

DELIVERY DAY WORK FUNCTIONS

OKLAHOMA FOOD COOPERATIVE

PRE-DELIVERY DAY

1. Load ice chests and bring to delivery day.
2. Print labels for ice chests.
3. Put labels on ice chest cards and assign by route.
4. Prepare pre-addressed envelopes and handout explaining payment policy for members not paying when they pickup their groceries.
5. Print customer and producer invoices.
6. Make sure everything on the delivery day checklist is loaded.
7. Get dry ice and water ice.
8. Shop to replenish supplies as necessary.
9. Order food for Volunteer Appreciation Table..

DELIVERY DAY -- BEFORE SORTING STARTS

1. Set up sorting area.
2. Set up volunteer appreciation table.
3. Make coffee.
4. Post signs (helpful sorting hints, hand washing reminders, etc.)
5. Review procedures with new volunteers.
6. Assign volunteers to jobs. The primary delivery day jobs are:
 - Wash and sanitize ice chests
 - Label ice chests
 - Package dry ice and water ice for ice chests
 - Producer check-in
 - Pre-sort (take items from producer check-in to the route sorting tables)
 - Customer sort (take items from route sorting tables to individual customer orders, marking customer invoices)
 - Bag/box orders for transport.
 - Load vehicles.
 - Various treasurer/cashier functions
 - Clean-up (during the day, and at the end of the day)
7. Staple invoices and place them in the customer sorting areas (by route and then by member number ASCENDING).
8. Reprint any invoices not present.
9. Wash and sanitize ice chests.
10. Sort ice chests into route areas.
11. Prepare the dry ice and water ice for the ice chests (paper bags for the dry ice, ziplock bags for the water ice).

12. Put dry ice in the freezer chests and water ice in the refrigerated chests.
13. Duct tape thermometers to the inside (middle) of refrigerated ice chests.
14. Put food on volunteer appreciation table as necessary.
15. Ensure each route has enough ice chests.

SORTING

1. Help producers unload.
2. Producer check in.
3. Move products from producer check-in to route pre-sort tables.
4. Sort products from the pre-sorting areas to the individual customer orders.
5. Check thermometers in refrigerated ice chests every 2 hours and add water ice as necessary.
6. Final check of each customer order.
7. Help route drivers load.

TREASURER FUNCTIONS AT DELIVERY DAY

1. Set up cashiers' table:
2. Pay producers.
3. Make adjustments
4. Receive customer payments.
5. Reprint invoices as necessary.
6. Mail work credit forms to Cindy Sterling.
7. Prepare stamped envelopes for each route manager to mail checks to the finance clerk for posting and depositing.
8. Copy forms as necessary (work credit, missing item tickets, route payment sheets)

AT THE END OF DELIVERY DAY

1. Clean up and deal with trash (producers take their own boxes home).
2. Take down tables.
3. Ice chest take home and storage.
4. Deal with items left behind.

AT THE PICK-UP SITES

1. Unload orders and arrange for customer pickup.
2. Collect payment and fill out customer payment sheet for the pickup site.
3. Contact customers who left orders behind or who did not pick up their order.
4. Deliver ice chests to collection site (this varies from site to site) or store to return on delivery day.
5. Tell customers what to do if an item is missing (email problems@oklahomafood.coop for an adjustment/refund).

MISCELLANEOUS:

- Some of our routes have their own workers, who tend to be the same from month to

month (Tulsa and Norman, for example).

- Our ice chests are all numbered. For items stored in ice chests, the worker writes the NUMBER of the ice chest on the invoice, so the customer knows which ice chest contains the product. The volunteer also writes the customer's NUMBER and LAST NAME on the card taped to the top of the ice chest.