



3677 MAPLESHADE LANE, PLANO, TEXAS 75075

214-330-1396



AGENCY PARTNER GUIDEBOOK

Dear Partner,

Welcome to our AGENCY PARTNER GUIDEBOOK!

Founded in 1982, NTFB is a nonprofit hunger-relief organization that distributes donated, purchased, and prepared foods through a network of 500 Agency Partners across 13 counties. As a member of Feeding America, we support the nutritional needs of children, families, and seniors through education, advocacy, and strategic partnerships. In FY 2023, NTFB provided access to 144 million nutritious meals.

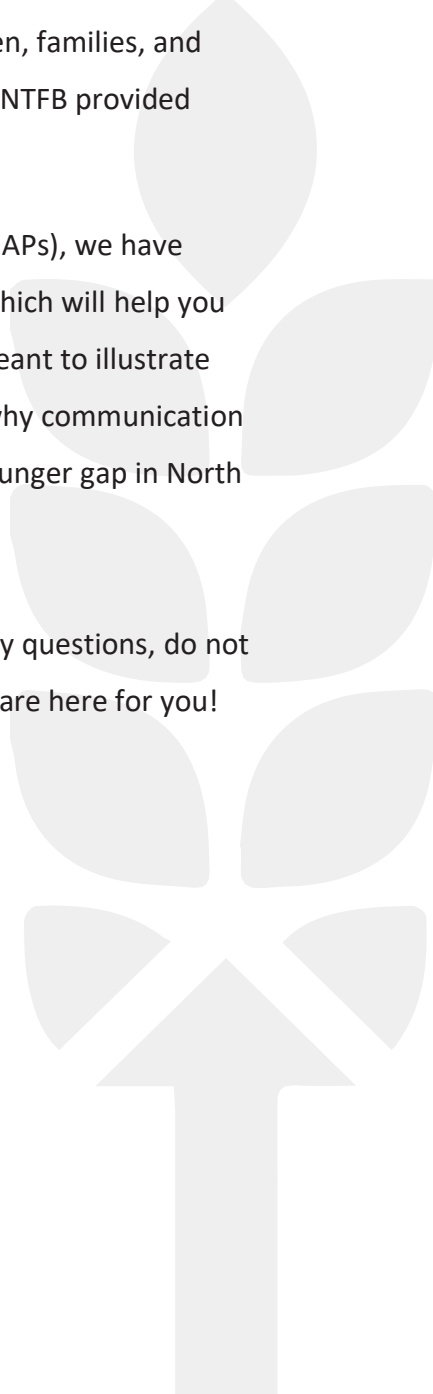
To develop and maintain a successful relationship with our Agency Partners (APs), we have created this Agency Partner Guidebook, which contains useful information which will help you navigate your partnership with NTFB. The information in this guidebook is meant to illustrate our policies and best practices for food distribution. We also hope it shows why communication and working together is so vital to the success of our mission of closing the hunger gap in North Texas by providing access to nutritious food.

Please take the time to carefully read through this guidebook. If you have any questions, do not hesitate to contact a Community Partner Relations (CPR) representative; we are here for you! Thank you for the work you are doing to help those in need.

With Gratitude



Trisha Cunningham
President and CEO
North Texas Food Bank



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Section

1

Introduction

A Brief History of the North Texas Food Bank

In 1982, the North Texas Food Bank was established by Jo Curtis, Kathryn Hall, Lorraine Griffin Kircher, and Liz Minyard. They decided to address the critical issue of hunger in our community by distributing donations of surplus food and grocery products through a network of charitable organizations.

This network included 13 counties: Dallas, Denton, Collin, Fannin, Rockwall, Hunt, Grayson, Kaufman, Ellis, Navarro, Lamar, Delta, and Hopkins. In the first year, 400,000 pounds of food were distributed.

In 1983, members of NTFB's organizing committee joined members of the Texas Legislature to help pass the Good Faith Donor Act, which protected donors from liability of donations or donated product. After this, many more North Texans were inspired to donate.

Over the decades, the impact of hunger has grown. As NTFB entered the new century, the face of hunger changed as the economic downturn led to North Texans at every income level seeking food assistance.

