



3300 Route 66 • Neptune, NJ 07753  
T: 732-918-2600 • F: 732-918-2660  
[www.fulfillnj.org](http://www.fulfillnj.org)

The below is a summary of Fulfill's appointment system:

- Fulfill has purchased a license to Oasis client management software. Oasis is the leading client intake and reporting solution for food banks and partner agencies.
- Client contact information, which was previously required for checking in, will now be the avenue for communicating appointment offerings.
- Our Network engagement team will weekly send invitations to the clients on appointment openings. Clients will be notified of available slots.
- Clients can select a slot via smartphone or computer. They will receive a confirmation once the appointment is made.
- Appointments will be set up intervals and numbers that will scale up with our experience over time.
- Currently appointments are being set up on Friday prior to the 1-3 drive up distribution. Over time this may change, however utilizing staff and volunteers who are already dedicated on Fridays to the event made that day the most viable option to launch and pilot appointments.
- Portable signage will be set up directing clients with appointments where to enter and check in.
- A check in process will occur at the vehicle verifying the person present has an appointment.
- After checking in clients will enter the driveway and receive their food in their vehicle.
- Fulfill has regular evaluation meetings to discuss the process and implement changes.