

2018-2019

MEMBERSHIP MANUAL

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SECTION 1: MEMBERSHIP

Membership Requirements

To gain and maintain membership with Philabundance, your member agency must:

- Provide services without regard to race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran; and not require any person to attend a religious service or pledge money or membership in exchange for product received. Clients who attend a religious service or pledge money or membership must receive product in the same manner and amount as those who do not;
- Provide any and all donated product from Philabundance to clients free of charge; product from Philabundance cannot be transferred for money, property, or services, this includes storage or handling fees;
- Pay all handling fees assessed;
- Assume responsibility for distribution of all product received. Product from Philabundance can be used only for approved programs, and cannot be stored in or distributed from private homes or obtained for personal consumption;
- Willingly adhere to additional donor stipulations;
- Understand that all donated food product must be accepted in as-is condition if not returned in accordance with the return policy;
- Cooperate with Philabundance in allowing it to conduct biennial monitoring visits to any food distribution site;
- Ensure the safe and proper handling of the donated product; maintain clean and safe facilities for storage and distribution of the product received and meet local, state and Federal health requirements. Maintain clearly marked storage for food kept in a shared space or facility with another operation;
- Maintain a defined method of distribution;
- Notify Philabundance immediately of any changes in program address, contact person, phone number, and hours of operation, size, or program activity status;
- Willingly abide by the policies, procedures, and record keeping requirements of Philabundance;
- Ensure that all member agency representatives and volunteers comply with the ground rules for Philabundance Food Bank pick-ups and the Galloway Food Program deliveries and Hub pick-ups;
- Maintain a valid email address and internet access (either on site or regularly elsewhere);
- Agree to release and hold harmless the original donor, Philabundance, Feeding America, and the Pennsylvania Department of Agriculture from any liability resulting from the conditions of any food provided to the Member Agency by Philabundance; understanding that Philabundance, Feeding America, and the original donor offer no express warranties in relation to product received. Agree to indemnify and hold Philabundance, Feeding America and the original donor free and harmless against all and any liabilities, damages, losses, claims, causes of action, and suits of law or equity in connection with the Member Agency's storage, distribution or other use of such delivered food;
- Refrain from using the name of Philabundance, or any variation thereof in any promotional event, news story, solicitation, or any other activity without prior written or verbal consent of the Philabundance Communications department;
- Reasonably accommodate Philabundance and/or Pennsylvania Department of Agriculture personnel site visits; including but not limited to for the purposes of inspecting the facilities and auditing and duplicating member agency records.
- Treat all clients, Philabundance employees, and fellow member agency representatives in a courteous and professional manner;
- Assume full responsibility for all terms within this contract, and be held accountable for their content via biennial monitoring and the Philabundance violations procedure wherever necessary;
- Understand that should violation of anything in this Member Agency Agreement occur, the agency will be put through the Philabundance violations procedure in order to address all issues with a fair and transparent process. Understand that Philabundance reserves the right to immediately terminate any agency from participation in membership for any reason.
- Be incorporated for the purpose of serving the ill, needy or infants (minor children);
- Be a tax-exempt 501(c)(3) organization, that is not a private foundation, and have filed an annual 990 form with the IRS to maintain nonprofit status or religious exception;
- If member agency prepares food on site (Emergency Kitchen or Shelter): Must maintain at least one staff member on site who holds a current commercial food safety manager certificate conforming to local regulations. If member agency distributes packaged product (ALL OTHER agencies) must have at least one staff member on site with ServSafe for Food Banks training provided by Philabundance;
- Receive a minimum of **6,000 pounds** of food from Philabundance annually.

New Members

Applications for membership are processed year-round. All new member applications will be charged a one time fee of \$150 for processing and a \$100 annual membership fee. Prospective member agencies can contact Recruitment at 215-339-0900 to discuss eligibility for membership and for application materials. This information is also available at www.philabundance.org/member-agencies/

Philabundance reserves the right to refuse service to any organization that does not meet the minimum requirements set out in our application packet, does not correlate with its mission statement, or does not abide by the Philabundance policies and procedures as listed in this Membership Manual.

New Agency Orientation

All potential agencies must attend a new agency orientation prior to membership. Orientations are held on a regular basis. Please reach out to Recruitment to register for a session.

