



DELIVERY INFORMATION

Welcome to Ozarks Food Harvests' network of almost 200 agencies across 28 Missouri counties who are on delivery. Deliveries are awarded to agencies that demonstrate their commitment and ability to comply with requirements stated in the Agency Membership Agreement. The privilege of delivery may be terminated at any time if an agency does not meet 100% compliance. To guarantee compliance, please carefully read the following:

Your agency has been approved to receive deliveries on the _____ of every month.

Deliveries are charged 4 cents/lb, in addition to the shared maintenance fee of 18 cents/lb.

A week before your delivery you will need to place your online order. When placing your order you will select **"DELIVER to our AGENCY"** in the dropdown box on the checkout page. For ordering purposes, a time must be selected but does not apply. (SEE PAGE 7 OF THE ONLINE ORDERING GUIDE FOR EXAMPLES). If we need to reschedule your delivery in advance due to holidays or special events we will contact you by email. For extreme weather delivery changes please see **EXTREME WEATHER POLICY** below.

The first delivery we ask that you have staff available from 8am-4:30pm. After your first delivery, we should have a better idea of an approximate delivery time; however, unexpected delays can happen, so always keep a **four hour window** open for delivery (based on your typical delivery time). We will notify you if we are unable to deliver due to any unexpected circumstances.

Please have staff available to help unload your order.

To keep the driver on schedule, please allow him to unload your order and leave. If you find a discrepancy call 417-380-5007 and we will be happy to correct it for you.

Keep your parking area free of cars/any obstacles so the truck can get as close to your building as possible. During the winter, please help us by removing any ice or snow.

Please return, after use, all banana boxes, totes, pallets and skids to the driver on your next delivery.

A minimum of 300 pounds must be ordered to receive a delivery.

A history of timely report cards, invoices, etc. must be maintained to remain on delivery.

EXTREME WEATHER POLICY: As a general rule, when Springfield Public Schools are closed due to bad weather, Ozarks Food Harvest is also closed, so no deliveries will take place! You will be notified when your delivery will be rescheduled. If Springfield Schools are open but weather is questionable, Scott Boggs, Warehouse Facility Supervisor, will check weather conditions in your area and call you if we are unable to deliver.

If you do not get a phone call on the morning of your delivery, you can expect your delivery to be there. Please be patient with the truck driver as it takes more time driving and unloading during bad weather. If the delivery route is running and you are not able to accept your delivery, please call Scott immediately! If possible, please alert us within 24 hours of your delivery. If you are unable to accept a delivery that is already on the truck, it will not be rescheduled. You will need to make an appointment to pick it up; delivery charges may still apply.

Again, we thank you for your support, cooperation and patience as we work together to serve those in need across our service area of 28 Missouri counties.

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

Agency Name: _____ ID# _____

_____ Date: _____

Agency Representative/Title (*print/sign*)

Please post a copy of this form for all staff to see.