

MANNA FoodBank

Ordering, Pick-up, and Delivery

Policies and Procedures for Partner Agencies

General Policy

- Partner Agencies are responsible for confirming the correct order count of product upon delivery.
 - Agencies have one business day to contact MANNA with any discrepancies on their orders. The agency is required to provide details on the amount and type of product.
 - MANNA FoodBank staff commits to follow up with the agency within one business day of their notice of discrepancy after completing internal inventory counts to confirm the discrepancy
 - If MANNA staff confirms via inventory count that items were missing from the delivery MANNA will remove those items from the agency's statement/order. If MANNA's inventory count cannot confirm missing items, no changes will be made.
 - If MANNA delivers additional product beyond what is listed the agency may keep that product and MANNA will update that statement/order.
 - If the agency chooses to keep additional items, they agree to incur the cost associated with those additional items.
 - In the event of order discrepancies agencies are to contact MANNA's Inventory Control Coordinator at (828)299-3663, ext 1270.
 - MANNA will refund the delivery fees associated with any additional product delivered in error that the agency does not wish to keep.
- In the event you have a non-emergency closure, please communicate with MANNA at least 5 business days in advance, and an agency should not place orders during this time.
- Emergency closures or closures for inclement weather that affect delivery or pickup should be communicated to MANNA as soon as possible with your Zone Coordinator.

Ordering Policy

- Agency staff or volunteers who place orders are required to complete a training with a member of MANNA's Agency Relations team on the order process and policies prior to placing their first order.
 - If an agency undergoes a transition with ordering staff, that new staff person must complete a training with a member of the Agency Relations team on the order process and policies prior to placing their first order. Agencies can sign up for an ordering orientation by contacting the Agency Relations Coordinator at (828) 299-3663, ext 1272.

- Agencies will have 24-hours to complete their order once it has been started in the online ordering system
 - After the 24-hour period ends the system will automatically remove the order and release those items back into MANNA inventory.
- All orders must be placed **5 business** days from your delivery/pick up day, not including the day of delivery/pick up or holidays. Partner agencies can find these dates on the Monthly Delivery and Order calendar in the Agency Section of MANNA’s website, on the Ordering home screen, or linked in the monthly MANNA Message to Partner Agencies.
- Any reductions to perishable items on orders must be made 3 business days prior to the day of pick up or delivery, not including the day of delivery/pick up or holidays.
- Any reductions to dry goods on orders must be made 5 business days prior to the day of pick up or delivery, not including the day of delivery/pick up or holidays.
- Agencies can only place 1 order per week, with no exception.
 - If an agency places a 2nd order within a week, that order will not be combined with the previous order. The 2nd order will be deleted and the agency will be notified by a member of the Agency Relations Team within one business day of the order’s deletion.
- Agency Notifications of order processing
 - Agencies will receive an email upon review of their order to confirm that MANNA has received and processed their order.
 - Agencies will then receive an automated email once their order has been picked, this email will reflect the final quantity items on their order
 - If an item was present on their confirmation of review but is missing from their final email notice once their order has been picked, that means MANNA did not have the product in stock or it did not meet quality standards to ship.
 - Agency contacts marked as “POL” in MANNA’s system will receive these notifications. POL contacts automatically receive all correspondence involving orders, invoicing, and statements. Agencies can edit or add “POL” contacts by reaching out to a member of the Agency Relations Team.
- Requests for additional food within the comments section of submitted orders will not be added to orders upon review, unless MANNA has specifically requested a comment be added.
 - The comments section is appropriate for special case requests such as requesting no pork for religious reasons. MANNA FoodBank cannot guarantee that special case requests will be fulfilled.

Pick-Up Policy

- Agencies will be assigned a 30-minute window for pickup.
 - Agencies should arrive at the start of that 30-minute window.
 - Agencies will be serviced in the order in which they arrive.
 - Agencies who arrive late will have to wait until all other agencies have been serviced within the current 30-minute window.
- Agencies who arrive before their designated 30-minute window may be asked to leave and return at their designated time due to limitation in parking lot capacity.

