

PEORIA AREA FOOD BANK

FREQUENTLY ASKED QUESTIONS

Q. How long is the application process?

A. It varies depending upon the time the food bank receives your completed application and the time of the preliminary site visit. After the preliminary site visit you should receive verification of the membership via e-mail within 24 to 48 hours after the visit.

Q. Is there a membership and/or application fee to become a member?

A. There is not membership and/or application fee to become a member. However, after membership is established, members are assessed a “shared maintenance fee” of 19¢ a pound or less in lieu of a membership fee on all items donated to the food bank. Please see the “Membership Fees” section in the Partner Agency Handbook.

Q. Do you have to pay when you get food, or do you bill?

A. No payment is necessary upon pick up or delivery. An invoice will be given to you upon pick up, or mailed to you within 24 to 48 hours after delivery. Terms are Net 30 days from date of invoice. **PERSONAL CHECKS, MONEY ORDERS, AND CASH ARE NOT ACCEPTED.** Bills must be paid with a check from an account that is solely designated for the member agency.

Q. Do you accept credit or debit cards?

A. No, we are not set up to accept credit or debit cards at this time.

Q. How often may I come to pick up food?

A. You may schedule an appointment to pick up food up to once a week. Please see the “Scheduling” section of the Partner Agency Handbook.

Q. What types of food do you get?

A. We get a variety of frozen, canned and dry goods, and occasionally fresh produce.