Initial 90-Day Review Period

All new agencies will fall under an initial 90-day review period upon signing the Philabundance Member Agency Agreement. During this time, agencies must begin acquiring food from Philabundance either through our online ordering system, Agency Express, or through participation in one of our weekly Perishable Food Hubs; report pounds distributed (if applicable); and remain in good standing. At the end of your 90-day review period, Recruitment staff will determine whether or not a successful relationship can be established. Any agency that is denied continued membership will receive a refund of their \$100 annual membership fee. The \$150 new member fee will not be refunded.

Annual Membership Renewal

All member agencies must pay an annual membership fee of \$100. On receiving the agency's renewal form, we will invoice the agency for the fee, due 30 days from the invoice date. Membership renewal forms are due by October 1st and member agencies that have not renewed their membership will not be able to receive product from Philabundance until we receive their renewal form. In order to receive a renewal form, member agencies must have received at least 6,000 pounds from Philabundance in the previous 12 month period (August through July). The renewal period closes on January 1st. Member agencies that miss the renewal deadline may contact us for a renewal the following October; however, if your membership is dormant for two years or more you will have to reapply for membership. Agencies will not be able to renew their membership if their Safe Food Handling certification has expired. (See Section 7, page 10 for further information.)

Types of Member Agency Food Providers

Philabundance member agencies operate one or more of the following six types of hunger relief programs described below:

DISTRIBUTES DIRECTLY TO CLIENTS FOR IN HOME USE (OFF-SITE FEEDING):

- **Food Cupboard**

- o Distributes groceries and other household provisioning for preparation or use in a client's residence. A Food Cupboard must have an indoor location, dry storage, and typically has regular published weekly hours; however, programs that are only open as needed for emergencies or that are open once a month for distributions are also categorized as Food Cupboards. A Food Cupboard may also deliver product to clients' homes.

- **Neighborhood Distribution**

- o Distributes groceries and other household provisioning for preparation or use in the client's residence. The food is distributed the same day it is picked up or delivered, at a set location and at a published time so that clients can gather to receive food. The distribution may take place indoors or outdoors. A Neighborhood Distribution may also deliver product to clients' homes.

- **Group Home**

- o Provides groceries and other basic supplies exclusively to clients who live in a residence operated by the member agency. Meals are prepared by the clients at the residence.

- **Social Service**

- o Has a primary mission that is not food related but serves meals to clients; for example, an after school program or senior center. If you have a Social Service program that also provides groceries to clients for preparation or use in the client's residence, you have two programs – a Social Service program and a Food Cupboard or Neighborhood Distribution. The difference between a Site Feeder (below) and a Social Service is that a Site Feeder prepares food for clients on-site. A Social Service provides snacks or food that does not have to be prepared on-site.

DISTRIBUTES DIRECTLY TO CLIENTS FOR ON-SITE USE (ON-SITE FEEDING)

- **Emergency Kitchen**

- o Also called a soup kitchen, cooks and serves meals to clients who do not reside on the member agency's premises. An Emergency Kitchen may also prepare food for clients to take off-site when the kitchen is closed, or for distribution to homeless people on the street. If you have an Emergency Kitchen program that also provides groceries to clients for preparation or use in the client's residence, you have two programs – an Emergency Kitchen and a Food Cupboard or a Neighborhood Distribution.

- **Shelter**

- o Provides shelter services and prepares and serves one or more meals per day to residents. If you have a Shelter program that also serves meals to clients who do not reside on the premises, or that distributes groceries to clients for preparation or use in the client's residence, you should be enrolled with whatever programs apply – Shelter, Emergency Kitchen, Food Cupboard or Neighborhood Distribution.

- **Site Feeder**

- o Has a primary mission that is not food related, but serves prepared meals to clients; for example, a senior center. If you have a Site Feeder program that also provides groceries to clients for preparation or use in the client's residence, you have two programs – a Site Feeder program and a Food Cupboard or Neighborhood Distribution. The difference between a Site Feeder and a Social Service is that a Site Feeder prepares food for clients on-site. A Social Service provides snacks or food that does not have to be prepared on-site.

SECTION 2: POLICIES

In order to remain in good standing with Philabundance policies, agencies must comply with the following:

Distribution of Donated Product

- **Not Permitted:**

- o Product from Philabundance cannot be sold or traded to clients or other parties.
- o Donated product from Philabundance cannot be given to clients who do not qualify as needy.

