



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 requires 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 prior to scheduled pick-up/delivery
 - **Warren, Taylor & Livingston Warehouses:** 3 business days prior
- ✓ 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.
 - 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 approximately 20 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 near the scale.
- ✓ Before leaving the warehouse, pay, sign your invoice and turn in your Green Sheet at the office. .
- ✓ Failure to pick up a confirmed order within 2 weeks may result a \$25 re-stocking fee.
- ✓ Eating, drinking, gum, open-toe shoes and talking on cell phones is *not* 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 Statistics by the 10th of each month by email, fax, or 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 visit is to identify needs, challenges, lessons learned, opportunities, 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 dialogue between your agency and Gleaners to support one another in our mission to better serve and positively impact our hungry neighbors.
- ✓ Your Agency may be called upon to participate in Mock (practice) Recalls, so that we can all be prepared in case of an actual food recall.
 - This will entail letting Gleaners know how much a product you still have in inventory, and having a plan for notifying your clients if they have received a recalled product.
- ✓ Keep an eye out for our monthly 'Spreading the News' newsletter with updates, reminders and tips.
- ✓ 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 _____