



Gleaners Policies & Procedures Member Agency Orientation

Placing Orders

- ✓ Designate one or more persons who will be given permission to place and pickup orders.
 - Should there be a change in staff or volunteers, Gleaners will require updated contact information for that individual(s) before he or she is allowed to place or pickup orders.
 - Only individuals listed in our database will be able to access information about the agency account or take any action for that agency.
- ✓ Orders must be placed in advance to allow sufficient time for your order to be pulled/prepared.
 - **Detroit Warehouse:** 2 business days before scheduled pick-up/delivery.
 - **Warren & Pontiac Warehouses:** 3 business days before scheduled pick-up/delivery.
 - **Taylor & Livingston Warehouses:** 3 business days before scheduled pick-up/delivery.
- ✓ You are allowed to order **at most once a week** and you must order at least 7 times annually.
 - Ordering fewer than 7 times a year will trigger an account suspension and could potentially lead to being inactivated as a member agency.
 - Additional orders may be deleted at Gleaners' discretion.
- ✓ There is a 10-case limit for each item until greater need is established.
 - Once a greater need is established, you may request to increase the amount of food you are able to order.
- ✓ Gleaners staff will provide you login credentials and training to order via our online platform, or you may place your orders in person, over the phone, via fax or email.
- ✓ When placing your order, REMEMBER:
 - Read your shopping list carefully. Ask us any product or procedural questions.
 - Don't forget your 4-digit Agency Reference number; you will need this to place orders.
 - Ask your Gleaners representative how to become eligible to receive USDA items which are priced at 0.18 cents/lb or less.
 - Mixed and Assorted Foods are miscellaneous boxes of dry goods from Food Drives.
 - # 10 cans are the large, restaurant-size cans.
 - # 300 cans are the regular-size soup cans that most people buy in retail stores.

Paying for Orders

- ✓ You are expected to pay C.O.D. (Cash on Delivery); payment with a check or money order will be required at pickup.
 - Please make sure your Agency Reference number is on the check or money order.
 - We prefer checks with the member agency name printed on the check.
- ✓ If paying C.O.D. is difficult, you can establish a credit account with advance payments held at the food bank. When orders are placed, the amount is deducted from your account.

Picking-up Orders

- ✓ Please make sure your vehicle is clean, with sufficient available space before arriving.
- ✓ Agencies have 15 minutes to pick up orders.
- ✓ Sign-in when you arrive at Gleaners and wait for Gleaners staff member to pull your order.
- ✓ When instructed, carefully back your vehicle into the warehouse.
- ✓ Only Gleaners staff members are allowed to open the roll-up warehouse doors.
- ✓ Load your vehicle with *purchased items from your invoice first*; load your free food last.
- ✓ Agencies are allowed up to 2 carts of free food from our 'free aisle' for each paid order.
 - Use one of the flat bed carts to select your free items.
 - Place the loaded cart onto the scale and weigh the order.

- Print the receipt by pressing the print button.
- Record your free items on the Green Sheet in front of the scale.
- ✓ Before leaving the warehouse, pay, sign your invoice and turn in your Green Sheet at the office.
- ✓ Carefully pull forward to exit the warehouse as vehicles often speed on Beaufait.
- ✓ Failure to pick up a confirmed order within 2 weeks may result a \$25 re-stocking fee.
- ✓ No eating or drinking is allowed in the warehouse.
- ✓ **All Gleaners facilities are weapons-free zones.**

Receiving Deliveries

- ✓ Deliveries are for orders of 2,500 (paid) pounds or more and must be scheduled with our staff.
- ✓ Make sure Gleaners has the contact information of the person(s) on site receiving deliveries.
- ✓ Make sure to check that your order is complete upon receiving your Gleaners delivery.

Returning Items

- ✓ If you find that you are unable to use ordered items, contact Gleaners *immediately*. Gleaners will let you know what to do with the items.
- ✓ Once you are in possession of any **frozen** goods, Gleaners will *not* accept returns (unless you request to return them *immediately* on the delivery truck; re-stocking fees may apply).

Submitting Statistics (Exhibit B's)

- ✓ You must submit your Statistics by the 10th of each month, preferably by email, fax, or after 6 months as an agency, via our online ordering platform.
 - Failure to submit statistics on a regular basis will result in an account suspension until overdue statistics have been submitted.

Communication with Gleaners

- ✓ On a monthly basis, you will receive a statement in the mail summarizing what, if any amount, is owed to Gleaners, or your remaining balance.
- ✓ Each year (around January), your account will be charged the Annual Membership Fee of \$75.
- ✓ Every two years (at a minimum) you will be contacted by a Gleaners Agency Relations staff member to conduct a required site visit.
 - The purpose of the site visit is to identify any needs, challenges, lessons learned, opportunities for growth, etc. that your agency has experienced, as well as for Gleaners to share helpful resources/materials.
 - The Gleaners staff will also review a monitoring form to ensure that your agency is abiding by Feeding America and/or USDA regulations for food storage and distribution.
 - These visits are an opportunity to continue the open dialogue between your agency and Gleaners in order to support one another in our mission to better serve and positively impact our hungry neighbors.
- ✓ Keep an eye out for our monthly 'Spreading the News' newsletter with updates, reminders, shopping tips and helpful suggestions.
- ✓ Feel free to call or email us with any questions or concerns!

A Gleaners Representative has discussed the above items with us and we feel prepared to order, pay and receive our Gleaners orders and communicate with Gleaners staff.

Agency Representative (*print*) _____

Agency Representative (*sign*) _____

Agency Ref. # _____ Date _____ Gleaners Staff Initials _____