

Distribution Center Orientation

Authorized Shoppers

An agency partner may designate up to **six people** as authorized shoppers for their organization. Each authorized shopper is issued a Hawaii Foodbank (HFB) agency ID badge. The agency ID badge indicates the name of the authorized shopper, the agency name, and the agency partner number. On the back of the ID badge is the phone number for the Agency Relations Department. Please check to **make sure that you have your HFB agency ID badge** with you before you come to the HFB warehouse. People who do not have their HFB agency ID badge will not be allowed to shop. If you need a replacement badge, please contact agencyrelations@hawaiifoodbank.org.

Authorized shoppers are allowed to **bring up to two other individuals to help them shop**, for a maximum of three shoppers per agency. Helpers will be issued a temporary ID badge that must always be worn in the warehouse.

When your agency needs to replace or add on a new authorized shopper, your program contact needs to send a letter or email to the Hawai'i Foodbank. The letter or email must be on agency letterhead or verified email address and should outline the change(s) in authorized shopper(s). Please send changes 24 hours prior to your shopping appointment.

Booking Your Appointment

Appointments are to be booked through the Microsoft Bookings platform. For your convenience, you have three options for booking an appointment online:

1. Use the conveniently located iPad on the podium to book an appointment while visiting the warehouse.
2. The link to the online appointment page can be accessed through the HFB [Agency Portal](#)
3. Bookmark this [link](#) on your computer or mobile device to easily access the appointment page at any time

The following guidelines apply to distribution center appointments:

- Appointments cannot be scheduled within 24 hours or more than one week in advance (appointments open up at midnight).
- Agency Partners may only visit the distribution center once per day and twice per week.
- Same day appointments are not allowed.
- If an authorized shopper arrives your representative is late the time slot remains the same.
- If they are more than 15 minutes late, the appointment will be considered cancelled and must be rescheduled.

The following screenshots will direct you through the online booking process:

When booking an appointment, select the date you would like to book. Available time slots will appear, click on the time you would like to book.



Partner Agency Distribution Center Appointments

45 Minute Appointment

Free - 45 minutes

Booking for 45 Minute Appointment

October 24

DATE TIME

< > October 2022

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

6:30 AM 7:15 AM 8:00 AM
8:45 AM 9:30 AM 10:15 AM
11:00 AM 11:45 AM

All times are in (UTC-10:00) Hawaii

Enter your agency details and click the blue “Book” button.

30 31

All times are in (UTC-10:00) Hawaii

ADD YOUR DETAILS

Name
Name

Email
Email

Phone number
Add your phone number


PROVIDE ADDITIONAL INFORMATION

Partner Agency Name
Add your answer here

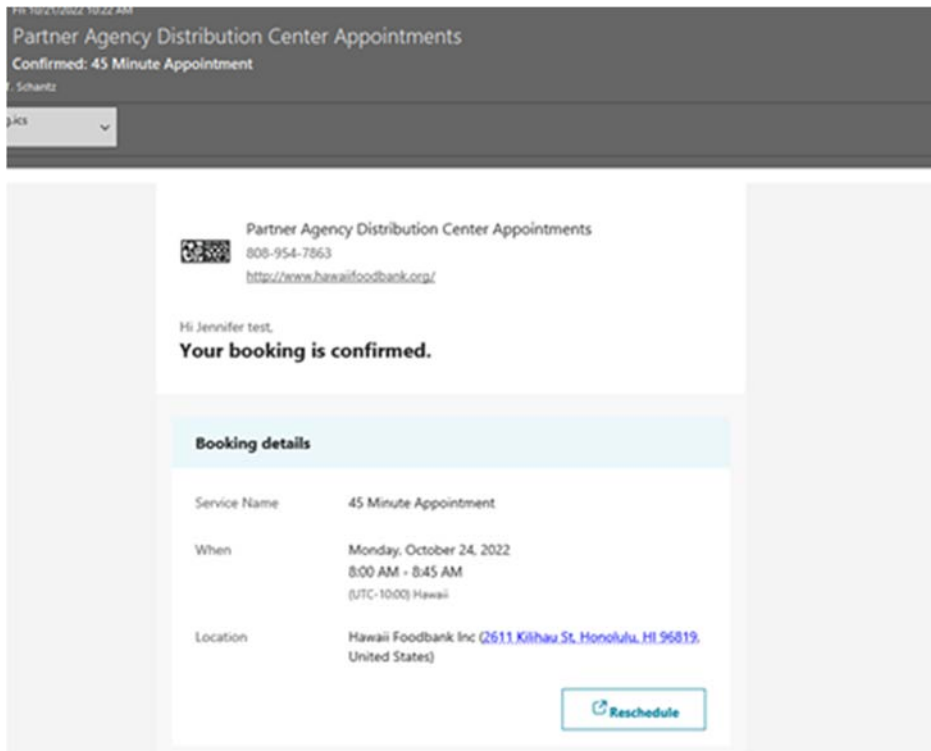
Partner Agency Number
Add your answer here

