

## **01/01/2024 Agency Order Process Change**

It has been a busy year for the food bank! A branch closure, many new partners, and logistical constraints—all coupled with increased need from our neighbors—have provided us many challenges to work through. However, as with all challenges, we have been given many opportunities for grow and improve the way that we support you and serve those most in need.

One area that has experienced a great deal of strain is within our Order Fulfillment department. This team is responsible for assembling all orders of the product that you receive. Because of increased demand, the team is finding it increasingly difficult to fulfill your orders within the timeframe that is allotted. In order to provide you accurate and complete orders, we need to increase the length of time our team has to assemble your orders.

What does this mean? Beginning January 1, 2024, you will have to submit your order through PWW **three business days prior to the date of pick-up/delivery by 8am** for it to be approved. For example, if you would like to pick up your order at 10am on Monday, you would need to have that order submitted no later than **8am on the Wednesday before. If you submitted your order at 10:30am on Wednesday for the following Monday pick-up, it would not be fulfilled. You will be contacted by a staff representative to help you arrange for a suitable alternative.** The reasoning behind this is orders are printed first thing in the morning at 8am to allow the team full days to assemble the order. To truly give them the extra time they need, the orders must be in by 8am.

For those of you who utilize a direct delivery or depot delivery, sticking to these cut-offs and to your appointed schedule is **critical**. In order to support you through this change, we have created a detailed Depot/Delivery Schedule, for each area. This schedule includes the date of delivery, the date and time of order cut-offs (i.e. when an order must be submitted to us to be added to the depot/delivery), and notes regarding any relevant changes related to holidays or closures. These schedules will be posted to our website and a link will also be added to the Homepage of PWW. Our hope is that by having this information at your disposal, you will be able accurately submit orders for the correct dates and times.

We are still refining the schedule for our Southwest partners. Please know as soon as this is complete, it will be shared with you.

Below are the answers to several questions you may be having, as well as some pertinent reminders:

**What if I submit my order after 8am three business days prior to my desired pick-up/delivery date?**

If you submit an order outside of the cut-off window, it **will not** be fulfilled for the requested date.

Local agencies who pick-up will have their order adjusted to next available date and contacted by a member of our team to discuss the options.

Agencies utilizing a depot or delivery, will have their order automatically moved to the next scheduled delivery date. This is the same process we have now.

### **Can I submit multiple orders?**

You can submit multiple orders, rather than leaving an order open indefinitely in our system, that you continue to add to.

When you submit multiple orders for the same day, we review each one and combine them together, creating one larger order.

This is our preference as it helps us plan and control the weights of orders. The weights of overall orders are important to ensure they safely and legally fit on the assigned vehicle scheduled to bring them.

### **How long can I leave an order open to add to it when needed?**

Orders can remain open in the system for up to three days.

You can submit multiple orders, rather than risk leaving an order open past the 72 hours limit at which point it will be removed from our system.

This is to enable all agencies equitable access to available products.

### **I'm in the Upper Peninsula, what is my actual delivery date?**

For our partners in the Upper Peninsula, your "Delivery Date" is scheduled for the day the truck **leaves our warehouse, not the day it physically arrives to you.**

This ensures the truck leaves on time and gives the driver the flexibility to contact each agency and arrange the stop times. This is necessary for the Upper Peninsula as the distance is greater, the orders are larger, and different partners order at different times.

Our driver will continue to make contact with you throughout the delivery to confirm your physical delivery time.

### **Who does this order process change affect?**

These changes are for **all** partners—local pick-up, direct delivery and depot delivery alike.

If you have any questions related to these changes, existing orders, depot schedules, route or delivery issues, please reach out to our Order Administration Team:

**Diane Avra - [DianeA@feedwm.org](mailto:DianeA@feedwm.org)**

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**616-389-6361**

We want to thank you for your hard work, flexibility, and willingness to help serve those most in need within your community. Without your teamwork, none of this would be possible!