- **Permitted with restrictions:**

- o Donated beverages can be given to volunteers.
 - Beverages only, no other donated items, for on-site consumption only; a written policy is required if you do this.
- o Donated non-food products can be used for member agency operations.
 - Items such as paper products or cleaning supplies; a written policy is required if you do this.
- o Donated beverages can be used for member agency meetings.
 - Beverages only, no other donated items; must be conducting member agency business; never allowed for fundraising meetings; a written policy is required if you do this.
- o Donated items can be distributed to eligible volunteers.
 - Volunteers must receive products in the same amount and same manner as everyone else.
- o A religious service can be conducted before or after a food distribution.
 - Attendance at the service cannot be required to get food and clients should not feel embarrassed or pressured into attending the service.
- o Clients can donate money if donations are clearly voluntary and anonymous.
 - This practice is permitted but not recommended.
 - Clients must very clearly understand that donations are never required to get food.
- o Staff or volunteers can taste or test donated foods.
 - For instance to demonstrate a recipe.

If you have any questions regarding the policies surrounding distribution of donated product, please contact Member Relations at 215-339-0900.

Staff and Information Changes

Contact information:

It is a requirement of membership to inform Philabundance in writing, on organizational letterhead, of any changes to your contact information. Failure to inform Philabundance of changes in a timely manner may result in suspension of services. If your member agency's contact names or phone numbers change at any point during the year, you should not wait until you renew your membership to inform Philabundance. We need to be able to reach someone at your member agency by phone, mail or e-mail at all times. If your address changes, Philabundance will schedule a site assessment to survey the new location prior to you receiving food at your new location.

Safe Food Handling Certificate Holders:

When the only staff member holding the certificate leaves your member agency or their certificate expires, you must notify Philabundance immediately. If you fail to notify Philabundance and the absence of a certified staff member is discovered, your member agency will be issued a violation warning, which will lead to probation, suspension, and eventual termination if not corrected.

Membership Violations Procedure

Philabundance appreciates the work and collaboration of our member agencies to drive hunger from their communities. We rely on our members to protect the health, access to services, and the civil rights of the people we serve together. To ensure our continued service, Philabundance has created this procedure for membership violations. Compliance to membership policies is mandatory and essential to maintaining the level of service and respect to which we are committed.

Please review and keep in mind the following procedure to ensure you understand how Philabundance handles violations, and how to appeal them.

1. Written Warning

After verbal warning for any violation is given, Philabundance will send a written warning to the primary contact in charge of your program, instructing them to correct the violation within 60 days. The member agency continues to have access to Philabundance food, programming and agency grants.

2. Probation

Probation is a period of 30 additional days after the written warning is received, during which time a member agency may no longer access food from Philabundance. A member agency's status will move to probation if it has not made corrective action within 60 days after receiving written notice of violations with instructions to correct violations.

3. Termination

Termination is the permanent loss of membership privileges. An agency will be terminated following 30 days probation if the agency does not rectify the violations outlined in the written warning from Philabundance.

Additionally, immediate termination could be rendered if it is discovered and proven that an agency is mishandling food provided by Philabundance in the following ways:

- Selling donated food for money

If the above is discovered by a Philabundance team member or a verified complaint, Philabundance will invite the member agency in for an in-person meeting about the findings and the agency will have an opportunity to appeal the decision before it is final.

Appeals Process

Philabundance will accept appeals to its determinations of a member agency's termination. The appeal must be in writing, either by hard copy or email, and should outline the reasons you believe that Philabundance is in error, providing evidence wherever possible.

The membership review team will review the appeal submission and reply to the agency with its determination within 30 days.

Hold

Philabundance reserves the right to place a member agency on hold after two attempts have been made with the agency representative to discuss any of the following violations, or at the monitor's discretion:

- A violation found at a site visit during a distribution to ensure that the Philabundance food is being distributed properly.
- The safe food handling certificate that has expired.
- 501(c)(3) that has been revoked.

Return Agency Policy

Once a member agency's status is changed to terminated, they are not eligible to re-apply for Philabundance membership, regardless of changes in staffing.

