

## Curbside FAQs

### GENERAL

#### **How do I sign up for an appointment?**

Please visit our appointment calendar online at: <http://vhub.at/2hcpu>

Your agency will be able to sign up online for available appointments by clicking on an appointment and then clicking the "Sign Up" button.

#### **What if I need help with the scheduling website?**

Please contact your Second Harvest Agency Relations representative.

#### **When will this new process begin?**

Second Harvest will begin requiring curbside appointments to pick up food from our Spokane warehouse starting March 1<sup>st</sup>, 2021.

#### **How often can I pick up?**

Agencies are free to schedule their own curbside pick-up appointments as often as once per week.

#### **Do I need to attend a training or orientation before scheduling an appointment or picking up?**

Yes, if an agency undergoes a transition with curbside scheduling staff, that new staff person must complete a training with a member of the Agency Relations team on the curbside pick-up process prior to booking their first appointment. Agencies can sign up for an orientation by contacting their Agency Relations representative.

#### **How do I get to Second Harvest, and is there parking?**

[Second Harvest Inland Northwest](#)

Second Harvest has its own parking lot directly in front of the building.

#### **Do I need to schedule in advance or can I just show up?**

All agencies must schedule a Curbside Pick Up appointment in advance through our [scheduling website](#) to pick up food from Second Harvest. Once you are signed up for an appointment, you will receive a confirmation email of your appointment registration. You will receive check-in instructions from our staff upon arrival the day of your appointment.

#### **What else can we do to enhance our Curbside Pick Up experience?**

Please make sure that everyone in your party is aware of all appointment information and has your agency name or number memorized. We need your help assuring that everyone coming to Second Harvest for an appointment is aware of the pick-up process.

#### **I used to have a scheduled day and time to pick up TEFAP or CSFP, do I need to reschedule these pick-ups?**

No, any agency with a standing TEFAP or CSFP pick up day/time will continue after February 28<sup>th</sup>, 2021. A Second Harvest staff member will register your agency for that day's appointment time, you will receive an appointment registration confirmation email. Please let your Agency Relations representative know if you also wish to pick up a fair share order that day.

## SCHEDULING AND APPOINTMENTS

### **How do I sign up for an appointment?**

Please visit our appointment calendar online at: <http://vhub.at/2hcpu>.

Your agency will be able to sign up online for available appointments by clicking on an appointment and then clicking the “Sign Up” button.

### **When will appointments be available?**

Curbside Pick Up appointments will be offered in 30-minute windows – 9:00am-3pm Monday thru Thursday and 9am-12pm on Fridays. If an appointment time does not appear on the VolunteerHub website, this means that appointment time is no longer available.

### **What is the length of my appointment?**

Agency Curbside Pick Up appointments are scheduled for a 30-minute window at our Spokane Distribution Warehouse. We know your time is valuable so we aim to serve your agency quickly.

### **Should I arrive early?**

We recommend arriving to your scheduled appointment 5 minutes before the beginning of the appointment. Agencies who arrive earlier than 10 minutes before their scheduled appointment may be asked to leave and return or wait until their appointment.

### **What if I need to cancel an appointment?**

If you need to cancel an appointment, self-cancellation is available up until 12 hours before your appointment by logging into your account on our website (<http://vhub.at/2hcpu>) and clicking the “cancel” button next to the appointment. There is also a link to cancel in the confirmation email you received at time of sign up. After the 12-hour window, you will need to call your Agency Relations representative to cancel. We ask that if you are unable to attend an appointment, you cancel as soon as possible so that our staff knows which agencies to expect each day.

### **How often can I schedule an appointment?**

Agencies can schedule only 1 (one) curbside pickup appointment per week unless approved by a Second Harvest staff member. If you believe you need to schedule an additional appointment for the same week, please contact your Agency Relations representative.

### **How early can I sign up for an appointment?**

Once an appointment time is posted by Second Harvest that appointment is available for booking. Appointment registration closes 3 days before the appointment (ex: a 9am Thursday appointment closes for registration at 9am on the Monday before).

### **How far out can I book appointments?**

Available appointments will be posted by Second Harvest at least 1 (one) month out. We ask that you book only what you know you need. Please do not hold appointments as this may affect other agencies, multiple offenses may result in suspension.

### **Can I track my upcoming appointments?**

Yes! To check which appointments you have coming up, log into your account on our volunteer website. Click on “My Schedule” in the top right corner of the site. All upcoming appointments your agency is registered for will appear on this screen.