Today, NTFB continues the fight against hunger as a certified member of the Feeding America Food Bank Network. Feeding America, the nation's largest domestic hunger-relief organization, solicits food and grocery products from national suppliers, distributes them through more than 200 food banks, and provides food banks with operational support. It also educates the public and government officials about the ongoing problem of hunger.



Our Values

Integrity: We are accountable, committed, and we strive for excellence.

Compassion: We are mission-focused, passionate, and advocate for those who need us.

Collaboration: We are innovative team players committed to respecting others.

Our Mission

To close the hunger gap in North Texas by providing access to nutritious food.

Our Vision

A hunger-free, healthy North Texas

Shared Values

We, the members of the North Texas Food Bank Feeding Network, are unified by a common vision of a hunger-free, healthy North Texas. By electing to join the North Texas Food Bank Feeding Network, we agree to engage in discussions, make bold decisions and take action collaboratively; working to advance our shared aspirations of supporting our neighbors facing hunger. Undoubtedly, we are Better Together.

- The Agency agrees that its employees, volunteers, and community partners will conduct themselves in a manner congruent with NTFB's values, specifically:
- People experiencing food insecurity are the center of everything we do.
- We create an inclusive culture that welcomes and respects the diversity of people we serve, employees/volunteers and honors the fundamental value and dignity of all individuals.
- We build and foster a culture of continuous improvement, collaboration, and innovation.
- Non-discrimination and civil rights compliance alone do not honor these values. The Agency agrees to consistently take action to live these values.

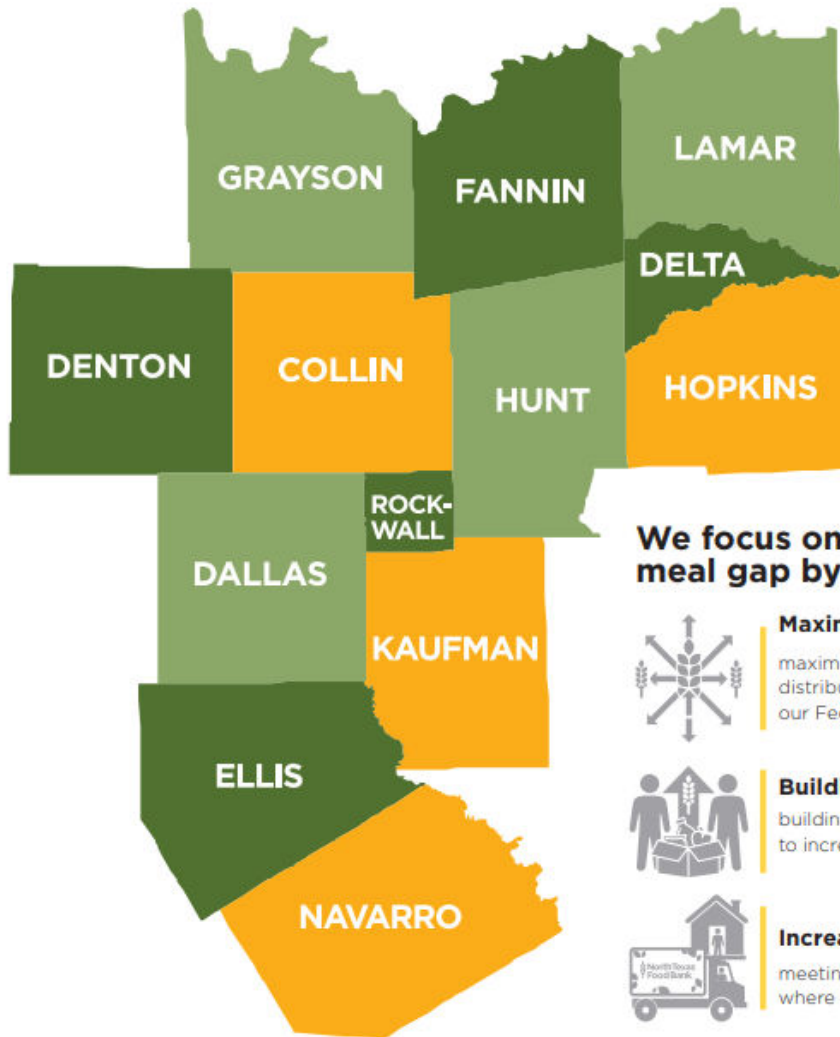
Our Effectiveness

When you donate \$1, you are providing access to three nutritious meals for hungry North Texans, and 95% of our resources go directly towards hunger relief programs.

