

Mid-Ohio Foodbank Shop-Thru Procedures

3960 Brookham Dr. Grove City, OH 43123

Desk phone: 614-317-9426

MOFB Distribution Area Hours:

Monday- Thursday

8:00 am to 11:30 am

1:00 pm to 3:30pm

Friday

8:00 am to 11:30 am

1:00 pm to 3:00pm

MOFB Shop-Thru Procedure

- When you arrive at MOFB, pull into the Food Agency Entrance located off Marlane Dr. (not the main entrance on Brookham Dr.) Park in a spot opposite the loading dock doors.
- Call **614-317-9426** to check in when you have arrived on site. Do not call this number before you have parked. This phone is not accessible through the main phone menu, so you must dial it directly.
- The MOFB staff member will ask you if you're picking up an order and/or doing Shop-Thru. Let them know you are there to do a Shop-Thru. You may be asked to give your organization's name and/or Agency Number.
- If a dock door is available, you will be directed to pull into that bay. If one is unavailable, we will ask for your phone number and call you when we have a dock door available.
- We ask that you wait in your vehicle in the designated area. Once a bay door becomes available, we will contact you and you can Shop-Thru and/or pick-up your order. Please do not pull up to a bay door until you have been assigned one. If you are in a door that you were not assigned, you will be asked to move.
- Once you pull up to the dock, enter the door to the left. A maximum of two representatives per agency are allowed on the floor at one time.
- Find the shopping cart containing Shop-Thru sheets and clipboards. The printed sheets contain a list of items available that day and the size/quantities of each item.
- Complete the top portion of the sheet, indicating your organization name, the date, and Agency Number.
- Find an empty cart and begin to load your items. Stay in the area marked on the floor with yellow tape. You may use up to two carts per agency. Produce items will be out on the floor. There may be dairy and other refrigerated items in the large walk-in coolers to your left.
- As you choose items, fill in the sheet accordingly. You have 20 minutes to complete the Shop-Thru. Leave your carts at the door where your vehicle is waiting and find a warehouse representative to sign-off on your sheet.
- Once the sheet is completed, go through the door to the office and turn it into the staff member at the window. You must turn in your Shop-Thru sheet before you load your vehicle.
- Proceed to the loading area. You have 10 minutes to complete the loading. If you have an open vehicle, such as a pickup truck, your load must be strapped down before you will be allowed to leave the docks.
- Return to the office and retrieve the printed receipt of your Shop-Thru from the desk. The desk attendant may also provide you with other receipts and invoices for your agency.
- Once you receive your invoices, you are done. You may proceed to your agency.

Distribution Area Safety Precautions

- All agency partners will be limited to 30 minutes in the distribution area: 20 to shop and 10 to load.
- All loads must be strapped down before you leave.
- Only two people are allowed on the distribution area floor at a time.
- Two carts are allowed per agency partner.
- No food or drink are allowed on the distribution area floor.
- No cell phone use is permitted on the distribution area floor.
- No open-toed shoes are permitted on the distribution area floor.
- All non-employees must stay within the designated Shop-Thru area.

Heart to Heart is Agency #1042