Book

Hawaii Foodbank Inc (2611 Kihau St, Honolulu, HI, 96819, United States) | 808-954-7863 | <http://www.hawaii.foodbank.org/>
Terms and Conditions | The Policies and Practices of Partner Agency Distribution Center Appointments apply to the use of your data

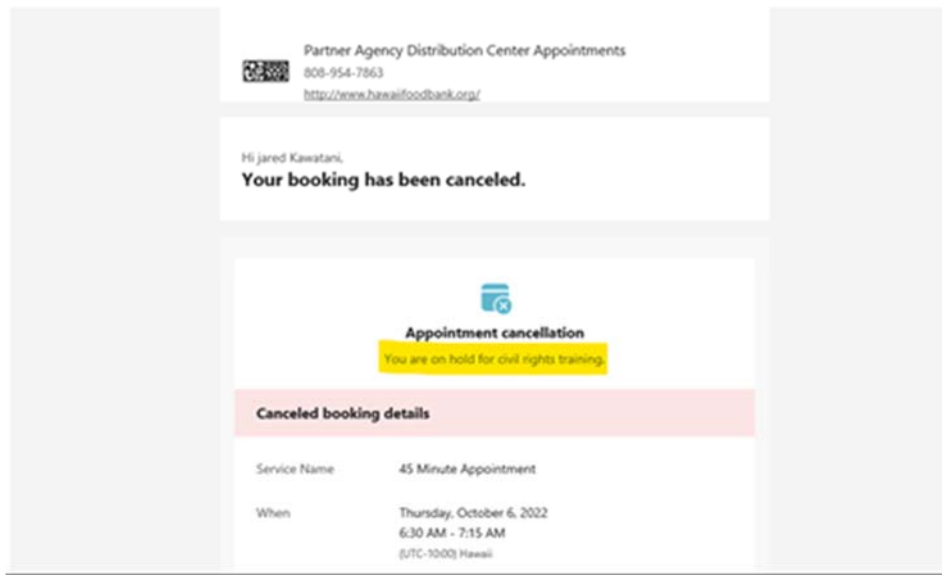

Powered by Microsoft Bookings
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You will receive a confirmation email of your appointment. You can conveniently reschedule or cancel appointments by clicking on the “Reschedule” button in the reminder email.



All distribution center appointment time slots will be 45 minutes long. Partner agencies are responsible for monitoring their scheduled appointment time and must see the scalers to check out by the end of their allotted 45 minutes. If your agency has been placed on hold, any scheduled appointments will be automatically canceled. If your distribution center appointment is canceled by our staff, your agency will receive a notice by email that will indicate the reason for cancellation. Please see the highlighted example below. Please remember to communicate within your organization any changes in your agency partner's status to avoid scheduling appointments while your agency is on hold.

Subject: Canceled: 45 Minute Appointment



Distribution Center Rules

Food products picked up from Hawai'i Foodbank are to be used exclusively for the agency you represent to provide for needy individuals and/or households. It is **NOT** to be used for personal consumption, to feed staff or volunteers, for fundraising, sale, compensation, transferring or bartering of other products or services.

- No pets, smoking, eating or drinking is allowed inside the warehouse.
- No food testing is allowed inside the warehouse.
- Children under the age of 16 are not allowed inside the warehouse.
- Women over 6 months pregnant are not allowed to shop in the warehouse.
- All shoppers must wear a shirt and **closed toed and heel shoes**.
- Do not open case lot items (sealed cases).
- For your safety, lift items with your legs bent, not with your back hunched over.
- Be aware of your surroundings at all times. This is a working warehouse.
- Maximum of three people per agency and at least one must be an authorized shopper.
- Follow distribution center product allowances.

Distribution Center Product Allowances

In support of our agencies, Hawai'i Foodbank eliminated the Shared Maintenance Cost (SMC) on all products in the warehouse. Our hope is that by Hawai'i Foodbank shouldering the full cost of food, agency partners can use those freed up funds to purchase equipment, upgrade facilities, or put it towards staffing needs to help expand their food distributions.