Return Representative Policy

Persons listed as representatives or contacts for a terminated agency at the time of termination are also considered terminated. These representatives or contacts may volunteer at another Philabundance member agency in the future, but they may not be listed as Philabundance representatives, contacts or shoppers for any other member agency.

SECTION 3: PRODUCTS & PROGRAMS AVAILABLE TO MEMBER AGENCIES

As a Philabundance agency, your organization has a variety of options for accessing food. Our General Distributions are geared toward agencies that serve all who come to their doors for help. We also offer several programs that target specific populations like senior citizens or families with young children. These products and programs count toward the annual pounds requirement.

Food for General Distribution

Produce Deliveries direct to our agencies:

- Minimum weights for city and county deliveries
- Weekly deliveries
- Produce and perishable goods only

Perishable Food Hubs offer:

- Free access to produce and perishable goods
- Weekly pickup for large quantities of product
- Multiple pickup locations in our service area

Programs

Fresh For Alls are weekly "farmers markets" that:

- Distribute produce and dry product
- Offer food to all who come
- Are no cost to agency

LunchBox is a summer food program for kids that provides:

- Refrigerated prepared meals
- Tailored distribution based on need and availability
- Meals at no cost to agencies, but may have a waiting list

BackPack Program helps kids eat over the weekend with:

- Pre-packaged 3-5 pound bags of food
- Tailored distributions based on need and availability
- Product at no cost to agencies, but may have waiting list

CSFP Senior Boxes are government-supported distributions that:

- Offer 30 pound pre-packaged box of dry product and refrigerated cheese
- Are delivered monthly to agencies
- Are free to agencies
- Require clients to meet criteria for participation

Grocers Against Hunger pairs local grocery stores with agencies to:

- Provide produce, dairy, meat, dry goods to local agencies for free
- Coordinate agency pickups at stores
- Monitor required criteria for both stores and agencies

Additionally, if your agency is a site feeder, group home, shelter, or emergency kitchen, you must:

- Serve a minimum of 400 meals per week or have an existing program for clients to take unprepared food home so you can utilize all GAH donations.
- Not make clients pay for food or to be a part of the program. (Certain exceptions may be made for programs where this is required by government, or payment is minimal, on a sliding scale, and is part of a larger program providing shelter.)

SECTION 4: AGENCY EXPRESS

Overview - Placing and Receiving an Order

Orders for non-perishable product can be placed 24 hours per day, seven days per week through Agency Express, our online ordering website. Contact Member Relations for log-in info and the Agency Express user guide.

Orders can be placed either for pick-up at the Berks warehouse or for delivery. You must be able to receive a delivery order on a day when our truck is scheduled to be in your area. If you pick up your order you will need to schedule a pick-up appointment time in Agency Express. We have pick-up appointments available at 20-minute intervals between 8 AM and 11:40 AM, Monday through Friday.

When checking out, you will receive two agency invoices to sign that list the items on the order, the weight and dollar amount payable. You will be given a copy for your records. Once you have checked out, you may load your vehicle. If you are receiving a delivery, you will sign two agency invoices after checking the order and you will keep one copy and return the other to the driver. You are required to keep Philabundance invoices on file for at least three years.

Authorized Shoppers

In order to protect both our member agencies and Philabundance, any person who picks up a member agency order must be on the list of authorized shoppers for that member agency. If the authorized shopper leaves your member agency, you must notify Philabundance in writing. If you do not notify Philabundance of that change, your member agency will be responsible in the event that that individual purchases product on your member agency's account. Your member agency is responsible for the actions of your representatives. If you want to add an authorized shopper to your member agency's list or remove a name from the list, you must advise Member Relations in writing.

Pick-up Ground Rules

- When picking up an order, bring enough people to help load your vehicle. Back your vehicle up to the dock door for loading, and take only one space at a time if you are loading two vehicles.
- If you are unable to make your scheduled pick-up day, the order will only be held for 24 hours. Please contact the Order Help Line (215-739-7221) to reschedule an appointment for the following day, or a \$15 restocking fee will be charged and you will have to place a new order. Member agencies needing to cancel a pick-up must do so before the cut-off time of 3 PM, two business days prior to the pick-up day.

Cancellations can be made in the "Order Management" section of Agency Express. Pick-up cancellations needing to be made after the cut-off time will incur a \$15 restocking fee.

