

FAQs FoodRecovery.org Product Tracking Form

Link: <https://foodrecovery.org/paperwork/>

What information is necessary to complete our paperwork?

Your Email

- Please enter the email of the person submitting the paperwork form

Your Organization Name

- Please include the full organization name. Do not abbreviate.

Food Recovery Number

- This is a 7 digit number ending in "25." The Food Recovery Number can always be found in the subject line of the original email offer, within the donation offer, and in our paperwork reminder messages. Please make sure this number is submitted exactly right so our automation technology can detect your submission.
 - Ex: 1030225

Bill of Lading Number

- The BOL number is a numeric or alphanumeric reference number printed on the top of the shipper Bill of Lading. It can be any reference number that is easy to find on the first page of the BOL.
 - Ex: Donation4789, 5016163393, DON1_6015_232025

Bill of Lading

- Please keep a copy of the shipper Bill of Lading. This is the paperwork that the warehouse gives along with the donation. We require all the pages of the BOL submitted as a PDF file.
- If the Bill of Lading does not include the specific product details, the donation likely also came with extra pages called packing slips. Packing slips have the full product details listed. We require all pages of packing slips to be submitted as well. It is important that we have all these pages of product descriptions in the event of a product recall.
- Please upload 1 PDF file with all the pages of the BOL and packing slip.
- To combine multiple pages into one PDF, we recommend [Cloud Convert](#) for computer submissions and [CamScanner](#) for phone submissions.

Packing Slip

- *This field is required if the Bill of Lading does not include the product details and you are having trouble merging the two files yourself. Please upload the Packing Slip as a separate .pdf file here.*

Donation Receipt

- *We currently do not require donation receipts. If you would like to submit an optional donation receipt, please upload it here or email it to us at donationreceipts@foodrecovery.org.*

Donation Photo

- *Donation photos are not required, but we would love to see the product and your distributions whenever possible!*

Product Category

- *Please identify the best fitting category for your food donation. If you are unsure, you can select “unknown.”*
 - **Blend** - Any mix of assorted products (e.g. regular milk and non-dairy milk, meat and vegetables, frozen meals, MREs, etc.)
 - **Fruits and Vegetables** - All fruits and vegetables (e.g. bananas, tomatoes, spinach, etc.) except Root Vegetables
 - **Root Vegetables** - Vegetables that grow underground (e.g. potatoes, beets, carrots, onions, etc.)
 - **Grains, Breads, and Cereals** - Rice, corn, wheat, and oat products (e.g. pasta, pastries, breads, oatmeal, etc.)
 - **Beans, Nuts, and Oils** - Any kind of bean or nut products (e.g. peanuts, cashews, canola oil, peas, etc.)
 - **Other Plant-Based** - Anything made of plants that does not fit into the other categories (e.g. non-dairy milk alternatives, assorted chips, ground coffee, tea bags, etc.)
 - **Yogurt** - ONLY yogurt products including drinkable yogurt
 - **Milk** - ONLY dairy milks and cream
 - **Cheese** - ONLY cheeses
 - **Other Dairy** - Mixed dairy donations and dairy without a unique category (e.g. cheese milk and yogurt in one donation, icecream, etc.)
 - **Poultry** - Chicken and egg products
 - **Beef** - Beef and beef products
 - **Pork** - Pork and pork products
 - **Other Meat** - Meat products, multiple kinds of meat, or meat without its own category (e.g. pepperoni, beef and pork, lamb, etc.)

- **Baby Food or Formula**
- **Water**
- **Other Drinks** - Any drink that is not water, milk, or milk alternatives (e.g. juice, electrolyte drinks, etc.)
- **Non-Food Essentials** - Anything that is not edible (e.g. first aid, PPE, coats, blankets, etc.)

Product Received

- Let us know what product you received
 - Ex: Yogurt, Milk, Apples and Bananas

Date Load was Received

- Enter the date your organization received this donation

Total Gross Weight

- Input the weight of your donation in pounds. Please use the total gross weight. Do not subtract pallet weight.
- On the BOL, this total can usually be found on the bottom of the first or last page. If there is a discrepancy between the weight you actually received and the weight total printed on the BOL, this qualifies as a BOL discrepancy.
- Please use [this tool](#) to convert from kilograms to pounds, if necessary.