To ensure that food is ensure that food and access to our warehouse is equitably distributed, we have set limits on products to determine the maximum number of cases you are allowed to take for select items in the Distribution Center. The following limits are set in place while work to develop a more comprehensive tiered system:

Refrigerated and Freezer Products

- **Dairy, Protein & Meals** – Limits will be posted
- **Fruits & Vegetables** – No Limit
- **TEFAP/USDA Products** – 10 Cases per Appointment
 - Items will be listed on the whiteboard at the front and can be ordered from the Scalers.

Shelf Stable Products

- **TEFAP/USDA Products** – 10 Cases per Appointment
- **Snacks (i.e. Mondelez, Don Quijote snacks, etc.)** – 10 Cases per Appointment (6 packs of boxed snacks is considered a case)
- **Assorted Dry Loose** – 10 Banana Boxes per Appointment
- **Canned Goods** - 5 Banana Boxes per Appointment
- **Drinks** – 5 Banana Boxes per Appointment
- **Bottles/Condiments** - 5 Banana Boxes per Appointment
- **Non-Food Items (Heathy & Beauty, Hygiene, etc.)** - 5 Banana Boxes per Appointment

All other products should follow the signage on the Distribution Center floor and the white board at the front.

If your agency is allowed to take double the allocation, please note that this is for the pen area and program (TEFAP) food **only**.

Distribution Center Procedures

1. Park only in designated area marked **“Agency Parking” (Stalls #11-21)**. Maximum of two vehicles per agency.
2. Bring your own boxes if you plan to shop in the “loose” section of the warehouse.
3. Please wait in your vehicle until it is your shopping appointment time.
4. Check-in by signing in on the clipboard and presenting your agency ID badge to the Agency Partner Services Coordinator. Helpers will need to be issued a temporary ID badge that must always be worn in the warehouse.
5. Review the information board for limits and restricted frozen products before you begin shopping.
6. Carts are available for use by shoppers while shopping at the Foodbank. Because of limited availability, **max three carts per agency**.
7. We have colored carts for types of product; do not mix the different items together as our staff needs to weight them out according to type.
 - a. **Green Cart** – Purchase / Program Foods (ie. TEFAP/USDA, City Grant, VAP, etc.)
 - b. **Red Cart** – Dry / Miscellaneous
 - c. **Blue Cart** – Chill / Freezer Foods
8. Check out by taking your shopping cart to the scales to be weighed. Operation staff will weigh out your carts and complete the shopping list.
9. Review your shopping list for accuracy and sign the bottom, the Agency Services Coordinator will then prepare and print your invoice while you are loading your vehicle.
10. Once you are done loading your vehicle, please return to the Agency Services Coordinator to sign and receive a copy of your invoice.

Product Codes

Regular Food

Refrigerated/Frozen Products

1. CHXXXXX – Chilled Products
 - a. Fresh Fruits, Produce, Prepared & Perishable Foods, Non-Meat Protein, etc.
2. FRXXXXX – Frozen Products
 - a. Complete Meals, Entrée, Soup, Desserts, Meat, Fish, Poultry, etc.

Non-Perishable Products

3. NPXXXXX – Unrestricted Non-Perishable Products
 - a. Canned Foods, Dressing, Spices, Condiments, Sauces, etc.
4. NPPXXXXX – Value Added Product (HFB purchases food and offers at half cost)
5. NMXXXXX – Unrestricted Non-Meat Protein
6. NFXXXXXX – Assorted Non-Food Product
 - a. Cleaning Products, Health and Beauty Care, Paper Products, Pet Food/Care
7. DRXXXXX – Dry Product
 - a. Baby Food, Beverages, Bread, Snacks, Cereal, Desserts, Grain, Rice, Pasta etc.

Program Food

Restricted Products

8. RUXXXXXX – Restricted TEFAP/USDA Product
9. RMXXXXX – Restricted TEFAP/USDA Mitigation Product
10. RSEFAPXXXXX – SEFAP Product
11. RTXXXXX – Restricted TANF Product
12. RCXXXXX – Restricted CSFP Product

Product Delivery

Upon request, HFB offers delivery free of charge. If an agency partner would like to have what they selected from the warehouse delivered, the shopper(s) must request a pallet from our staff and pack the items on that pallet. In addition, you must arrange for a delivery with the Dispatch / Donations Supervisor (ryan@hawaiifoodbank.org or 808-954-7862) to be delivered within 48 hours. If a physical inventory date (see observed holidays & scheduled closing) falls in between when your pallet is built and when you would like it to be delivered, you will have to make other arrangements to receive it earlier or take the product with you when you shop.