

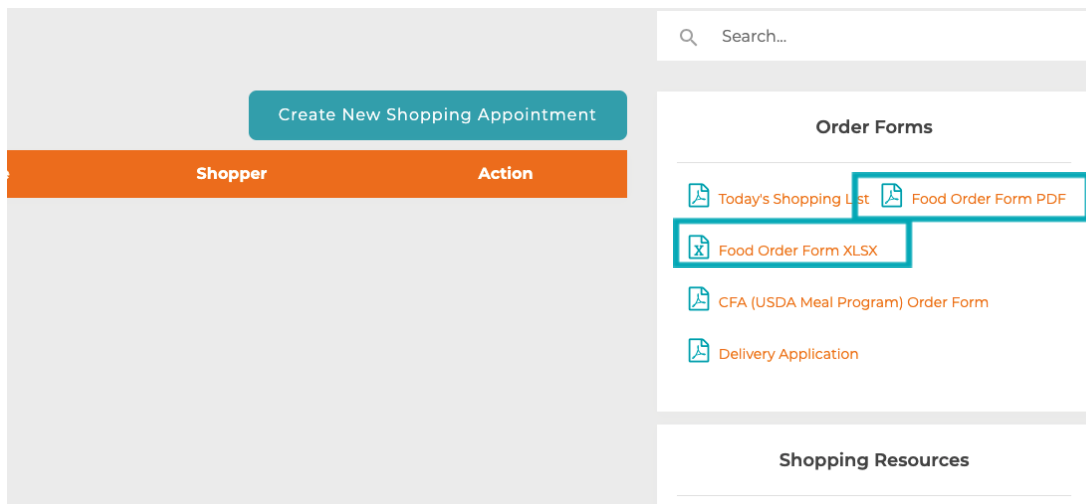
# Food Order Form Handout

## Introduction

- Use the Food Order form to place an order for pick-up or delivery.
  - Pick-up: 40-case minimum
  - Delivery: 60-case minimum
- You must complete the Delivery Application and have deliveries approved before you can place a delivery order.
  - Please see the Delivery Application Handout for further instructions.

## Access the Food Order Form

1. After logging into Partner Portal, select Shopping>Appointments or locate the forms on the Home page.
2. There are two versions of the Food Order Form in the Order Forms section: PDF or Excel.




- o Download the latest Food Order Form from Partner Portal before submitting a Food Order.
  - Select the Food Order Form PDF for a PDF version you can easily print to fill out.
  - Select the Food Order Form XLSX for an Excel version you can easily fill out from your computer.

## Fill Out the Food Order Form: Header

1. Open the Food Order Form.
2. Locate the Case Limit by Agency Group Guide (top left).

Case Limit by Agency Group Guide	
Agency Group	# Client Served
A	Over 5000 people served per month
B	Over 1000 people served per month
C	Over 500 people served per month
D	Over 100 people served per month




### Food Order Form

---

<b>Agency Name:</b> _____	<b>Agency #:</b> _____
<b>Order Date:</b> _____	<b>Requested Pick-up Date:</b> _____
<b>Ordered By:</b> _____	<b>Requested Delivery Date:</b> _____

3. Use the information to determine your organization's Agency Group. An explanation of the Case Limit by Agency Group Guide table is below:

	Your Agency Group is	If your organization serves between
	A	5,001+ people per month
More	B	1,001—5,000 people per month
	C	501—1,000 people per month
Fewer	D	101—499 people per month



4. Make a note of your organization's Agency Group (for example, "A")

5. Complete the header section of the Food Order Form.

a. Agency Name: The name of your agency/organization

<b>Agency Name:</b> _____	<b>Agency #:</b> _____
<b>Order Date:</b> _____	<b>Requested Pick-up Date:</b> _____
<b>Ordered By:</b> _____	<b>Requested Delivery Date:</b> _____

b. Order Date: The date you are submitting the order.

c. Ordered By: YOUR name (the name of the person filling out the form).

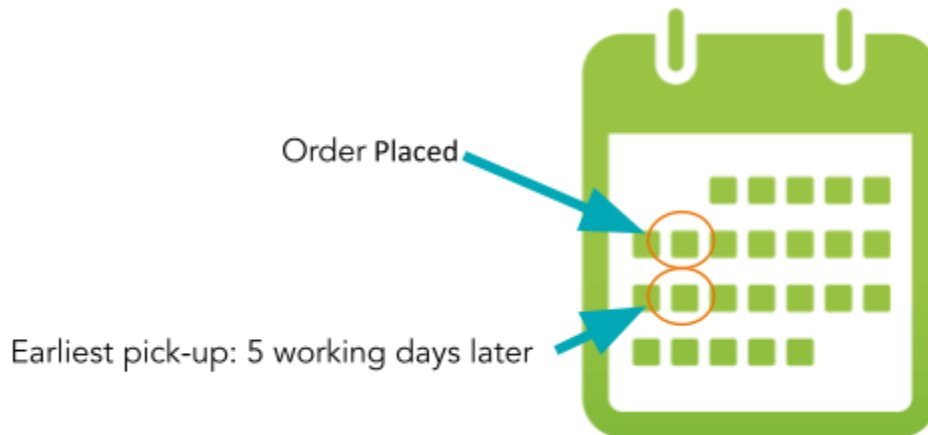
Note: This does not have to be an authorized shopper.

