

# FOOD BANK OF WYOMING™

## Payment Process

The following procedures ensure accuracy and consistency for Food Bank of Wyoming's accounting practice and provide our Hunger Relief Partners with a standard of expectation in our billing operations.



- **You will receive an agency receipt when you receive your order.**

That receipt will be the total bill including any purchased items and any delivery charges, if applicable. Please keep track of that receipt; it is the only copy of the total order and charges that your agency will receive directly.

- **It is important that your team verifies that the receipt is correct before the order is signed for. This ensures the accuracy of the billing and distribution records. We want to make sure you have received everything listed.**

In the case of any missing purchased items, the driver and/or Fresh Food Center staff need to be notified at the time the order is received.

Additionally, please contact the HelpDesk (307-265-2172) so that this matter can be addressed as soon as possible to process adjustments.

- **Your order will be posted to your account after the verification has been processed by the warehouse team.**

Accounts are not billed at the time of order, pickup, or delivery.  
Your account will be billed after the 21st of each month.

- **After the 20th of each month, our finance team will run statements for all charges and payments for the previous month.**

- **Statements are generated only for agencies that have a balance due on the last day of the statement period.**

Food Bank of Wyoming does not send out statements for agencies that have a zero balance. This keeps administrative costs lower, leaving more funding available for food and transportation.

- **Partners with more than one location need to submit a check for each location.**

Please note location agency number on the check.

Please do not combine multiple locations into one payment.

● **Once you receive the monthly statement:**

- Verify that the charges and payments listed match your records.
- Send check or money order payment to: **Food Bank of Wyoming, P.O. Box 1540, Evansville, WY 82636**. Alternatively, you can drop off a check or money order at our distribution center for the total amount due on the statement.

We ask that the agency number (A\_\_\_\_-\_) and the invoice numbers (AO-\_\_\_\_\_) to be paid be noted on the check or money order to ensure the payment gets posted accurately.

For your convenience, we have recently added the ability to receive payment by credit/debit card.

- If you choose to pay by credit card, please call our finance department directly (307-232-4015) with the card, billing information, and invoice/statement details that require payment.

**We prefer not to receive payment by cash or cashier's check.**

This is for the security of your agency payments as well as the safety of funds transfers. Cash payments take more steps to track and process due to the many possible points of failure in cash handling. Cashier's checks are not as easily deposited through our remote processor. We can accept money orders for the exact amount due only.

● **When dropping off payment in person, please call 307-232-4015 or email [cstepp@wyomingfoodbank.org](mailto:cstepp@wyomingfoodbank.org) ahead of time to schedule a time for Cathy to meet you in the lobby.**

Our front desk team can accept checks or money orders to be deposited and posted the following business day. The front desk team cannot accept cash or write down credit card information.

● **Our front desk team can only provide confirmation of payment. They cannot provide receipts showing payments applied to the balance.**

Once the payment has posted to your account, our finance department can provide you a copy of your account ledger to date, including posted payments.

- If you require a receipt showing the payment applied to your account, please contact Cathy directly at 307-232-4015.
- If you only require confirmation of payments, the HelpDesk is available to help you. Please call 307-265-2172.

● **Your payment is not due until the last day of the month following the date of the current statement.**

**This process is meant to ensure billing accuracy and consistency for all 150+ Hunger Relief Partners across the state. It is not intended to cause undue hardship.**

If you have any questions or concerns about this process, please contact Cathy at 307-232-4015 to assist you.