

The following section describes SMFB policies and procedures for scheduling and receiving a food delivery.

Location Requirements to Receive a Delivery

Please ensure your delivery location meets the following requirements for safe and reliable travel:

1. Deliveries usually arrive in a 53-foot truck. Ensure there is reserved ground space for the truck to pull in, unload, and turn around.
 - Arrange distribution lines and volunteer parking so that the truck can enter, unload, and leave safely and without a delay.
2. Roads, bridges, and tunnels leading to your location must have at least 14 feet of overhead clearance and capacity to hold at least 80,000 pounds.
 - If there are capacity restrictions on any of the roads leading to your location let your Agency Services Representative know.
3. Notify your Agency Services Representative if your delivery will involve driving or unloading across un-paved areas so that they have proper equipment.
 - If your facility does not have loading docks available, please request a truck with a lift gate or a fork-lift tractor.
4. If you have a concern regarding SMFB's ability to make a delivery or travel to or from your agency (for example: road/weather conditions, police activity, health concerns), let your Agency Services Representative know as soon as possible.

The St. Mary's Driver has the right to stop or refuse to unload a delivery if he/she deems the distribution site unsafe for themselves or others.

SMFB reserves the right to cancel deliveries at any time and for any reason.

SMFB reserves the right to request an inclement weather plan or policy if consistent delivery problems occur at a site.

Scheduling a Delivery

SMFB may provide food deliveries to partner organizations on a regular or as-scheduled basis. Agency partners must submit requests for **delivery changes or cancellations 5 business days prior** to the scheduled delivery. **New delivery dates or changes must be submitted 6 weeks prior.**

Agencies are responsible for keeping track of their scheduled delivery dates. This includes:

- Ensure site staff are informed about the delivery and the type of product expected.
- Agency staff must be on-site to receive deliveries during the designated delivery window.
- Arrange volunteers to assist with receiving and processing deliveries, if needed.
- Ensure a space is cleared and maintained for the truck to enter, unload, and exit.

Receiving a Delivery

When your delivery arrives:

1. Assign a staff member or volunteer to guard a safety zone, keeping clients away from loading/unloading areas. This person is responsible for seeing that SMFB safety rules are followed.
 - Non-SMFB personnel are prohibited from entering SMFB vehicles, including the trailer of delivery vehicles.
 - Only SMFB staff is permitted to operate SMFB equipment. This includes, but is not limited to the pallet jack, lift gate, forklift, etc.
2. Your St. Mary's driver will bring product as close as possible to the desired location, but they cannot assist with taking product off pallets.
3. Ask your St. Mary's driver for a copy of your delivery receipt. As product is taken off the truck, inspect the quality and quantities received.
 - If there is a discrepancy between the products listed and those received, take a picture, write discrepancies on both copies on the receipt, and notify the driver and your Agency Services Representative.
 - Agencies must take food temperatures at the time of pickup or delivery and must record these on receiving receipts. It is your right to reject items that are damaged, not in safe storage conditions, or do not meet established local, state, or federal requirements.



4. Return one signed copy of your receipt to the St. Mary's driver and maintain one copy on site in your records for 5 years.
5. After the driver has left, they will not return to pick up items or products unless special arrangements have been made. Agencies are responsible for inspecting all items, discarding any that are not fit for consumption, and storing any pallets or equipment for pick up at their next delivery.
 - If you are unable to safely store products, mid-way through your distribution, evaluate and adjust the quantities you are giving out to ensure you will not have leftovers.

Delivery Considerations

Please always consider your Agency Services Representative your primary contact (not your St. Mary's Driver). Share any communication about products, schedules, or other concerns, with your Agency Services Representative. Concerns relayed to your driver will not be communicated with your Representative. This includes, but is not limited to, the following potential concerns:

1. Road Conditions
 - If you have a concern regarding SMFB's ability to make a delivery or travel to/from your agency (for example: road/weather conditions, police activity, health concerns), please let your Agency Services Representative know right away.
 - SMFB reserves the right to request an inclement weather plan or policy if consistent delivery problems occur at a site.
2. Delivery Time
 - You can generally expect your delivery to arrive within a 2-hour time window. Please note our ability to make the delivery may vary based on mechanical issues, weather, truck/driver availability, and other stops the truck may be making.
 - **Do not contact** SMFB Representative to check on your truck's arrival time until after the scheduled **2-hour delivery window has passed.**
3. Food Safety
 - St. Mary's Food Bank Alliance maintains a 60-40 standard: At a minimum, 60% of produce provided should be appropriate for human consumption; 40% may need disposal. It is the agency's responsibility to sort and

dispose of any product not fit for human consumption. Contact your Agency Services Representative if you are unable to distribute any government commodities.

- If you receive product you feel you cannot store or give out safely:
 - Notify the driver that you are unable to accept the pallet. You must accept or reject full pallets in the condition they arrive – you may not choose to keep or reject only certain items on a pallet.
 - On your receipt, make a note of the item you are rejecting and why.
 - Send a copy of your receipt, a picture of the product, and a description of the issue, to your Agency Services Representative within 24 hours.
 - The driver may request that you complete additional paperwork detailing the reason for rejecting product.

4. Food Provided

- To minimize food waste, SMFB operates as a “push” model meaning that product is prioritized based on how soon it needs to be safely used and the quantities available in our warehouse. In this way, SMFB is not able to accommodate agency requests for specific types of product.
 - SMFB cannot provide finalized invoices to show the contents of loads prior to delivery as orders are only finalized 24 hours in advance.
- The food that is provided is based on what is available. If there are certain items that your agency cannot distribute (e.g., non-food items or certain types of meats) please let your Agency Services Representative know and they will do their best to accommodate.
- If you are consistently receiving too much or too little food, let your Agency Services Representative know and they may be able to adjust your order quantity.

Agency Rights during Deliveries

Agencies do not have to accept all of the product that arrives in a delivery. If you cannot accept an item because you do not have storage, don't need it, find it is of poor quality, or the quantity is not appropriate, please reject the product upon delivery and let your Agency Services Representative know. They will do their best to make adjustments for the future. Please note the reason for refusal on your invoice. *Note: For food safety reasons, partners must accept or refuse whole pallets.*