d. Agency #: Your agency's/organizations ACCFB-assigned agency number (example: A1234)

e. Requested Pick-up Date OR Requested Delivery Date:

- This date must be at least **5 working days** after the date you submit the order. For example, if you submit the order on Monday, you can request pick-up as early as Monday of the following week. *Exception: If there is a holiday, please allow extra days based on ACCFB closure. Pick-ups cannot be scheduled on a holiday.*

Example:



## Fill Out the Food Order Form: Items

1. Fill out the Order Case Qty column with the number of cases of each food item you want to order. Use the Max Qty columns to determine the number of cases to order, based on your Agency Group.

Example:

- o You are ordering Quick Oats (item F5007).
- o Your organization serves about 1,500 people per month and is Group B.
- o Based on your Agency Group, it is recommended you order a maximum of 63 cases.
- o You decide to order the maximum amount (63 cases). *Note:* You can order less than the maximum amount. If you require more than the maximum for your Group (for example, for a special event), please notify your ACCFB Program Coordinator or include a note when you submit your order, so ACCFB can best accommodate your needs.

Core Items									
Brown Rice, Oat, Whole Wheat Pasta, and Cereal									
Nutri Measure	No.	Max Qty Group A	Max Qty Group B	Max Qty Group C	Max Qty Group D	Description	Cases per pallet	Fee per Case	Order case Qty
1	F5007	84	63	42	21	Oats, Quick, 12/18 oz. Dry.	84	\$ -	63
1	F5014	77	58	39	19	Pasta, Spaghetti, Whole Grain, 20/1lb. Dry.	77	\$ -	
1	F5099	99	74	50	25	Rice, Brown 12/2lbs. Dry	99	\$ -	

2. If you do NOT receive regular large produce deliveries, you can request assorted fresh produce by the bin to be added to your pick-up and delivery order on the Food Order Form. If you want specific items (for example, apples only or onions only), note your request in the comments section. ACCFB will accommodate requests if possible.

2	P5067	120	90	60	30	Pork Ground, 10/1lb. Frozen.	120	\$ 24.75
<b>Fresh Produce available base on the daily inventory availability due to limited to supply available and seasonality.</b>								
<b>Order quantity by bin quantity.</b>								
Description		Agency comments/specifications				Order Bin Qty		
Fresh Vegetables (50 household serving per bin) (~600 lbs - 900 lbs)								
Fresh Fruits (50 household serving per bin) (~600 lbs - 900 lbs)								

Type/write special requests for fresh produce bins.

Write/type the number of bins you want to order. Each bin serves approximately 50 households.

## Submit the Food Order Form

- Email (Excel or scanned handwritten form): [food.bank.orders@accfb.org](mailto:food.bank.orders@accfb.org).
  - Include the name of your organization (agency) in the email Subject line.
- **IMPORTANT:** To ensure your order is received timely, submit the order form to this designated email address.
- ACCFB will confirm receipt of your order and confirm the pick-up or delivery date.

## Pick Up an Order

- Pick up your order on the scheduled date between 7:30am and 2:30pm (closed 11:30-12:30).
- Check in at the Community Market sign-in desk. You will sign your invoice, and also receive a copy of your invoice.
- You will present the copy of your invoice to ACCFB warehouse staff at the pick-up door.
- **Orders that are not picked up within 24 hours of the scheduled pick-up date will be re-stocked,** and you will need to re-submit a new Food Order Form.

## Delivery

- Your delivery will arrive within the scheduled 90-minute delivery window.
- Your organization's designated delivery contact person or persons **MUST** be available during the delivery window. If your delivery contact person changes, notify your ACCFB Program Coordinator.



## Cancel or Reschedule an Order

- To cancel or reschedule an order, notify ACCFB at least **2 working days** in advance of the requested pick-up or delivery date.
- Email [food.bank.orders@acafb.org](mailto:food.bank.orders@acafb.org) AND your Program Coordinator.
  - Subject line: Include the name of your organization (agency) in the email, and either “RESCHEDULE ORDER” or “CANCEL ORDER”
  - Body: Include the original pick-up or delivery date. To reschedule, include the new requested pick-up or delivery date.