

## 2017 Feed My People Partner Agency Information & Procedures

### Placing an Order

1. Orders must be submitted between **5 business days** and **8:00am 2 business days** in advance of delivery or pick-up. Orders are processed once per day at 8:00am and filled in the order in which they were received. Orders submitted less than 2 full business days ahead of delivery or pick up may not be filled.
  - a. Example: If your delivery is on Thursday, your order should be submitted between the Thursday prior and before 8:00am on Tuesday.
  - b. If your agency has restrictions on product dates, please contact Rick Sorensen for special ordering instructions.
  - c. Please pay attention to any holiday or warehouse closing changes to this schedule. Changes are usually communicated on the FMP website in an Agency Alert and by emails to your agency contacts.

**Produce Exception:** To ensure you receive the freshest produce available, please place produce-only orders (from the Produce section of the order form) 1-2 days prior to your delivery or pick-up. For instance, if your delivery is Wednesday, please place a produce-only order anytime Monday or before 8:00am Tuesday. If your delivery is Monday, please place produce-only orders Thursday or before 8:00am Friday. Please contact Michelle, Tami or Rick with questions.

2. Please choose your assigned agency number from the drop-down menu on the online order form.
3. Although Feed My People tries to fill your order as submitted, items may be unavailable when your order is filled. If a product is limited, the packing slip will show the adjusted quantity shipped in both the 'Order Qty' and 'Shipped Qty' columns. If the product is unavailable the 'Order Qty' and 'Shipped Qty' columns are blank on the packing slip you receive with your delivery.
  - a. If there may not be enough of a particular item and you would like to substitute another item, please indicate so in the "Comments" section of the order form.  
If you have a question about a specific item, please contact Michelle or Tami.
  - b. Pantries should not repackage any foods without proper space, equipment, food safety training and authorization from their local health inspector.
  - c. Food should only be stored in locations disclosed to and inspected by Feed My People. Storage in private homes or other locations which have not been inspected (even temporarily) is not approved.
4. **Milk:** If your program would be interested in receiving milk on a regular schedule, please contact Judy about our pre-order purchase milk program.
  - a. Programs located near a Gordy's grocery store may want to order milk vouchers that can be redeemed for free half gallons of skim or 1% milk.
  - b. Vouchers may be ordered from the Cooler section of the order form. Each packet comes with 20 vouchers and costs \$15.

## **Picking up an Order**

Scheduled Pick-ups at the Feed My People warehouse should be coordinated with Rick, Michelle, or Tami. Pick-up times are available on Tuesdays and Thursdays. Please contact us for specific openings. No pick-ups are available anytime Mondays, Wednesdays or Fridays.

- a. Please check in at the FMP office to sign the Daily Pick-Up form and receive your packing slip.
- b. Proceed to the Pickup area at Door #1 in the rear of the building. A call button and monitor is located to the right of Door #1.

## **Refusing a Product (same day as delivery or pick up)**

Items may be refused on the day of delivery and sent back on the truck but **you must contact Michelle, Tami, or Rick the same day**. Provide the Invoice #, date and route, program name and ID#, Product ID and description, quantity and the reason for refusal.

For pickup refusals, please return to the office before you leave and provide Michelle, Tami or Rick with the information listed above.

## **Returning a Product (after delivery or pick up)**

Items may be returned to Feed My People by appointment. If you intend to return items, please notify Tami, Michelle, or Rick within 3 business days of original delivery/pick-up. Provide the Invoice #, date and route, program name and ID#, Product ID and description, quantity and the reason for refusal.

- a. For delivery orders, items may be sent back on the truck at the time of your next delivery.
- b. For pick-up orders, call the staff listed above to make arrangements for returns.

