

Delivery Service Frequently Asked Questions:

Q: How many deliveries per month can I receive?

A: An agency can receive up to four deliveries per month (one order per week, per program).

If you are unable to receive a delivery because it will not coincide with when your volunteers are available or it does not coincide with your pantry schedule, you may contact us to make pickup arrangements. However, please note that you are subject to lose your place on the delivery schedule should there be consistently missed delivery appointments.

Q: Is there a delivery fee?

A: Yes, each delivery holds a fee of \$30.00 per program order per delivery. The exception is if the delivery is coded as a “Special Delivery”

Q: What is a “Special Delivery”

A: A special delivery is an occasion when the food bank has an overabundance of perishable items such as breads and pastries, cooler, frozen, & produce items that need to get moved out quickly in order for them to be consumed by your clients in timely manner. These deliveries are made sporadically as the need arises. Special deliveries are not charged the \$30.00 delivery fee.

Q: What does it mean to have a “scheduled” delivery time?

A: Your driver will have a scheduled time to be at your location. Please allow 15 minutes prior to that time and 15 minutes after that time for traffic, weather and/or other unforeseen circumstances that may cause the driver to be early or late. We will strive to be at your location as close to the scheduled time as possible. If we will be more than 15 minutes late, we will contact you with an approximate estimated time of arrival.

Q: What types of changes effect the schedule and how often?

A: Delivery schedules are subject to change. Our delivery schedule is carefully worked out according to geographic locations. When something like a new agency is added or a new store pickup is added or any one of those things is removed, it causes a shift in the schedule. If a driver has to miss work or a truck is in the shop, these things would also create a need to alter the schedule on any given day and sometimes without prior notice.

We certainly appreciate your flexibility in our efforts to serve you efficiently as well as cost effectively for Second Harvest. We will notify you as soon as possible of any changes should they occur.

Please feel free to contact Gina Smith, Customer Service Coordinator at 440-960-2265 ext 322 should you have any questions or concerns. Thank you