Who Are We?

Food Bank provides food and other essential items to partner hunger-relief agencies and programs across 13 diverse counties. These partner programs operate food pantries, hot meal sites, shelters, and other hunger-relief programs in the neighborhoods and communities where people need food.

Food for Today: Meeting the Immediate Need



We focus on closing the meal gap by:



Maximizing Distribution

maximizing nutritious food distribution with members of our Feeding Network



Building Relationships

building relationships to increase food donations



Increasing Access

meeting neighbors where they live



Investing in Our Partners

investing in our feeding partners' missions so they can grow

How We Work

The Food Bank provides an efficient operation to collect, sort, and distribute food. Donations are from corporate food donors, state, and federal food assistance programs, as well as Feeding America. Partner agencies can place food orders, pick up food, and provide the food through their hunger-relief programs to benefit their community or neighborhood.

How does the Feeding America network of food banks work?

Feeding America helps local food banks with food, funds, and capacity build so together we can serve more of our neighbors facing hunger across the United States. [See a full list of member food banks >](#)



Collecting Food Donations

Feeding America secures **food and grocery donations** from national food businesses and government agencies. Feeding America also **rescues food** from going to waste.



Moving Food to Communities

The Feeding America network moves donated food and groceries to where they are needed most. Everyone should have access to affordable, nutritious food no matter where they live.



Distributing Food to our Neighbors

Member food banks **safely store and distribute food** and groceries to local food programs like food pantries, soup kitchens, and shelters. Local food programs then share that food and groceries with people facing hunger.



Ending Hunger for Good

Feeding America's vision is an America where no one is hungry. Together, the Feeding America network of food banks and food programs **advocate for legislation** to prevent our neighbors from going hungry and partners with people facing hunger to create new solutions to the hunger crisis.



Our Partners

The North Texas Food Bank works with a range of partners to help us achieve our mission.

Feeding America: The nation's largest domestic hunger-relief organization. Feeding America is a network of more than 200 partner food banks, including North Texas Food Bank who participates in the fight to end hunger.



Feeding Texas: Formerly known as the Texas Food Bank Network. Feeding Texas is a statewide 501c3 nonprofit organization. Their mission is to lead a unified effort for a hunger-free Texas. Feeding Texas moves millions of hungry Texans toward food security through a statewide network of food banks. It also strengthens the collective response to hunger through collaborations and scaling success which leads the public conversation to solve hunger in Texas.



USDA/TDA: Texas Department of Agriculture administers the United States Department of Agriculture (USDA) commodities and enforces federal policies and procedures on the state level.

Food and Financial Donors: Local donors provide over one-third of our food donations. Financial contributions from sources throughout the region subsidize operations and help keep free and low-cost products on our menu.

Partner Agencies: NTFB works closely with more than 400 food pantries, soup kitchens, shelters, and other facilities to ensure that we get nutritious food to those who need it. These strategic partnerships are critical, with over 86% of NTFB food ultimately delivered via our partner agencies feeding network.

NTFB supports each partner with training and a dedicated specialist. In addition to providing food to partners, we also provide nutrition-related programs including SNAP benefits outreach services and nutrition-education workshops. Partner agencies should have a clear mission, be open to the public, and have adequate storage capacity. The most impactful organizations demonstrate growth and/or offer wrap-around services to address neighbor needs beyond immediate food access.

To learn more, go to: ntfb.org/Agency-zone/.

Our Programs

Food 4 Kids

Elementary and middle school children experiencing food insecurity often face hunger at home when meals are not available during the weekends.

