Curbside Pick Up FAQs

GENERAL

How do I sign up for an appointment?
Please contact your Agency Relations Representative for access to the online calendar. 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.

How often can I pick up?
Agencies can self-schedule 1 (one) curbside pick-up appointment once per week unless approved by the Agency Relations team. If you believe you need to schedule an additional appointment for the same week, please contact your Agency Relations representative.

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 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 has parking along the building, and you may park in front of the ramp by the dock. Click on this link to for an Google map aerial view of our building: Second Harvest Tri-Cities

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 on 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.

SCHEDULING AND APPOINTMENTS

When will appointments be available?
Appointments will be posted by Second Harvest each week and maintained at least 1 (one) month out. If an appointment time does not appear on the VolunteerHub website, it means that appointment time is no longer available. We ask that you book only what you know you'll need.

What is the length of my appointment?
Agency Curbside Pick Up appointments will be offered in 30-minute windows, 8:00am-1pm Monday thru Thursday. We know your time is valuable, so we aim to serve your agency quickly.

Should I arrive early?
We recommend arriving at 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-cancelation is available up until 24 hours before your appointment by logging into your account on our scheduling website 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 24-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 to visit each day.

How often can I schedule an appointment?
Agencies can self-schedule 1 (one) curbside pick-up appointment every week or on any posted week on the Curbside Pick Up Calendar. Please do not hold appointments as this may affect other agencies, multiple offenses may result in suspension.

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 5 days before the appointment (ex: a 9am Tuesday appointment closes for registration at 9am on the Thursday before).

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.