

Agency Shopping and Source Policies & Procedures Manual

Please contact your Agency
Services Representative or
shop@stmarysfoodbank.org
with questions or concerns.



St. Mary's
Food Bank[®]

Agency Shopping and Shared Maintenance/Source

SMFB's Agency Shopping and Shared Maintenance/Source programs allow Agency Partners to select the specific products and quantities that they need to serve their clients.

The Shared Maintenance/Source Program offers agencies a below market-value rate to purchase product they may need to serve their clients; agencies may pick up these items from SMFB or may receive a direct delivery.

The Shopping Program offers agency partners the chance to visit SMFB and select products they need free of charge or at a discounted rate.

This manual details the process and requirements for agencies to participate in SMFB's Shared Maintenance/Source and Agency Shopping programs.

Refer to the "Donated" or "TEFAP" sections in the SMFB Agency Toolkit, dependent on the type of food your agency receives, to see requirements for signs, logs, forms, and reporting.

SMFB Shared Maintenance/Source Ordering Overview

A "menu" of Shared Maintenance and Source products and pricing is shared on a daily basis. If you wish to receive daily menus, please email: shop@stmarysfoodbank.org

To place a shared maintenance/source program order:

- Complete the form attached to the daily menu, specifying the items and case quantities you wish to receive, your agency name and number, and the day you would like to pick up the order or receive a delivery
 - Please allow 3 business days for SMFB to fulfill your order if you are picking up
 - Direct delivery dates will depend upon truck space and routing
- Submit the order form to: shop@stmarysfoodbank.org, or fax to 480-780-3608

SMFB will email the agency a statement for the order. A paper statement can be mailed if an email is not provided. Please make timely payments to:

St. Mary's Food Bank, Attn: Agency Shopping
2831 N. 31st Ave. Phoenix, AZ 85009

Please note your SMFB account number along with your payment.



SMFB Shopping Basics

SMFB's Shopping program allows agencies the opportunity to visit SMFB and to select the product they need to serve their clients.

Who is Permitted to Shop:

- A maximum of 3 individuals are permitted per agency.
- Shoppers must be able to lift at least 40 pounds to weigh product and must be able to load their own vehicles.
- Children are not allowed to assist with Shopping
- Agencies must be up to date on their Food Safety Training. Food Safety protocols must be followed at all times.

What to Wear:

- Non-slip, closed toe shoes
- Clean clothes, and no tank tops
- Long hair must be tied back

What to Bring:

- Non-latex gloves and a mask are optional.
- A cooler/ice chest is required for transporting dairy/meat/frozen items.
 - Coolers and ice chests must be clean and sanitized
 - Cold storage items must be labeled with the tare weight
- Bring your own containers: Crates/bread racks are property of the food bank.
- Your Shopping badge and Food Safety Training certificate/card (can be an electronic version)
- Food consumption and open drinks are not allowed in the Shopping area

When to Visit:

- Shopping appointments must be scheduled ahead of time.
 - To schedule or change an appointment email your agency specialist.
- Agency Shopping hours are Monday - Friday, 7:30am - 12pm (last appt at 11:30am). Shopping staff are available to answer questions Mon - Fri, 7am-3:30pm.
- Agencies have a half hour to shop.
 - If you are late for your appointment time, you will have less time to shop.
 - If your arrival time is so late that you are into the next shopping period, you must wait behind any agency that arrives on time to check in.
 - If you are on time but SMFB causes you delay, you will receive your entire 30 minutes of shopping time.
 - If you are early, you may wait outside or in the designated area.

Where to Go:

- Agency Shopping is located at: 3003 W. Thomas Rd. Phoenix, AZ 85009.
- Please park in spots designated for Agency Shopping, under the covered area. Do not park against the loading dock or behind other vehicles.
- Smoking is only allowed in the designated area outside (ask a Shopping associate for the location if needed).

Pricing:

Most SMFB commodities are priced according to the table below:

Item	Price
Bread, Cooler, Dry Items	Free
Freezer Items	Free
Meat and Dairy Items	Priced as listed
Source Items	Priced as listed in daily email

Please note fees and quantities allowed are subject to change without notice.

SMFB Shopping Process

1. Checking In

- Upon arrival, check in with the St. Mary's Shopping associate:
 - Show your SMFB agency badge. If you do not have your badge, you will not be permitted to shop.
 - The Shopping associate will note your arrival time, your cart weights, and ask if you want to purchase any milk or eggs. Milk is sold by the gallon at a subsidized cost and eggs are sold by the case (15 dozen/case) at a subsidized cost.

2. Shopping

- Agencies may shop with up to 2 carts at a time. Please shop by section and keep items sorted by: Cart 1 – Bread and Cooler, Cart 2: Freezer and Dry
 - Begin in the dry goods/bread section.
 - Next, head to the cooler/freezer section for meat, dairy, and produce.
 - Keep all meat and dairy items in their own cooler/ice chest.
 - Only one cart is permitted in the cooler/freezer at a time.

3. Checking Out

- When you finish Shopping, bring your carts to a check-out associate
 - The associate will weigh and document items on your check-In form

- The associate will then provide you a copy of your order confirmation. Sign one copy and keep one copy to complete your payment later.
- After unloading, return crates carts to their designated area outside

4. Payment

- All charges are due within 10 days of Shopping. Failure to pay the balance on time may result in Shopping restrictions.
- Payments can be made by:
 - **Mail:**
 - St. Mary's Food Bank, Attn: Accounts Receivable
2831 N 31st Ave. Phoenix, AZ 85009.
Please note your SMFB account number along with your payment
 - **Credit Card:**
 - Direct (602) 343-5657
 - Alternative (602) 343-3151
 - Have questions? Email Accounts Receivable at ar@stmarysfoodbank.org

Violation of rules may result in restrictions from Shopping at St. Mary's Food Bank.

Reporting

Shopping and source products are considered non-USDA commodities. Agencies are required to track and report the number households and individuals, or meals served just as they would for donated products.
