



RETAIL PROGRAM OVERVIEW

As a member of Feeding America, The nation's largest network of Feed Banks, The NTFB can now offer Agencies the opportunity to participate in a store donation program. In an effort to donate as much useable product as possible while maintaining the highest standards in safe food handling, the participating stores have chosen to only donate perishable products to Feeding America Network Food Banks and their approved agencies.

Requirements for Participation

1. Agency has completed Tier 3 requirements
2. Payment has been made within last 90 days
3. Account is not over the credit limit
4. Agency is within 30 minutes of a participating Store
5. Agency has the capacity to pick up at least 3 times per week
6. Agency has the capacity to store all products within the authorized facility
7. Agency can provide coolers to pick up frozen items

Partner Agency Responsibilities

1. Partner agencies assigned to stores will need to provide a point of contact for store management to call for pickup scheduling or other needs.
2. Partner agencies picking up refrigerated or frozen items such as meat, produce, dairy, and deli items are required to refrigerate these items during transport and storage. Approved devices include temperature-controlled coolers, thermal blankets, or active temperature devices (i.e. refrigerated truck/unit). Partner agencies are responsible for acquiring and maintaining these devices.
3. Agencies are required to accept all products that are offered. If an issue of product quality arises, the agency will only communicate this to the NTFB personnel, who will then address the issue with the participating stores.
4. Partner agencies are required to log the temperatures on items requiring freezer and cooler handling. Product that falls outside of temperature guidelines must be destroyed. Temperature logs should be maintained and made available for review by NTFB upon request.
5. Partner agencies should have identification cards available for presentation at the time of pick up. These cards will be issued by their sponsoring Feeding America Member.
6. Partner agencies will be responsible for documenting the weight of each direct pick up and reporting this activity on a timely basis to NTFB, as agreed upon. The NTFB will use the reporting to further compile the poundage for reporting to the retail donor partner.
7. Partner agencies are responsible for notifying the NTFB of any changes to their agency or program that may affect the retail program.