



## Shipping Policies

### Loading of Agency Vehicles:

- Agency vehicles of dock height (45-51") are eligible for loading by GBFB via ride-on pallet-jacks
- Trucks less than 45" may also be eligible for loading by GBFB via a walk-behind jack or hand-operated pallet jacket. Please see Agency Relations to arrange for a safety evaluation if you wish to have your vehicle loaded.
- Agencies with small box trucks, SUVs, or cars, should plan to bring sufficient volunteers in order to hand load.

### Normal Business Policy:

- All order cancellations must be received by 10:00am the day before the appointment.
  - *Example: Monday, 2:00pm order must be cancelled by Friday 10:00am.*
  - Cancellations not received by this deadline, will result in a \$25 per pallet restocking fee.
- If rescheduling an order:
  - Agency must reschedule and pick-up within 3 business days or a \$25 per pallet restocking fee will be assessed.
- Please place orders appropriately based on the size of the vehicle used to pick up the products. Product cannot be left behind or picked up on a second trip.
  - A \$25 per pallet restocking fee will be assessed for product that is left behind.
  - Remember to bring sufficient volunteers for loading your vehicle

### Storm Policy – Boston Orders:

The severity of the winter of 2014 caused GBFB to make decisions about closure several times. The safety of team members, agencies and volunteers is paramount in the decision making process followed by the on-going focus to distribute food to those in need. The logistics involved in the daily operation are difficult to postpone and reschedule on short notice. Additionally, there is a high cost associated with restocking cancelled orders.

Given that the operation at GBFB has become more complex, rather than wait for meteorologists to solidify their forecasts, GBFB will take a proactive position against significant storm threats (ie: high winds; accumulating snowfall, hurricane, or Nor'easter forecasts). To this end, GBFB will be utilizing a new "Inclement Weather Policy" effective immediately, which will assume that an upcoming storm will be significant enough to safely prevent normal operations and GBFB will therefore be closed.

- In the event of a storm, GBFB will send an **email** communication notifying affected agencies of the upcoming closure and the fact that all orders for that day will be cancelled. Please ensure that GBFB has a current, routinely monitored email address on file for your agency.
- Agencies should plan to access ShopGBFB, schedule a new appointment date/time, and place a new order.
- Please Note: Orders may not be rescheduled. A new order must be placed.
- In order to accommodate additional agency appointments in the days following a storm, GBFB will open up extra shipping bay doors and be prepared for heavier volume.

### Storm Policy – Cross Docks:

- The same policy of closure and order cancellation applies for Cross Dock locations.
- If rescheduling is possible, GBFB will make every effort to do so. However, not all cross-dock sites are flexible and the GBFB transportation schedule does not always allow for last minute changes.
- Cross Dock agencies are welcome to come to GBFB to make-up any missed appointments.

### What if a storm doesn't end up materializing?

- In the event that a predicted storm does not materialize, GBFB will be open for Marketplace-Only appointments.
- Schedule Marketplace-Only appointments via ShopGBFB, the kiosk in the GBFB Agency Waiting Area, or by calling 617-598-5000.