

## Ordering Guidelines

### When can I place my Agency Express order?

If your food is being picked up from our Little Rock warehouse:

- You may place your order up to a week prior to your appointment day and no later than the close of business 2 days prior to your appointment day.
  - EXAMPLE: If you are picking up Wednesday, you may place your order beginning the Wednesday the week before your appointment and no later than the end of day Monday.
  - EXAMPLE: If you are picking up Monday, you may place your order beginning the Monday of the week before your appointment day and no later than the end of the day Thursday.

If your food is being picked up from our Warren Branch warehouse:

- Because all food is delivered to the Warren Branch on Thursdays for later pickup as scheduled by your agency through Jean, everyone may order beginning Thursday the week prior to the delivery and no later than end of business on Monday.
- You will continue to schedule your own pickup time with Jean as usual.

If your food is being delivered directly to your pantry's location:

- You may place your order beginning up to one week prior to your appointment day and not later than 2 business days before your delivery.
  - Monday Deliveries: Order between Monday and the end of the day Thursday.
  - Tuesday Deliveries: Order between Tuesday and end of the day Friday.
  - Wednesday Deliveries: Order between Wednesday and the end of the day Monday.
  - Thursday Deliveries: Order between Thursday and the end of the day Tuesday.
  - Friday Deliveries: Order between Friday and the end of the day Wednesday.