



Ordering Information and Procedures

The Partner Hub

The Partner Hub is your location for ordering, submitting stats, and viewing invoices and statements. Once on the Network Partners webpage, click the orange button that says “Partner Hub” and enter your program log-in information. See the Partner Hub Instructions document for more information.

Ordering

- Order on The Partner Hub
- Submit your order between 5 business days and 8:00am 2 business days prior to your delivery or pick up. For example, if you receive delivery on a Tuesday, please submit your order between the Tuesday before delivery and 8:00am the Friday before delivery. This allows 2 full days to prepare your order.
- Orders are processed once per day at 8:00am. FMP may not be able to fulfill orders placed after the deadline.
- Holiday and other order deadline/schedule changes are communicated via email and also put on the Network Partners Webpage

Special Milk Order

If your program would be interested in receiving milk on a regular schedule, please contact Mea about our pre-order purchase milk program. Mea’s email is mea@fmpfoodbank.org

Vouchers

Programs located near a Kwik Trip store may order vouchers. Vouchers may be ordered form the order form. Voucher packets contain 20 vouchers.

- Each milk voucher may be redeemed for half gallons of skim, 1% or 2% milk.
- Each egg voucher may be redeemed for 1 dozen eggs.
- Each produce voucher may be redeemed for 3 pieces of fruit or a 12 oz. bag of baby carrots or a 2 pack of tomatoes.

Picking up an Order

- Orders may be picked up Monday through Friday between 8:30am and 3:00pm.
- When arriving at the warehouse, pull around back to door 10. Call the number on the door and let us know you are here for pick-up. If your order includes cooler and/or freezer items let an FMP staff member know so they can all the warehouse to bring your items to the pickup area.
- Check your packing slip against the items you are picking up to ensure you have your entire order.

Deliveries

- Please allow 30 minutes before and after your scheduled delivery time to account for weather, traffic, etc.
- The driver will bring the items you ordered to the back of the truck or will place pallets on the ground.
 - Please arrange for enough 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.
 - Volunteers or staff from your organization should NOT be in the truck or near the lift gate unless directed by the driver.
 - It is the responsibility of the program to check the items you received against the packing slip. If there are any discrepancies (incorrect product, too few, too many) please notify Sarah within 3 business days.
- 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.
- If the driver arrives and no one is present, he or she will unload the products and leave a message at the phone number provided.
- Please stack neatly and return complete banana boxes, milk crates, bread racks and plastic pallets as soon as possible so they may be reused.
- As soon as the products are off the truck, the driver may leave.

Refusing/Returning a product at delivery or pick up

Items may be refused on the day of delivery and sent back on the truck, but you call 715-835-9415 x5 and talk to a member of the Field Services Team the same day.

- Provide the Invoice #, date and route, program name and Reference #, Product # and description, quantity and the reason for refusal.
- For refusals on orders you pick up at the warehouse, please return to the office before you leave and provide someone with the information listed above.

Items may be returned to Feed My People by appointment. If you intend to return items, call 715-835-9415 x5 and talk to a member of the Field Services Team *within 3 business days of the original delivery/pick-up*.

- Provide the Invoice #, date and route, program name and Reference #, Product # and description, quantity and the reason for refusal.
- For delivery orders, items may be sent back on the truck at the time of your next delivery.
- For pick-up orders, call the staff to make arrangements for returns.
- If notification is after 3 business days, FMP will accept products as a donation, but no credit may be given.

Discrepancies

Although Feed My People tries to fill your order as submitted, items may be unavailable when your order is filled, or a mistake may be made when picking the order.

- If there are any discrepancies (incorrect product, too little, too much) please go to the Network Partners Webpage and fill out the Report A Discrepancy form.
- In order to receive a credit, you must notify FMP within 3 business days.
- Even if no credit is expected, please report discrepancies so we may adjust the current inventory accordingly.