## **Delivery and Discrepancies:**

1. **The driver will bring the items you ordered to the back of the truck or will place pallets on the ground.** Volunteers or staff from your organization should not be in the truck or near the lift gate unless directed by the driver. **Please arrange for a sufficient number of volunteers to carry your food into your facility.** As a rule of thumb, you should have a minimum of two volunteers per pallet of food ordered.
2. Please be sure FMP has a valid phone number to call if the truck will be late/early. If not a cell phone, we suggest a number that will be available for calls before 8am and another number for later in the day on actual delivery days.
3. If the driver arrives and no one is present, he will unload the products and leave a message at the phone number provided. You can include a contact number for day of delivery in the "Comments" section of the order form.
4. **As soon as the products are off the truck, the driver may leave.**
5. If there are any discrepancies (incorrect product, too little, too much) please notify Tami, Michelle, Rick or Judy within **3 business days**. You may send an email message or leave a phone message, but in order to receive a credit, one of the staff listed above must be notified within 3 business days.
6. Please stack neatly and return complete banana boxes, milk crates, bread racks and plastic pallets as soon as possible so they may be reused.

## **Statistics**

1. Monthly statistic reports are due no later than the 10<sup>th</sup> of the following month. (e.g. January statistics are due February 10.) If reports are late, Feed My People may place a hold on your orders.
2. Reports may be completed online or sent via fax or mail. Include your agency number.  
Note to those reporting pounds: Include the weight of **all** food distributed that month, regardless of the source (TEFAP, local donations, etc.)

## **Billing & Payment**

1. Feed My People provides a **packing slip** at the time an order is delivered or picked up. Please review it as soon as possible for accuracy. It will be used to create an invoice. The “quantity ordered” on the packing slip has been adjusted to reflect availability. Items ordered that are out of stock will appear on the packing slip without the number ordered or shipped. These items will not appear on the invoice.
2. **Invoices** will be emailed to agencies whenever possible. Hard copies may be mailed upon request.  
Note: Do not use your order form to make payment on your account as it may not accurately reflect the products you received.
3. We expect payments to be made within 30 days, though you may continue to place orders as long as payment is received within 90 days. Include your agency number on the check and the Invoice number of the invoice(s) being paid.
4. Each month, agencies will receive a **statement** listing any outstanding invoices from the previous months. Keep track of the invoices you have paid to avoid duplicate payments.
5. If your agency has food credit at Feed My People, it will automatically be applied to an outstanding invoice unless you tell Judy not to do so. Remember – food credits are often for shared maintenance costs only.

## **Changes to Agency Contacts and Services**

1. The agency’s correspondence or primary contact should notify Feed My People when there is a change in contact information for correspondence or billing, distribution/serving times, and people approved to place or pick up orders.
2. Please visit the “Get Help” page on Feed My People’s website: [www.fmpfoodbank.org](http://www.fmpfoodbank.org) and check to see that your organization’s information is listed correctly. All agencies will receive a site visit at least once every 2 years.

## **Questions? Call us at 715- 835-9415**

**Orders, Delivery or Pick-Up:** Michelle Pride, x110, [mapride@fmpfoodbank.org](mailto:mapride@fmpfoodbank.org), Tami Syverson, x106 [tami@fmpfoodbank.org](mailto:tami@fmpfoodbank.org), Rick Sorensen, x102 [rick@fmpfoodbank.org](mailto:rick@fmpfoodbank.org)

**Billing & Payment:** Judy Thompson, x100 [judy@fmpfoodbank.org](mailto:judy@fmpfoodbank.org)

**Statistics:** Nick Bursaw, x101, [nick@fmpfoodbank.org](mailto:nick@fmpfoodbank.org)

**Returns or Discrepancies:** Tami Syverson, x106 [tami@fmpfoodbank.org](mailto:tami@fmpfoodbank.org), Michelle Pride, x110, [mapride@fmpfoodbank.org](mailto:mapride@fmpfoodbank.org) or Rick Sorensen, x102 [rick@fmpfoodbank.org](mailto:rick@fmpfoodbank.org)