Total Case Count

- This is the number of cases that arrived with the donation.
 - Ex: "QTY Shipped: 1789," "Package QTY: 1447 CS"
- On the BOL, this total can usually be found on the bottom of the first or last page. If there is a discrepancy between the case count you actually received and the case count total printed on the BOL, this qualifies as a BOL discrepancy.
- If the load was bulk (ex. potatoes in totes) please take the weight and divide it by 20lbs for the case count
 - Ex: 20,000 lbs of potatoes/20lbs = 1,000 estimated cases

Estimated Number of People Served by this donation

- Please provide your best estimate of how many people benefitted from this specific donation. If you do not track individual clients served, use the case count number here.

Pallet Information

- Please carefully track what types of pallets you receive and how many pallets you receive for each donation.

- Oftentimes, it is helpful to *handwrite the pallet totals on the BOL as soon as the donation comes in, so you easily have this information when submitting paperwork later.*
- Our donations come on many types of pallets:
 - Board pallets are wooden and brown
 - PECO pallets are red with white lettering
 - iGPS pallets are black and plastic
 - CPC pallets are red with black lettering
 - CHEP pallets are blue with white lettering
 - CHEP pallets must be carefully tracked. Please note any discrepancies between CHEP pallets you actually receive and the number of CHEP pallets listed on the BOL.
 - Please enter your CHEP account number when you receive CHEP pallets. This is a 10 digit number typically starting with 6100, 4000, or 1000
 - If you do not have a CHEP account number yet, please submit 99999 as your CHEP account number
- In addition to the pallet type breakdown totals, please also submit the overall total number of pallets you received on the donation

Distribution Questions

- The distribution city is the city where you or your partner organization ultimately distributed the product out to the community
- The distribution state or province is where you or your partner organization ultimately distributed the product out to the community
- If you or your partner organization used the donation for disaster relief efforts, please check “yes” and tell us the estimated weight that was used for relief efforts. If the entire donation went towards disaster relief efforts, use the same number as the Total Gross Weight.
- Please let us know if this donation was distributed to a reservation, tribal government, or an organization specifically serving Indigenous / First Nation groups in the United States or Canada.

Finalize and Confirm

- Please let us know if there was any difference between what you actually received and what is reported on the Bill of Lading. Please tell us what the discrepancies are in the Additional Notes section below, otherwise we will reach out for clarification.
 - Ex: Yes - We received 30 CHEP pallets, but the BOL indicates there were only 27 CHEP pallets
 - Ex: Yes - We received 3789 cases, but the BOL indicates there were 6734 cases

- Ex: Yes - We received 17,089 lbs of product, but the BOL indicates there was supposed to be 27,908 lbs
- Print the name of the person signing the paperwork
- Add the signature of the person signing the paperwork
- Make sure to click the blue check mark on the bottom right to lock in the signature
- Then click submit!

How Do I Submit a Correction or Resubmit a Product Tracking Form?

1. If there are any submission errors in the product tracking form, the entire form must be resubmitted by the partner agency. Our auditors require all information to be correct and all reporting must come from the receiving organization. We cannot alter reporting records on our end.
2. To submit a correction, fill out the Product Tracking Form just like you did before and make your correction.
3. In the **Additional Notes** section, indicate that this is a resubmission or correction to a previous submission

What file type(s) are accepted?

It depends on which field:

1. Bill of Lading - .pdf files only
2. Packing Slip - .pdf files only
3. Donation Receipt - .pdf, .docx, .doc, .png, .jpg, .jpeg, or .HEIC
4. Donation Photo - .png, .jpg, .jpeg, or .HEIC

How does Donation Suspension function?

Persistent late paperwork and lack of communication will result in donation suspension:

1. First time: no loads will be shared until all the paperwork is received
2. Second time: after all the late paperwork is received, donations will be shared one at a time. If paperwork is properly received three times consecutively, the organization will be removed from donation suspension.
3. Third time: meeting with FoodRecovery.org to recreate an action plan to receive the missing paperwork on time.

We truly appreciate your patience and effort in this product tracking process. If you have any questions or need a copy of donation records, please let us know at paperwork@foodrecovery.org.