Delivery Ground Rules

- Philabundance Food Bank deliveries are made on a twice-monthly schedule, with a designated delivery day for each member agency according to ZIP code.
- There is no fee for receiving a delivery, but orders must weigh at least 500 pounds to qualify for delivery.
- Philabundance Food Bank deliveries will be dropped off inside your door upon request as long as there is space inside the door for the pallet or pallets of product you have ordered; driver schedules allow for 15 minutes at each stop.
- Member agencies needing to cancel a delivery must do so before the cut-off time of 3 PM, two business days prior to the delivery day. Cancellations of Agency Express deliveries can be made in the “Order Management” section of Agency Express. For Produce Delivery delivery cancellations, call or email Member Relations. Delivery cancellations needing to be made after the cut-off time will incur a \$25 restocking fee.
- If no one is there to receive a scheduled delivery, you will be charged a \$25 restocking fee. The order will not be held and you will have to place a new order.
- Philabundance is not able to pick up pallets that have been stored outside, due to possible issues with weather damage and pest contamination. Agencies receiving deliveries need to adhere to one of the following options:
 1. At the time of the delivery, have volunteers available to unload and break down pallets quickly so the driver can take them back to the warehouse.
 2. Store pallets indoors to be returned to the driver at the next delivery.
 3. Arrange to dispose of pallets.

Credit and Return Policies for Food Bank Orders

Signing the agency invoice for your order means that you’ve checked the order and you agree that the order is correct. Member agencies receiving deliveries should make sure that everyone on staff knows not to sign the agency invoice until someone has checked the order.

- If an item is missing from an order
 - o If we have made a mistake in putting your order together, it is important that you catch this before you leave the warehouse or before the delivery driver leaves your member agency. If you find that an item is missing on a delivery order, be sure to note this on the agency invoice you sign and you will receive a credit. You will not be able to receive a credit for a missing item if you tell us after you leave the warehouse or after the driver leaves.
- If an item is not what was ordered
 - o If the wrong item was put in your order, it is important that you catch this before you leave the warehouse or before the delivery driver leaves your member agency. If your order was delivered, the driver will take the wrong item back and you should be sure to note this on the agency invoice you sign and you will receive a credit. If you discover that you received the wrong item after you leave the warehouse or after the delivery driver leaves, you may be able to return the item for a credit if it is unopened and in good condition. If you call Member Relations at 215-339-0900 within three business days, we will help you with the return process. In some cases an item may be returnable but you will be charged a restocking fee.
- If an item is damaged or spoiled
 - o If you receive an item that is damaged or spoiled, it is important that you catch this before you leave the warehouse or before the delivery driver leaves your member agency. If your order was delivered, the driver will take the damaged/spoiled item back and you should be sure to note this on the agency invoice you sign and you will receive a credit. If you discover that an item is damaged or spoiled after you leave the warehouse or after the delivery driver leaves, call Member Relations at 215-339-0900 within three business days –in many cases you can still receive a credit for the item.

SECTION 5: PAYMENT POLICY AND GRANTS

Credit Terms

All current Philabundance member agencies may place orders through Agency Express. Agency invoices are due within 30 days. If an invoice is past due, your member agency will not be able to order additional items until all past due amounts are paid. Payments can be made by check, money order or credit card. Cash payments cannot be accepted.

Returned Checks Policy

If a member agency check is returned by the bank, Philabundance will automatically resubmit the check to the bank after the first time it is returned. If the check is returned a second time, the member agency will be charged a \$35 fee that is due immediately. This will mean that the member agency cannot place another order until the returned check is replaced. The balance being paid by the returned check will still be due on the invoice 30-day due date. To clear an account quickly, a cashier's check or money order will be required.

Grant Opportunities

Philadelphia State Food Purchase Program Grant

If your agency resides in Philadelphia County, you may be eligible for the Philadelphia State Food Purchase Program grant. To receive this grant the agency must have completed the 90-day review period, be in good standing with Philabundance, and express interest with the Member Relations team. Note that Member Relations maintains a waitlist to receive the grant, and that agency spending is reviewed on a quarterly basis.

Other Grant Opportunities

When funding allows, capacity grants are available to eligible agencies for items such as refrigerators, freezers, and hand trucks. These grants are either program or geographically specific. As such, a member of our team will contact your agency representative if you meet the minimum requirements to apply.

