

2024-2025 School Year

# The BackPack Program FAQ





## Why did I not receive everything listed on the emailed menu?

For every neighbor in need.

- This is normal. Emailed menus are generic for all programs picking up at a pickup/delivery location.
- Every order is customized to each school based on enrollment. When creating orders for each school, we calculate how much food you had leftover from the previous week, determine how much “new” food you need, and how much food you will have for next week.
- The invoice you receive at your food pickup is a complete list of everything you should receive.



# How do I read the invoice that came with my order?

For every neighbor in need.

Product	Storage	Qty	UOM	Unit Wgt	Wgt Ext	Price	Price Ext	Service Fee	Service Fee Ext	Total
1270 PURCH. BEEF RAVIOLI 24/15 Packaging: 24/15 OZ. CAN	DRY	19	Case	26.00	494.00	\$25.928	\$492.63	\$0.000	\$0.00	\$492.63
1614 PURCH. CHUNKY VEGETABLE BEEF SOUP Packaging: 12/15 OZ CAN	DRY	37	Case	12.00	444.00	\$8.990	\$332.63	\$0.000	\$0.00	\$332.63
1606-24 PURCH. DICED TOMATOES Packaging: 12/14.5 OZ CAN	DRY	74	Case	11.00	814.00	\$0.000	\$0.00	\$0.000	\$0.00	\$0.00
1317-24 PURCH. GRAHAM CRACKERS Packaging: 12/10 OZ BOX	DRY	38	Case	8.00	304.00	\$14.448	\$549.02	\$0.000	\$0.00	\$549.02
1266 PURCH. HUNTS CHOCOLATE PUDDING Packaging: 12/4/3.5 OZ CUP	DRY	18	Case	15.00	270.00	\$18.301	\$329.41	\$0.000	\$0.00	\$329.41
1678 PURCH. HUNTS VANILLA PUDDING Packaging: 12/4/3.5 OZ CUP	DRY	18	Case	15.00	270.00	\$18.301	\$329.41	\$0.000	\$0.00	\$329.41

1. Item Number
2. Number of cases in each order
3. Weight of each case
4. Cost per case
5. Total cost of food purchased



## What should I do if I don't receive an item listed on my order invoice?

For every neighbor in need.

- Please check your order to verify that you have received all items on your order invoice when you pick up the food (either at the delivery site or Food Bank).
- Only sign the order invoice when you're sure you've gotten everything listed on the order invoice. Signing the order invoice indicates you have received all product listed.
- If your order is missing items, please notify Food Bank warehouse staff or driver immediately so that an adjustment may be made to your order invoice.



## Why didn't I receive bread with my order?

For every neighbor in need.

- We cannot guarantee we will always receive the weekly bread delivery, because the it is donated to us.
- Although we work with the donor to encourage consistent donations of bread, the volume and timing of the bread donation is set by the donor.
- Bread goes out to Backpack sites for free. (Produce is also free!)
- Whenever possible, a grain substitute is sent with orders.



## How much food should I pack in each bag?

For every neighbor in need.

- Unless it is specifically indicated on the menu or (for example, 2 packets of oatmeal), only give out 1 of the food item, so as not to short bags in the following weeks.
- Please do not supplement bags with “leftover” food, as leftovers will be used in following weeks.
- If you do supplement for extenuating circumstances, please let us know so we can update our records accordingly and send you additional food.



## After packing the bags, I have some leftover food. What should I do with it?

For every neighbor in need.

- Leftovers from this week will be used next week, in place of (not in addition to) what is listed on your menu. Use **FIFO** as a guide (**F**irst **I**n, **F**irst **O**ut).
- Use all your leftovers from the previous week in the appropriate category before breaking into the current week's food.
- Remember, not all bags will be same on a given week. Variety is the spice of life!
- For example, if you are distributing to 30 kids, and you have 12 cans of tuna, 9 cans of ravioli and 10 PB & J's leftover, you have enough leftovers to make up the protein entree for all students. Some kids will get tuna, while others get ravioli or PB & J.



## Can I make changes to the food I receive?

For every neighbor  
in need.

- Absolutely! We're happy to make any changes that would help your program and students.
- Notify your Food Bank coordinator of any changes, especially in enrollment so that you receive enough food to distribute.
- Changes can be made up to **3 business days** prior to picking up an order.
- Changes include, but are not limited to:
  - fluctuations in enrollment
  - adjustments to orders (ex. send more bags, don't send pasta, etc.)
  - skipping a scheduled pickup/delivery





## Do the students get backpacks during school breaks?

For every neighbor in need.

- The BackPack Program is suspended during major school breaks. (Thanksgiving, Winter Break, February Break and Spring Break)
- To help families over break, we send more substantial meal options on the Friday before break, such as PB&J or spaghetti and sauce
- If you would like something specific included in an order (more snacks, extra protein entrees, etc.) please reach out to your Food Bank coordinator directly.\*

\*Please keep in mind that additions may increase the cost per bag.



## What happens on a Snow Day or if my school is closed unexpectedly?

For every neighbor in need.

- Very rarely does the Food Bank postpone/cancel deliveries or pickups. If this does happen, we will contact you via email and phone call as soon as the decision has been made.
- If you are unable to make your scheduled pickup/delivery for any reason, please let us know ASAP, and we will work with you to figure out an alternative.



## Where can I get a program invoice for our overall BackPack expenses?

For every neighbor in need.

- Program invoices are primarily provided by request.
- Contact your Food Bank representative.



## How can someone donate to our program?

For every neighbor  
in need.

- Donations can be made by visiting [www.regionalfoodbank.net](http://www.regionalfoodbank.net).
  - Click on the “Give Now” button.
  - Select the amount and frequency they’d like to donate.
  - Choose “Children’s Programs (BackPack/School Pantry)” in the drop-down menu.
  - Complete the rest of the form.
  - In the “Notes” field, include the name of the school they are donating to.
- Donations can also be mailed via check to:
  - Regional Food Bank, 965 Albany Shaker Rd., Latham, NY 12110
  - (Payable to the Regional Food Bank with BP name in the memo line)
- We will send a thank you letter to all donors. We will also let the Financial Contact for your BackPack Program know when a donation has been received.



## What if another person is taking over the Backpack program at my school?

For every neighbor in need.

- Please let your Food Bank contact know and pass along the new coordinator's contact information.
- If possible, please train the new coordinator on the details and processes of your Backpack program to avoid interrupting the program for the students.



**I'm new to the program. I received my food, but not my milk and egg cards. What do I do?**

**For every neighbor in need.**

- For existing sites, milk and egg cards for the entire school year mailed to you in September or October.
- For new sites, cards are mailed or picked up in time for your first distribution to students.
- If you need more milk and/or egg cards, please reach out to your Food Bank program coordinator.



## Is there anything else I should know?

For every neighbor  
in need.

- If at any time you have a question, feel free to reach out to a member of the Children's Programs Department. This includes questions that aren't answered in this FAQ.
- We do our best to respond to inquiries in a timely manner but encourage you to explore the available resources within our toolkit, as they may also hold the answer.
- Our team of 3 serve over 200 Backpack programs in 23 counties!

2024-2025 School Year

Thank you for all  
your hard work  
and partnership on  
the BackPack  
program.

