



Shop-Thru

Reminders



Dear Partner Agencies,

Please take a moment and read the Mid-Ohio Foodbank Shop Thru policy. We ask that you share the policy with any staff or volunteers who come to Mid-Ohio on your behalf so everyone is abreast of the latest information. If you have questions please call 614.317.9426

Thank you.

Agencies will not be permitted to wait in the lobby outside of business hours. You are required to wait outside, if weather permits, or in your vehicles until we open the lobby doors at 8am.

Shop Thru Hours: 8:00 am to 11:30 am. & 1:00 pm to 3:30 pm (3:00 on Fridays). The warehouse and distribution area closes daily from 12:00 pm -1:00 pm so staff may have lunch and replenish their work stations. If an Agency arrives after 11:30 am for Shop Thru or an order pick up it will be up to the discretion of MOF Staff if they can be sent out to the warehouse floor.

- *Order pick-ups will begin at 8:00 am.*
- *Agencies will be released five at a time to the warehouse floor, you will have (30) thirty minutes to select your items, load your vehicles and check out. After 30 minutes you will be asked to leave the Shop Thru floor. You may either sign in again and wait to be called back out to the Shop Thru floor or check out. We ask that you be respectful to other agencies waiting to go out to the Shop Thru floor.*

If you have an order to pick up, you may select your Shop Thru items during your 30 minute pickup time. You must load your order first. If you don't have enough room in your vehicle to take your order AND the Shop Thru items you have selected you will be asked to put the Shop Thru items back and take your order first. You may return or do your Shop Thru at a different time.

Please make sure your Shop Thru Sheet is signed off by our Inventory Specialist and is given to the person at the front desk in Agency Services to be processed.

**If you experience an issue with your order please let the person at the front desk in Agency Services know so we can determine the appropriate action to take.*

Shop Thru Floor Guidelines:

- *Check-in / Sign-in: Agency Name, Number and Arrival Time will be documented on the sign in sheet at the front counter. The Agency Services Receptionist will direct you to wait at the yellow guardrail in the warehouse until warehouse staff tells you that you can begin your shop. At that time you can grab a clipboard and shop thru sheet from the black cart. Please make sure all parties from the Agency have arrived prior to signing in i.e. drivers/trucks*
- *The Rule of 2: Only 2 people per agency will be allowed on the floor for Shop Thru.*
- *You may bring additional people but they will be asked to wait in the Agency Services Lobby until it is time to load the vehicle. That is the only time additional people will be allowed on the floor and at the sole discretion of the MOFB warehouse staff.*
- *Two Carts - One Agency: Only two push carts per agency are allowed during Shop Thru.*
- *Door /Loading Bay Assignment: Do not pull up to a bay door until assigned. If you are in a door slot and you were not assigned that door you will be asked to move your vehicle until it is your turn to load. You will be assigned a door by the Warehouse/Distribution Specialist. Until then your vehicle must be parked in the parking lot.*
- *NO OPENED TOED SHOES: Permitted in the warehouse. You will be asked to change shoes or send someone else out to the warehouse.*
- *NO FOOD OR DRINK: Is permitted in the warehouse. You will be asked to throw it out immediately or leave the warehouse till you are finished eating or drinking. No exceptions this is a safety issue.*
- *NO CELL PHONES: Permitted in the Shop Thru area. If you need to use your cell phone you may stand behind the yellow railing, you may use your phone in the Agency Services lobby, or you may stand outside on the sidewalk by the garden. No exceptions this is a Safety Issue.*
- *NO CHILDREN: Children under the age of 13 WILL NOT be permitted in the warehouse or on the Shop Thru floor. They must wait in the Agency Services Lobby.*
- *Reminder you may only have 2 people from your agency so if one of your two people is a minor they must be over the age of 13.*
- *PRODUCT BY THE CASE: When selecting case or boxed products you MUST take the entire case/box. Each case will be clearly marked as to the contents. You are not permitted to open the case and select what you want.*
- *STAY WITHIN THE LINES: Stay within designated Shop Thru Areas. This is a safety Issue. If you are found in the Warehouse beyond the Shop Thru you will be asked to leave. This is for your safety as well as the staff of MOFB.*

Mid-Ohio Foodbank
614.317.9426 PH | 614.317.9708 Fax
agencyservices@midohiofoodbank.org
www.midohiofoodbank.org/agency-zone

See what's happening on our social sites:



"This institution is an equal opportunity provider."