- Agencies needing to down-stack pallets and load their own vehicles and/or trailer may be asked to move their vehicle to a staging area allowing them to safely load their vehicle and/or trailer.
 - Agencies may request that warehouse staff re-wrap pallets they have down-stacked prior to loading.
- If agencies cannot fit all ordered product on their vehicle and/or trailer upon pickup, that agency must arrange to pick up the remaining product the same business day before leaving MANNA's parking lot.
 - If not picked up their order will be released back into inventory. After 3 calendar days for perishables and 8 calendar days for dry product.
- Agencies must take products "as is" for transport, MANNA staff will not break down pallets for agencies to take select items.
- Dry product not picked up or left at MANNA will be released back into inventory after 8 calendar days. Perishable product cannot be held longer than 48 hours.
- Agencies are responsible for fully securing product in their vehicles prior to leaving MANNA's parking lot.
 - MANNA is not responsible for product damaged or lost during transport once the order is turned over to the agency and they have left MANNA property.
 - MANNA staff can refuse to load product if that staff member questions the safety of the vehicle and/or trailer, or the weight capacity of that vehicle or trailer.
- It is the agencies responsibility to follow all Food Safety requirements during the pick-up and transport of product to ensure that refrigerated or frozen products do not exceed 40 degrees Fahrenheit, when bacterial growth becomes a concern.
 - If an agency plans to transport refrigerated or frozen product more than 30 minutes away they will need to keep foods in a safe temperature range. Agencies who do not have refrigerated vehicles should bring coolers and/or thermal blankets to keep foods in a safe temperature range during transport.
 - MANNA staff can refuse to load product if there are concerns regarding the agency's ability to keep refrigerated or frozen foods in a safe temperature range during transport.
- It is the agencies responsibility to request pallets be safely loaded specific to their vehicle and/or trailer's capacity and limitations, MANNA staff are not responsible for determining the safest method for loading. This includes pallets pushed to the back of the vehicle and/or trailer, stacking pallets side by side, or placing the pallets in line with axels to distribute weight.
- Agencies may not refuse dry product upon arrival.
- Agencies may refuse produce upon pickup due to poor quality if it exceeds the possible 20% spoilage rate that MANNA has communicated
 - Due to space constraints in the parking lot, agencies may not sort through all produce boxes to inspect for spoilage.
- Agencies are responsible for signing their invoice prior to the leaving with their order, agencies can view invoices logging into the online ordering system under the "My Docs" tab
 - If an agency is unable to pick-up their order at the scheduled time please contact the Order Fulfillment Coordinator at (828) 299-3663, ext 1227.

Delivery Policy

- Agencies will be assigned a one-hour delivery window
 - Agencies are to be present during the entire delivery window in which drivers can arrive for drop off.
 - If drivers arrive more than 30 minutes prior to the scheduled time the agency is not expected to accept delivery early, the MANNA driver will wait until the designated delivery time.
- Drivers will not drop off an order without an agency representative present
- Agencies are responsible for all movement of product once MANNA drivers offload pallets.
 - Agencies are expected to have adequate volunteers and/or staff to move product inside
- Agencies may not refuse delivery of dry product upon delivery
- Agencies may not refuse perishable foods (refrigerated and frozen) upon delivery unless perishable foods are not delivered within a safe temperature range
- Agencies may refuse produce upon delivery due to poor quality if it exceeds the expected 20% expected that MANNA has communicated
 - Agencies may not sort through all produce boxes to inspect for spoilage, MANNA drivers are on a tight schedule therefore they will not wait while boxes are being sorted.
- In the case of emergency or inclement weather the agency should contact our warehouse manager as soon as possible if they can't receive the order or be present for the delivery.
 - Lee Short, Office: 828-299-3663, ext 1260; Cell: 828-390-4714
- Agencies should not directly contact MANNA drivers, all communications should be directed to Warehouse Manager
 - Lee Short, Office: 828-299-3663, ext 1260; Cell: 828-390-4714
- Agencies are responsible for signing their invoice prior to the driver leaving, agencies can view invoices logging into the online ordering system under the "My Docs" tab
- MANNA drivers may use their discretion not to deliver an order when there is a question of the safety of the road, driveway, or parking lot (inclement weather, damaged roads, potholes)
 - If MANNA driver deems conditions unsafe they will document the issue(s) via photo and provide that information to the Warehouse Manager
 - Agencies will communicate with the Warehouse Manager to resolve any safety issues prior to MANNA attempting another delivery to their location

TEFAP Ordering, Pick-Up & Delivery Policy

These policies on ordering, pick-up, and delivery only apply to designated TEFAP agencies distributing TEFAP product:

- It is the agencies responsibility to confirm the count of TEFAP product upon delivery.
 - In the event of TEFAP order discrepancies agencies are to contact MANNA's Inventory Control Coordinator at (828)299-3663, ext 1270.

- Agencies have 24 hours to contact MANNA with any discrepancies with their TEFAP delivery
- MANNA staff commits to follow up with the agency within 24 hours of their notice of discrepancy after completing internal inventory counts to confirm the discrepancy
 - If MANNA staff confirms via inventory count that items were missing from the TEFAP delivery MANNA will remove those items from the agency's statement/order. If MANNA's inventory count cannot confirm missing items, no changes will be made.
 - If MANNA delivers additional product beyond what is listed the agency may keep that product and MANNA will update that statement/order.
 - If MANNA's inventory count shows no discrepancies, the agency will complete the TEFAP Loss Report
- Under no circumstances can agencies refuse TEFAP product upon delivery
- Agency's cannot refuse or reduce the amount of TEFAP dry product
- Agency's may adjust the amounts of perishable TEFAP product based on capacity or cold storage limitations
 - Agencies must contact MANNA to adjust any perishable TEFAP product 3 business days after receiving the email alerting them that their TEFAP order has been reviewed
- In months with 5 weeks (5 delivery dates), agencies may not adjust their TEFAP allocation/delivery schedule. The 5th week of the month will not have TEFAP product.
- If you are consistently having difficulty handling the volume of your TEFAP orders please contact our TEFAP Coordinator to discuss options, (828)299-3663, ext 1289.