the time of pick-up, once it's been loaded. We understand it is not feasible to verify each item on your order at that time. You have three business days, including the day of pick-up to report any order issues directly to the partner services team.
- Food Bank policy dictates that agency partners must bring a freezer blanket or coolers with ice packs, if frozen or refrigerated product is part of your order. This will ensure that proper food safe temperatures are maintained during transportation (allowable for travel time of up to 30 minutes).
- Freezer blankets are available for order through Heartland Hub.

## **Supply Storage and Return of Supply Policy**

As Second Harvest Heartland is able, supplies (pallets and crates) will be picked up for return at the next delivery. The supplies should be kept indoors for food safety precautions, and/or stored under coverage. If supplies are left outdoors and/or uncovered, it can lead to pest issues, animal droppings, mold, etc. as this can lead to contamination in trucks and the warehouse facility.

- All supplies must be stacked, organized and ready for collection at the time of delivery.
- If able, please stack empty pallets 8-10 pallets high, rather than short stacks.
- Supplies needs to be located outside the facility for ease of pick-up to return.

## **Winter Weather Reminders**

- Please thoroughly clear snow and ice to allow our truck to reach your delivery location including shoveling and de-icing pavement.

- Ensure the path to the door is at least four feet wide to accommodate a pallet jack and pallets.
- A driver may not be able to complete your delivery if they deem the area unsafe.