



Ozarks Food Harvest

Delivery Information

As of this year, Ozarks Food Harvest is delivering to almost 200 agencies and the number is continually growing. As hunger rates increase, agencies are ordering more products than ever before. Truck loads are noticeably heavier on almost every delivery route resulting in a later delivery time for you than usual. We are working to serve more customers in the outlying areas, save gas and mileage, and provide better service to you! Due to these factors, we ask each delivery agency to follow certain procedures to help us best serve everyone.

- The first time you receive your delivery, we ask that someone be available at the site during business hours between 8am to 4:30pm to accept delivery.
- After your first delivery, the next month, we should have a better idea of an approximate delivery time; however keep a **four hour** window open either in the morning or afternoon.
- Please be patient with the drivers who are new and will be driving the routes for the first time.
- For those of you with a new delivery day, please be patient while waiting for the truck. The driver needs to get accustomed to the new routes.
- On your delivery date, please make sure you have a crew of volunteers to help bring in your order, especially if you receive USDA commodities. Because of the increased volume, the driver can no longer take time to help you.
- Please do not hold the driver up by checking your order. If you find a discrepancy just call to let us know and we will be happy to correct it for you.
- On your delivery day, keep your parking area free of cars so the truck can get in as close as possible. During the winter, remove ice and snow.
- Don't forget to return your banana boxes, totes or skids to the driver.

WEATHER & HOLIDAY EXCEPTIONS: We will notify you of any delivery exceptions, such as holidays, special events, or bad weather requiring the day to be rescheduled. When Springfield Public Schools are closed for bad weather, Ozarks Food Harvest will be closed and your delivery will be rescheduled. On your delivery day, Scott Boggs, Warehouse Facility Supervisor will check weather conditions in your area and will let you know if we will not deliver that day. If you do not get a phone call from us on the day of your delivery, you can expect your delivery to be there. If the delivery route is running but you decide you are not able to accept your delivery, call Scott Boggs immediately, especially if you know the day before. If you decide not to accept a delivery that is already on the truck it won't be rescheduled and you will need to make an appointment to pick up your order, although delivery charges will still be applied. Please be patient with the truck driver as it takes more time driving and unloading during bad weather, especially with heavier truck loads. If you have any questions about your delivery, please contact Scott Boggs, at (417)865-3411. Ext. 108. Again, we thank you for your support, cooperation, and patience as we work together to serve the hungry in southwest Missouri.

Please print and sign your name below and return by mail or fax 417-865-0504

Agency Name: _____

ID# _____

Agency Executive Director or Administrator *Signature*

Date: _____

Agency Executive Director or Administrator *Printed Name*

Please make sure to keep a copy of this form in your files.