

Timeline of a Pick-up Order

** or scheduling a shopping visit to the Fresh Food Center without an order



Refer to the following chart for the ordering timeline for placing pick-up orders.

Monday Pick-up	Tuesday Pick-up	Wednesday Pick-up
Order beginning the Wednesday prior after 3:30 p.m. until Thursday by 3:00 p.m.	Order beginning the Thursday prior after 3:30 p.m. until Friday by 3:00 p.m.	Order beginning the Friday prior after 3:30 p.m. until Monday by 3:00 p.m.
Thursday Pick-up	Friday Pick-up	Reminder! We need 3 business days to prepare a pick-up order. If there is a closure at any point, orders must be placed earlier. Make sure you receive our email communications.
Order beginning the Monday prior after 3:30 p.m. until Tuesday by 3:00 p.m.	Order beginning the Tuesday prior after 3:30 p.m. until Wednesday by 3:00 p.m.	

** Visits to the Fresh Food Center Without an Order

To visit the Fresh Food Center without an order to pick-up, partners must schedule a shopping appointment in Agency Express. This is not required if you are visiting the Fresh Food Center and have a scheduled order pick-up for the same day. Follow the same timeline above based on the day you wish to shop in the Fresh Food Center.



What to Know Before Ordering

Consider Closures

Refer to monthly calendars and communications for holidays and other business closures. We need 3 business days to prepare a pick-up order. If there is a closure at any point **during the 3 business day window**, orders must be placed earlier. Calendars are on the Partner Portal and included on the Agency Express home page.

Order Timeline

To ensure fairness for all partners, please do not reserve a pick-up day and time before the earliest day outlined on the chart. Orders submitted before your designated ordering day will not be processed.

Minimum Order Size

To help us manage inventory and loading efficiently, orders must meet the 250-lb minimum. Orders below this threshold will not be processed.

One Order Per Day

To ensure fairness for all partners, each partner may place one order per day. Additional orders submitted for the same day will not be processed.

Rejected Orders

If an order cannot be processed for any reason, the shopper will receive an email notification of the order being rejected, and the order will need to be resubmitted in alignment with the ordering policies. There is no guarantee that the original pick-up day and time will be available.

Do you receive our email communications?

Contact us at partnersolutions@foodbankrockies.org to be added, for Agency Express access information, or questions about this timeline.