Working with educators to identify chronically hungry kids, the Food 4 Kids program provides backpacks full of nutritious, nonperishable, kid-friendly food items to take home each Friday afternoon during the school year and summer. The program operates in roughly 300 schools, serving up to 11,000 chronically hungry children each week.

Elementary schools interested in the Food 4 Kids program who have at least 50% of students qualifying for free or reduced-price meals can reach out to food4kids@ntfb.org for more information. Potential middle school sites must be at least 40% free and reduced-price to be eligible.



School Pantry

Students and their families can access non-perishable items, as well as fresh produce, through participating schools.

Distributions occur once a month, typically after school. Students who visit the school pantry leave with 20-25 pounds of shelf-stable food items and 15-20 pounds of produce.

The School Pantry program operates in high need areas. Schools need a physical and/or drive-through space to operate the program and two people who can serve as site coordinators.

Schools interested in the School Pantry program can reach out to childprograms@ntfb.org for more information.

Social Services Assistance

The Supplemental Nutrition Assistance Program (SNAP) supports the nutritional needs of low-income families as one of the nation's most important defenses against hunger.

NTFB offers free SNAP information and application assistance which helps to increase enrollment in North Texas. In FY22, NTFB provided access to 52.3 million meals through the SNAP program with an estimated \$172 million in SNAP funds distributed into the economy of our service area.

NTFB also assists applicants when they are applying for CHIP, TANF, Medicaid, Women's Health Program, and Medicare Savings Programs.

To learn more call (214) 269-0906 or go to <https://ntfb.org/snap-information/> for a SNAP representative.

Mobile Pantry

The North Texas Food Bank's Mobile Pantry program has a vision to connect every community to a sustainable partnership in which they thrive. The Mobile Pantry program actively works to make this vision a reality in our 13-county service area through two primary tracks which are Fresh Route and Progressive Community Growth.

Fresh Route is a mobile market that provides fresh produce and strategically tests the feasibility for potential partnerships in high need communities where there is little to no access to nutritious food.

After determining the need and community partnership opportunities through the Fresh Route Program, the next level of partnership is the Progressive Community Growth Program. This is a term-limited Program that works with community partners who are seeking to be long-term, sustainable hunger partners in their community but are not yet fully ready to become an official NTFB Agency Partner. Under the Progressive Program, training is provided and NTFB's Mobile Pantry and Agency Partner teams will assist in identifying and overcoming barriers to becoming a NTFB Agency Partner.

In FY22, NTFB's Mobile Pantry delivered 6,787,653 meals (8.2 million pounds) via 403 distributions through 153 different partners in our network.

To learn more about our Mobile Pantry Program, visit ntfb.org/mobile-pantry/.

Nutrition Services

NTFB provides free culinary and nutrition classes to SNAP eligible children, adults, and seniors. Annually, we reach over 1,600 low-income individuals through cooking demonstrations, workshops, nudge pantry initiatives, and grocery store tours. NTFB also distributes around 120,000 free nutrition education materials, including recipes and cookbooks, to promote and support health education for food-insecure audiences. All resources are free of charge to agencies serving at least 50% low-income populations.

More nutrition content, including recipes, can be found at ntfb.org/our-programs/nutrition-services/. For more information, please email nutrition@ntfb.org.

Partner Gardens

Partner Gardens are community gardens located in the North Texas Food Bank's 13-county service area that donate at least 10% of their annual yield to one of the Food Bank's many Partner Agencies. NTFB works with over ten Partner Gardens throughout North Texas. The gardens range in size and location and offer many different varieties of produce. Partner

gardens can receive assistance from the Food Bank through resources, shared knowledge, and collaboration.

To learn more about becoming a Partner Garden, visit ntfb.org/partner-gardens or email garden@ntfb.org.

Commodity Supplemental Food Program (CSFP)/People and Nutrition (PAN)

Serving low-income seniors, the North Texas Food Bank directly partners with the Texas Department of Agriculture (TDA) to distribute a senior food box program called CSFP (Commodity Supplemental Food Program), locally known as PAN (People and Nutrition). Each month NTFB serves around 7,500 to seniors in need.

