



## Provider Pickup Procedures

The following procedures were put in place to ensure the orders you've placed for your families are distributed accurately and efficiently. We work with more than 60 agencies and 120 programs, many of which have similar names and we rely on volunteer support to sort, organize, fill and put away orders – errors do occur.

We want to make sure you, the provider, return back to work with the items you requested. Furthermore, EBC undergoes a yearly audit to insure accuracy in the numbers we report. **The signed copy of your order list is an important document that verifies our distribution reports.**

We request that the following procedures are to be followed on Thursdays between 9am – 11am:

### 1. Arrival

- a. Please bring a copy of your Order List so that you can check-off each item on your order
- b. Enter the EBC hub through the door marked “**Provider Pick-ups**” (if picking up at Issaquah)

### 2. Check in

- a. Please see the Check-in person, just inside the “**Provider Pick-ups**” door (Issaquah)
  - i. The Check-in person will tell you if there are N/A or canceled items, and will also let you know about any items that were too large for your bin (e.g., car seats, beds, etc.)
  - ii. An EBC volunteer will retrieve your large items, and will let you know where to find them

### 3. Checking Off Items

- a. Your bin number assignment will be on a list next to the Check-in desk
- b. Using your copy of the Order List, confirm every item is present, and **check-off each item on your copy of the list**
- c. If there are items missing, alert the Check-in person
  - i. The Check-in person will find a volunteer who can help you locate your items
  - ii. It is important that you **not load anything into your car** until you have checked off all items on your order
- d. Large Items will generally be placed outside of the Hub
  - i. An EBC staff member or volunteer will tell you where to find them
  - ii. Check to be sure the tag on the large item matches your order
  - iii. Occasionally, we may have you drive to the end of the warehouse to pick up large items

### 4. Check-Out

- a. Once you have checked off all of the items on your order, including the large items, go to the **front desk** (in the office space) of the hub to check-out (Issaquah)
- b. Sign the EBC copy of your Order Sheet to confirm that you've received your order
- c. Please include a cell phone number, in case we find something left behind
- d. Exit through the front door marked, “Provider Exit”

### 5. House Shopping

- a. Extra inventory is occasionally available, such as formula or seasonal items
- b. These items are generally located near the **Check-out Desk**
- c. If you are interested in these items, you may take as many as you can use
- d. Please completely fill out a **House Order form** and give to Check-out Person
  - i. This form asks for a zip code: Please enter the zip code of the *person receiving the item*
  - ii. Please be sure we are able to read your full name and phone number

**Thank you – We really appreciate your partnership with EBC!**