

Ordering Policy: Ordering Deadline, Scheduling, Balance Due



Updates made Aug 29, 2024 to the [Pick-up Agencies](#) section in III. Details for Partner Agencies.

I. Policy Statement

Online Orders: Food Gatherers will review and prepare online orders for pickup/delivery if they are submitted accurately by the deadline. Food Gatherers does not have the capacity to review and prepare late orders. Only in exceptional circumstances can Food Gatherers handle a late order.

Balance Due: Food Gatherers expects agencies submitting orders with a balance due to pay when they receive their monthly statement. Carrot Credits and other purchasing grants apply immediately if there are available funds, if an agency doesn't want to pay for food, the order must have a balance due of \$0.

Profiles: Food Gatherers prepares, based on available food, a profile for agencies that have a standing schedule with us, such as getting a delivery every Tuesday morning around 10-10:30, or picking up every Wed 1-1:30 pm from our Warehouse. The profile consists of a list of guidelines and preferences provided by the agency representative for no-cost rescued and donated product, with maximums set by food categories, for example "maximum 500 pounds of Produce; maximum 20 gallons of Milk". Food Gatherers will prepare the profile unless we receive a cancellation or reschedule request by the order deadline.

Delivery and Pickup Schedule: Food Gatherers serves dozens of agencies in Washtenaw County and has a very intricate schedule and delivery routes to be able to get food to all of our partners. Food Gatherers will provide delivery during the confirmed scheduled window (usually 30 min window), unless an exceptional circumstance happens. Food Gatherers will prepare online orders and profiles for pickup for the confirmed scheduled time (30 min appointment). Any requests to change the pickup or delivery time of an online order or profile must be approved in advance, before the order deadline at the absolute latest.

Adherence: Agencies are expected to adhere to these policies. Food Gatherers will work one-on-one with agencies to address challenges and help them be successful. If an agency is unable to meet the policies after working with Food Gatherers, the account may be terminated.

II. Applicability/Scope

Food Gatherers has limited staffing and serves dozens of partners in Washtenaw County. We have systems in place to review orders, prepare orders, build profiles, and make deliveries and stage pickups. Food Gatherers does not have the ability to handle late orders, last minute cancellations or late rescheduling requests. When Food Gatherers spends staff time and resources on handling late orders, or putting away product we prepared for an

agency that forgot to cancel a pick-up, we are less able to provide the high level of service to all our partners that we strive to do.

We recognize that our partners manage multiple projects and are also busy, and we strongly encourage your team to have a second person trained to submit orders, so that your distribution is not disrupted or diminished due to not getting an order in on time. We can share training resources and login information with a second person if you want, let us know!

III. Details for Partner Agencies

Online Orders

- Partner Agencies and Programs will submit **one** online order per delivery/pickup via PWW (Primarius Web Window) by the deadline of noon two business days prior to the pickup/delivery date.
- Order deadline schedule based on pickup/delivery day:

Order Deadline	Pickup/Delivery Day
Noon (12:00 pm) on Thur	Monday
Noon (12:00 pm) on Fri	Tuesday
Noon (12:00 pm) on Mon	Wednesday
Noon (12:00 pm) on Tues	Thursday
Noon (12:00 pm) on Wed	Friday Saturday* (<i>order deadline is 3 days in advance</i>)

- NOTE: The deadline WILL NEVER get pushed back when there is a holiday. It is either the same, or the day before it is usually due. If orders are due earlier than usual, we will share this via email to the primary contact.
 - (For example, Wednesday orders are still due by noon on Monday even when it's Labor Day. Orders can be submitted in advance if you're not working on Labor Day).
- Orders can be submitted up to 7 business days in advance.
- Any alterations (removing or adding an item) to an already submitted order must be made by e-mail or phone during business hours, and before your ordering deadline. The best practice is to call our office and ask to talk to the person processing orders for that day
- **Accurate Online (PWW) Orders include:**
 - **Correct date based on confirmed standing schedule**
 - Partner Agencies will select the correct date based on their standing schedule when checking out on PWW.

- If you order for the incorrect date, we may not see your order in time to process it! We process orders in batches for the day they are scheduled for. Please check the date carefully before submitting your order. If you place the order on a different day of the week than usual, the online ordering platform may autofill a different date than the day you need - so always pay attention and double check the date please.
- **All the items you want to order in one order**
 - You may not submit more than one order for your pick-up or delivery.
- **Balance Due is \$0 -or you are prepared to pay for the items you ordered**
 - Carrot Credits and purchasing grants apply automatically if available.
 - If your agency does not want to purchase any items with your agency's funds, be sure the balance due ("price" on the checkout page) is \$0.

Weight	Price	Service Fee	Grants Ap...	Qty	Price Ext	
20.00	\$8.11	\$0.00	\$8.11	1	\$0.00	✖
				Update Cart		
Totals	Weight	20.00	Quantity	1	Price	\$0.00

Profile Requests

- All requests to modify a profile must be submitted by the same deadline as the online orders are due (by noon two business days prior).
- Requests include but are not limited to:
 - Increasing/decreasing amount of a category
 - Special note to not send an item, for example "don't send milk for this upcoming delivery only"
 - For pickup agencies: reschedule requests and/or cancellations

Pick-up Agencies

- **You must come at your scheduled time and only at your scheduled time**
 - We have an appointment style schedule, not "drop in".
 - If your pick up time is, for example, 2-2:30 you may not come at 1:30, you may not come at 3 pm. You may only arrive at/after 2 pm, and need to be gone by 2:30 to make space for others.
- **[updated 8/12/2024]** Agencies will be charged a \$75 fee for pickups (online orders or profile requests) that are not picked up on the scheduled date (or rescheduled or canceled *before* the order deadline has passed). This includes:
 - orders/profiles that are canceled after noon two days prior to the scheduled pickup time,
 - reschedule requests to pickup an order/profile made after noon two days before the scheduled pick up time, and
 - no shows (not coming to pick up a scheduled order/profile).

- Agencies will NOT be charged a fee if they are able to come in during another available slot on the same day as originally scheduled. Agencies must call before showing up at an alternate time to make sure the appointment is available.
- The \$75 fee for late cancellations or reschedule requests will **not** be covered by available Carrot Credits (or other purchasing grants), and will be the responsibility of the partner agency.
- We suggest having an alternate staff member or volunteer familiar with the pick up process so you don't find yourself canceling or rescheduling a pickup after the deadline.

ALL partners:

- **Reschedule requests may NEVER be submitted via PWW in the checkout notes.**
 - If you have a reschedule request, you must reach out to your account manager, or CFP@foodgatherers via email or phone before your ordering deadline. The earlier you request it, the easier it is for us to accommodate. Requests made right before your order deadline do not give us much time to find alternate days/routes to reschedule your delivery to.
- **We cannot accommodate **any** changes to your order or pickup/delivery date after noon two business days before your pickup day.** (eg, if you contact us at 3 pm on Monday regarding changing your Wed pickup, this is a *late* cancellation/reschedule request)
 - If you need to reschedule your pickup day/time, you must reach out to your account manager **before** noon two business days prior to your scheduled pickup days.

Updated 8.29.2024