



2021 Partner Agency Agreement Highlighted Procedures

Delivery Time Notification

On the morning of delivery day, Food Bank of the Southern Tier staff will notify agencies of their projected 15 minute delivery window. Delivery windows may vary from week to week based on the number and size of orders. The arrival of the delivery truck at your agency can be affected by traffic, weather, construction, and delays at previous deliveries.

Please note the following:

- The warehouse and delivery staff strives to serve agencies in the most efficient manner possible. Please wait for our staff to contact you with the projected delivery window before calling the Food Bank.
- The Food Bank must have the correct contact information for the person in charge of receiving delivery.

Ordering

1. All agency orders must be submitted by 12 pm, two (2) business days prior to your pick-up or delivery date. For example, deliveries for Wednesday must be ordered by 12 pm Monday. Orders submitted after this time will not be accepted by the system.
2. If you need to add products to an existing order already submitted, call or email Amanda Palme, at 796-6061 x4052; amanda.palme@foodbankst.org or Lisa Mallacoccio at 607-796-6061 x4036; lisa.mallacoccio@foodbankst.org. Add-ons need to be submitted by 12 pm no later than two (2) business days prior to your pick-up or delivery date. Please do not generate a new order for add-ons.
3. When placing an order online, always select delivery time as 9:00 AM. Please keep in mind that the Food Bank determines your actual delivery time; and will call you the morning of your delivery with a 15 minute window of the estimated delivery time. Please **DO NOT** call the Food Bank regarding your delivery time.

Accounts Receivable

Agencies that are past due with their Food Bank account will be contacted by our Business Services Department and will be given 1 week to make payment. If a payment is not received, the agency will be suspended until the payment has been received. If the agency is 90 or more days past due, the agency will remain suspended for 1 week after payment has been received. The Food Bank will review future partnership for agencies that are past due multiple times in a calendar year.



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Monthly Statistics

Statistics are due the 5th of each month. For each 6 month period (January-June and July-December) that statistics are late the following will take place:

- I. Once – Agency will be notified to submit stats ASAP and that further late submissions will constitute consequences
- II. Twice – Agency will be suspended until stats are received
- III. Three Times – Agency will be suspended for 2 weeks after statistics are received AND FBST will send an email to the Executive Director
- IV. Four Times – Agency Suspended for 3 weeks after statistics are received AND FBST will meet with the Executive Director
- V. Five or More – Agency will be suspended. Suspension will be lifted only at the discretion of the Food Bank.

Monthly Partner Driven Pounds

Partner Driven pounds reports are due the 5th of each month. Agencies reporting 9 of 12 calendar months on-time and not missing more than 2 consecutive months will be considered in *good standing*. Agencies that are not in good standing will be subject to the following:

- a. Lose access to Feeding America donors
- b. Lose their equipment
- c. Become ineligible for the lower tiered shared maintenance fees

The following table will be utilized as the sliding scale for reduced Shared Maintenance (SM) Fees as it relates to agency standing:

Donated & Value-Added Pounds Ordered per Year	SM fees for Agencies in Good Standing	SM fees for Agencies Not in Good Standing
Less than 25,000	\$0.17	\$0.18
Between 25,000 and 50,000	\$0.16	\$0.17
Between 50,000 and 75,000	\$0.15	\$0.16
Between 75,000 and 100,000	\$0.14	\$0.15
Between 100,000 and 125,000	\$0.13	\$0.14