Participants can receive a pre-packaged box of approximately 28-32 pounds of non-perishable food once a month provided by the United States Department of Agriculture (USDA) at one of multiple distribution sites. Seniors 60+ who are interested in learning more can email csfp@ntfb.org or call (214) 367-3123.

About North Texas Food Bank

Food Bank Days and Hours of Operation

Front Desk – 214-330-1396

Monday through Friday 8:30am to 4:30pm

Agency Distribution Service Hours

Monday through Friday 6:30am to 11:30am @and 12:00pm to 3:30 pm.

Closed Saturday and Sunday.

Holiday Schedule

The Food Bank's online ordering system, Agency Express, is available during all holidays observed by the Food Bank. Pick-ups and deliveries will resume the next business day unless otherwise stated. The Food Bank is closed on the following holidays:

- New Year's Eve and Day
- Memorial Day
- Spring Holiday
- Independence Day
- Labor Day
- Thanksgiving Day and the following Friday
- Christmas Eve and Day

Annual Inventory

NTFB performs an annual inventory audit of items in the warehouse. The dates to complete this

task usually fall in the month of June. During the inventory audit, Agency Express is closed, and no orders may be placed. Since there can be no product movement during this time, no pick-ups or deliveries can be scheduled. Agencies will be given at least two weeks' notice prior to inventory closure so that you may plan accordingly and keep an adequate stock during closures. We strive to minimize the closure time and the overall impact to our partners when we need to conduct a physical inventory.

Inclement Weather Policy

Snow or Ice (Monday - Saturday)

If your Agency has a delivery scheduled or an order to be picked up at the warehouse on that day, please see NTFB's main webpage (www.ntfb.org), NTFB's Facebook page, or call NTFB's regular business number at 214-330-1396 after 6:00 a.m. There will be a message stating whether the Food Bank will be open, closed, or delayed from normal business hours. There will also be an alert on the online shopping homepage.

Delayed Opening

When NTFB experiences a delayed opening, communication will be made via the NTFB website, our Facebook page, and our main phone number acknowledging the delay.

- If we have a delayed opening and you are scheduled to pick up, please submit an Agency service desk ticket to determine if your pick-up will occur as planned or if there is a need to reschedule.
- If you have a scheduled delivery on a delayed opening day, please expect a late delivery or a need to reschedule the delivery. To get further information, please contact your Community Partner Representative to make those arrangements.

Closed

If you have an order to pick up on the day of closure, your order will be available on the next business day unless you contact the to schedule an alternate day.

If your scheduled delivery occurs on one of these bad weather days, a manager with the Transportation team will decide about whether to reschedule or cancel the delivery. Affected Partner Agencies will be notified within a reasonable timeframe by your CPR representative.

**NOTE* If we are unable to reschedule the delivery, NTFB is not able to guarantee the space to "double-up" your next scheduled delivery. That will be a real-time decision based on truck space.*

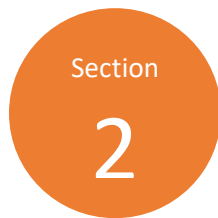
For further information or to make alternate arrangements and requests, please contact your Community Partner representative and we will do our best to accommodate your needs. Be sure to include your Agency name, number, and purchase order number when available.

If NTFB is closed more than one business day

If the food bank is closed or there is a delayed opening for more than one consecutive business day, we are unable to guarantee your order will be processed and ready as previously scheduled. NTFB processes orders two business days ahead of the distribution date (delivery or pick-up) and if consecutive delays in operating hours occur, the picking process of orders will be delayed. NTFB will work to alert all delivery sites of their delivery status on the next open business day.

Staff Contacts

Any NTFB personnel can be reached via email by: firstname.lastname@ntfb.org.



Partnership & Liability

As partner agencies of the North Texas Food Bank, organizations must adhere to certain standards and responsibilities as outlined in the Agency Partner Agreement. Failure to comply with the Agency Partner Agreement and the associated responsibilities could lead to the suspension and/or end of partnership with the Food Bank. This section outlines the legal provisions that inform the content of the agreement.

