

The School Pantry Program

Frequently Asked Questions



**Regional
Food Bank**
OF NORTHEASTERN NEW YORK

**Food Bank *of the*
Hudson Valley**



Q: How do I submit an order?

The School Pantry order form can be found on our website:

- Regionalfoodbank.net
- Inventory (upper left corner)
- School Pantry Order Form

Please fill out order form in full to avoid a delay in the process

The inventory can be found on our website:

- Regionalfoodbank.net
- Inventory (upper left corner)
- Click for a PDF copy
- Inventory is updated Mondays, Tuesdays and Fridays
- Be sure to order product available from the correct facility (Latham vs. Cornwall)

continued →

Q: How do I submit an order?

- Email orders to the SP Coordinators at the Food Bank.
- Submit orders 3-5 business days before your anticipated pickup/delivery date.
- Wednesdays are reserved for Children's Programs and are flexible in terms of pick up. There may be a waiting period when you arrive as other schools are being helped.
- Mondays, Tuesdays, Thursdays and Fridays are treated as an appointment and must be picked up at your designated time.
- We do our best to schedule pickups for the requested times, but it is not always possible.

Q: What can I order?

- School Pantry Programs can shop Donated, Salvage, and COOP products.
- USDA and HPNAP products cannot be ordered by Children's Programs.
- Bulk products (i.e. 1-gallon containers of ketchup) cannot be ordered by Children's Programs. These products are notated in the RS column (all the way to the right on the inventory).

Q: Is there a way to place orders online?

Yes there is! For SP sites that have placed more than 3 orders, we offer PWW (Food Bank online ordering platform). Please reach out to your Food Bank coordinator for more information.



Q: What happens in the event of a snow day?

- 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 alternate plan.

Q: How do I read the invoice I got with my order?

Special Instructions:

BACKPACK PROGRAM. 33 KIDS. PLEASE ADD BREAD AND FRESH FRUIT TO ORDER.

Slip Via: Pick-up

Product Reference	Description	Storage	---Weight---			Shared Maintenance		----- Cost -----	
			Quantity	Unit	Total	/Lb	Total	Unit	Total
20086	* NNY MOTT'S APPLESAUCE -FREE!	DR	3	18.00	54	\$0.00	\$0.00	\$0.000	\$0.00
747	* ORGANIC CUT GREEN BEANS	DR	1	13.00	13	\$0.16	\$2.08	\$0.000	\$0.00
1056	COOP CHILI WITH BEANS	DR	1	13.00	13	\$0.00	\$0.00	\$18.410	\$18.41
1129	* COOP MACARONI & CHEESE	DR	2	14.00	28	\$0.00	\$0.00	\$10.100	\$20.20
4176	GOOD THINS SEA SALT CORN SNACKS	DR	3	3.00	9	\$0.16	\$1.44	\$0.000	\$0.00
USD911	* USDA PEARS BOSCH FRESH CNT 40 LB -- 111423	RE	1	40.00	40	\$0.00	\$0.00	\$0.000	\$0.00
1	* BREAD	RE	33	1.00	33	\$0.00	\$0.00	\$0.000	\$0.00
Invoice Totals:			44		190		\$3.52		\$38.61

TOTAL CHARGES: \$42.13

LESS Grant: BP 21-22 21-22 BACKPACK : \$42.13

1	Number of cases on order
2	Weight of each case
3	Total weight of cases (column 1 x column 2)

4	Cost of Donated food (column 3 x \$0.16)
5	Cost per case of purchased food
6	Total cost of purchased food (column 1 x column 5)

Please note, the number of items/servings per case is not listed anywhere on the invoice!

Q: I did not receive an item that was listed on my invoice, what should I do?

- DO NOT SIGN the invoice until all items listed on the invoice have been received and accounted for when picking up the food (either at the delivery site or Food Bank).
- Only sign the invoice when you're sure you've gotten everything listed on the invoice. Signing the invoice indicates you have received all product listed.
- If your order is missing items, please notify Food Bank staff immediately so that an adjustment may be made to your invoice. No credit is given to invoices that are signed without a note of missing product. No exceptions.

Q: Why didn't I receive bread with my order?

- Because bread is donated to the Food Bank, we cannot guarantee we will always receive the weekly bread delivery.
- 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 School Pantry sites for free. (Produce is also free!)

Q: Where can I get an invoice for overall School Pantry expenses?

- Invoices are provided at all pickups/deliveries.
- Additional invoices can be provided at any time by request. Please reach out to your Food Bank contact.



Q: What are the food storage requirements?

- All SP food must be kept at least 6 inches off the floor, walls, and ceiling. Food (including packed bags) must be placed on a shelf, table, pallet, etc.
- SP food must be labeled if it shares space with other food.
- Thermometers must be placed in all refrigerators and freezers used for the program and will be checked on site visits.

Q: How can donations get to our program?

Donations can be made online on the Regional Food Bank website:

- Regionalfoodbank.net
- Select Donate Now
- Select donation frequency, amount
- Enter in donor information
- In the Partner Agency Name/Number box, type “SP School Name” (ex. SP Averill Park) so the funds go directly to your school’s account.

Donations can also be mailed via check:

- Regional Food Bank, 965 Albany-Shaker Road, Latham, NY 12110
- Made out to the Regional Food Bank with “SP School Name” in the memo line)

We will send a thank you letter to all donors. We will also let the Financial Contact for your Program know when a donation has been made.

Q: What if another person steps in to run the School Pantry program at my school?

- Please let your Food Bank coordinator know and pass along the new coordinator's contact information.
- If possible, please show the new coordinator “the ropes” of program to avoid interrupting the program for your students.
- A webinar is a great way for new coordinators to learn about the program! Webinars are held at least twice a month. Contact your Food Bank coordinator for a schedule.

If you have questions that aren't answered here, please reach out to any member of the Children's Program team!

THANK YOU FOR YOUR HARD WORK
AND PARTNERSHIP!



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