



The Accounting Procedures of The Greater Boston Food Bank

The following procedures have been designed to ensure that your agency receives the highest level of customer service from the Accounting Department at The Greater Boston Food Bank (GBFB).

1. When an agency picks up food at either the Boston warehouse or at one of the regional cross dock locations they will be given an Order Confirmation which will reflect the food they are picking up. A copy will be signed for GBFB records and a copy will be given to the agency. The Order Confirmation should be kept at the program site where the food is distributed.
2. Following each pick up, an invoice reflecting the order will be sent to the agency's designated billing contact. At the end of each month, monthly statements will also be sent to any agency with an outstanding balance. Payment may be made either against the invoice or the monthly statement.
3. GBFB does not accept personal checks, money orders, credit cards or cash. Please make checks payable to The Greater Boston Food Bank through your agency account only.
4. Please be sure to include both the agency number and the invoice number on the check. If you pay invoices for multiple programs and you can not include this information, we must ask that you pay each agency's invoice with a separate check. All of this helps ensure that the correct amounts are credited to the correct account.
5. Please remind your staff authorized to pick up product to check your Order Confirmation against those items being picked up before they sign it! Their signature indicates that the bill of lading is accurate and that your agency agrees to pay the full amount that will be due.
6. Should your agency have a balance in excess of your credit limit, or any balance over 60 days past due, a "hold" is automatically placed on your account. A hold prevents further appointments from being created or current orders from being modified. If you are unsure whether or not your agency has a balance over terms, please contact our Accounting Department before you schedule an appointment at the Boston warehouse or at a drop site.
7. If you have any questions, please contact the Accounting Department at 617-427-5200 ext. 5037.