SECTION 6: RECORDKEEPING

Member Agency Recordkeeping Requirements

All member agencies must:

- Maintain books and records which accurately reflect the total amount of product received from Philabundance and the total amount of Philabundance products distributed or used.
- Keep Philabundance invoices on file for at least three years.
- Provide Philabundance with a description of your procedure for determining that the final recipient of the product is ill, needy or an infant (minor child) upon request.
- Notify Philabundance promptly about any changes in program size, program activity status, address, contact phone numbers and hours of operation

Member Agency Monitoring

Philabundance monitors will schedule a mandatory site visit with your agency at minimum every two years. If we are unable to schedule a site visit after several attempts, a warning letter will be sent. Additional site visits may be either scheduled or unannounced. Philabundance does investigate reports of unsafe or unsanitary conditions as well as other policy violations.

During the site visit Philabundance will review your agency's operations in three general areas:

1. Agency maintains site in accordance with standard health and safety guidelines (refer to [section 7](#) for requirements)
2. Agency contact and other general information on file is correct (refer to [section 2](#) for requirements)
3. Agency maintains required records (refer to [section 6](#) for requirements)

SECTION 7: SAFE FOOD HANDLING REQUIREMENTS & PRACTICES

Member Agency Safe Food Handling Requirements

Certification for On-site Feeding Programs

In order to be in compliance with local, state and Federal Health Department regulations, agencies that serve meals on-site must have at least one staff member who holds a commercial food safety manager certificate. ServSafe Food Safety Manager is a standard, but Philabundance will review other certificates to ensure they are compliant with local, state and Federal regulations. If you operate a Shelter, an Emergency Kitchen, or a Site Feeder program that provides on-site meals to clients, you must keep your commercial food safety manager certificate current in order to remain active with Philabundance. You can call Member Relations at 215-339-0900 for course location information.

Certification for Off-site Feeding Programs

Member agencies that operate a Food Cupboard, Neighborhood Distribution, Group Home, Social Service, or the Commodity Supplemental Food Program must have at least one representative who has attended a ServSafe for Food Bankers training presented by Philabundance in order to remain active.

Questions about this requirement should be directed to Recruitment at 215-339-0900.

SECTION 8: COMMUNICATIONS

Monthly Agency Newsletter

Each month, active member agencies will receive our agency newsletter, Agency Newsletter, via email. It will also be available via our website. It is important that you read the newsletter each month, as it will contain important information regarding any closures as well as community news, grant and class opportunities, and more.

Food Bank Shopping Quick Reference Chart

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|------------------------------------|---|
| ORDER WEB SITE (Agency Express) | www.agencyexpress3.org |
| ORDER HELP LINE | 215-739-7221 or toll free 1-888-722-4732 |
| HELP WITH ORDERS | Monday – Friday 8:30-4:30: Call order line or anyone in Member Relations |
| ORDER PICK-UP | Must come during scheduled pick-up time slot |
| DELIVERY | <ul style="list-style-type: none"> Scheduled days for ZIP code, 500 lb. minimum Delivery time available the day before delivery from Dispatch |

Food Bank Shopping Quick Reference Chart

Who to Call with a Change or a Question

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| CANCEL AN AGENCY EXPRESS ORDER PICK-UP OR DELIVERY (prior to 3 PM, two business days in advance) (no fee) | Order Management section on Agency Express | www.agencyexpress3.org |
| CANCEL AN AGENCY EXPRESS ORDER PICK-UP OR DELIVERY (after 3 PM, two business days in advance) (fee applies) OR A WEEKLY PERISHABLE FOOD DELIVERY | Order Help Line | 215-739-7221 or toll free 1-888-722-4732 |
| GET A BERKS ORDER DELIVERY TIME (including CSFP boxes) | Dispatch | 215-339-0900; ext. 1898 |
| ITEM RETURNS | Member Relations | 215-339-0900 |
| BILLING QUESTIONS | Member Relations | 215-339-0900 |
| PROBLEM WITH GALLOWAY FOOD QUALITY OR QUANTITY | Member Relations | 215-339-0900 |
| COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP) QUESTIONS | CSFP | 215-339-0900 |
| GROCERS AGAINST HUNGER (GAH) QUESTIONS | Member Relations | 215-339-0900 |