



Fighting Hunger. Giving Hope.

January 4, 2019

To: Agency Representatives
From: LaRonda Simes, Agency Relations Manager
Subject: IMPORTANT - Order Pick at Food Bank's Commerce Location

Starting February 4th 2019, all agencies will need to pick up their TEFAP shelf stable items at the Food Bank's Commerce warehouse located at 6055 Randolph Street, Commerce, CA 90040. The Commerce facility is approximately eight miles from the Food Bank's main site located on 41st Street. The average commute time between our main site and our Commerce site is 25 minutes.

Agencies may pick up at Commerce and 41st on the same day. Appointments will be given one hour apart from each other. Each agency's first appointment will be at the Commerce location since this order is shelf stable and reduces food safety temperature concerns. Agencies are required to utilize an appointment time for each warehouse pick up. **Appointments are given on a first come, first serve basis, however, your agency currently pick ups weekly from the Food Bank and you are being notified via this letter prior to other Food Bank agencies that order less frequently. Please contact the Agency Relations department ASAP to request your warehouse appointments.**

Commerce Pick Up Hours – 5:30 am – 1:00 pm

41st Street Pick Up Hours – 6:30 am – 2:30 pm

TEFAP SHELF STABLE ORDERS VIA AGENCY EXPRESS (Online Ordering)

All agencies will now have two accounts in Agency Express. All orders will still need to be placed 48 hours in advance of the scheduled pick up appointment. Agencies are encouraged to have two appointments on the same day one hour apart, however, if necessary two appointments on separate days will be granted on a case by case basis.

Your agency will need to place two orders. One order is for 41st Street location use your regular user name (Example: AE1234). The second order is for Commerce location use user name would be (Example: AE775C).

Login Information TEFAP Commerce Order

User Name: AE1234C

Password: change12

Program Code: 0045p1234C

PICK UP PROCEDURES AT COMMERCE LOCATION

- 1) The attendant at the guard shack will ask each agency representative for their agency card. **Agency representatives must bring agency card to every pick up.**
- 2) Attendant will instruct agency which parking spot to park in. Attendant will radio the warehouse that the agency has arrived. Agency order will be brought out to the appropriate parking spot by a LARFB fork lift driver.
- 3) The fork lift driver will bring picking tickets and invoice (premade) for signature by agency representative.
- 4) Agency hand loads vehicle if necessary and then departs most likely to the Food Bank's 41st Street warehouse to pick up refrigerated, frozen, and non TEFAP shelf stable items on order.

NOTE: It is extremely important for all agencies to arrive no more than five minutes prior and no more than five minutes later than their appointment time. This will allow the Food Bank to quickly service all agencies according to schedule. Our Commerce location has more agency parking spaces than 41st Street and there is less other Food Bank activity occurring simultaneously. A small number of agencies began the program in December and the Food Bank serviced these agencies within 10 minutes of their arrival.

IF YOU ORDER AND DO NOT PICK UP YOUR ORDER ACCORDINGLY YOUR ORDER WILL NOT BE HELD UNTIL THE NEXT DAY IT WILL BE PLACED BACK INTO STOCK. IF THIS OCCURS ON A REGULAR BASIS WITH YOUR AGENCY THEN YOUR ACCOUNT IS SUBJECT TO SUSPENSION OR TERMINATION.

41st STREET FRONT DOCK SHOPPING HOURS – Effective 2/4/19

The morning front dock shopping hours (without an order) will begin at 6:00 am (changed from 5:30 am) and end at 7:00 am (changed from 6:30 am). Agencies that wish to shop the front dock during this time frame that do not have an order will need to sign in before 6:30 am.

There are no changes to the afternoon front dock shopping hours which remain Monday – Friday 1:00 – 3:00 pm.