The Emergency Food Assistance Program (TEFAP)

The Emergency Food Assistance Program (TEFAP) is funded under the U.S. Farm Bill and administered at the federal level by the Department of Agriculture's Food and Nutrition Services. The USDA uses the funding from TEFAP to buy food, including processing and packaging. This food is also known as a commodity. The amount of commodities allocated to each state is contingent on its amount of low-income and unemployed population. Each state designates a department or Agency within the state to regulate the administration and distribution of the commodities. TDA provides all guidelines for Agency eligibility, handling and storage of the commodities, distribution to neighbors, neighbor record maintenance, and all other program-related materials.

The Good Faith Donor Act – Texas Law

On June 10, 1981, the Texas State Legislature passed legislation commonly referred to as the Good Faith Donor Act to address liability for damages resulting from the condition of donated items. The state law reads as follows: A person who donates apparently wholesome food to a nonprofit organization for distribution to the needy is not subject to civil or criminal liability that arises from the condition of the food, unless an injury or death results from an act or omission of the person that constitutes gross negligence, recklessness, or intentional misconduct. A nonprofit organization that distributes apparently wholesome food to the needy at no charge and that substantially complies with the applicable local, county, state, and federal laws and rules regarding the storage and handling of food for distribution to the public is not subject to civil or criminal liability that arises from the condition of the food, unless an injury or death results from an act or omission of the organization that constitutes gross negligence, recklessness, or intentional misconduct.

The Emerson Good Samaritan Food Act – Federal Law

On October 1, 1996, the Emerson Good Samaritan Food Donation Act (Emerson Act) was enacted. The Emerson Act is a federal law that provides national standards regarding food donations so that donors have consistent liability information for interstate donations. The law addresses the liability concerns of donors who contribute food in good faith and states the following: To encourage the donation of food and grocery products to nonprofit organizations for distribution to needy individuals by giving the Model Good Samaritan Food Donation Act the full force and effect of law. A person or gleaner shall not be subject to civil or criminal liability arising from the nature, age, packaging, or condition of apparently wholesome food or an apparently fit grocery product that the person or gleaner donates in good faith to a nonprofit organization for ultimate distribution to needy individuals, except that this paragraph shall not apply to an injury to or death of an ultimate user or recipient of the food or grocery product that results from an act or omission of the donor constituting gross negligence or intentional misconduct. The term “apparently wholesome food” means food that meets all quality and labeling standards imposed by federal, state, and local laws and regulations, even though the food may not be readily marketable due to appearance, age, freshness, grade, size, surplus, or other conditions.

Agency Partner Agreement

There are regulations set by Feeding America, USDA, TDA, and Feeding Texas that must be followed to maintain a contract. Any agreement on record must be signed by the CEO or



Director and NTFB must have on record one or all of the following:

- Signed Agency Partner Agreement and Distribution Services Agreement acknowledgment.
- TEFAP Agreement if distributing TEFAP product.
- If applicable and receive delivery: Delivery Release and Waiver of Liability, NTFB Flex Hub/Group delivery and NTFB Flex Hub/Group delivery site coordinator role.

All Partner Agencies are expected to abide by the rules and regulations specified in the agreements. Everyone that works with your feeding program should be familiar with both the contract and the requirements.

Suspension

A Agency Partner may be placed on probation or suspended for using donated food or other products in a manner that is not approved by the Food Bank. Failure to comply with Food Bank requirements may result in loss of Food Bank partnership.

Voluntary Termination of Partnership

Either the Agency or NTFB may voluntarily terminate its partnership, for any reason, in writing by the highest authorized person of the program, at any time. If terminated by the Agency, the Agency will be responsible for immediately paying NTFB any outstanding invoices received prior to its termination.

Involuntary Termination of Partnership

If any of the terms or conditions of partnership are violated by the Agency, NTFB has the right to terminate the partnership. Alternatively, NTFB may suspend the Agency's active status and implement a plan of corrections that will require full compliance prior to removal of the Agency's suspension. The decision to terminate or suspend an Agency shall be governed exclusively by the decision of NTFB.

Possible violations include, but are not limited to:

- Paperwork discrepancies
- Procedural misconduct
- Civil Rights violation
- Legal infractions
- Over limit/account arrearage

Other requirements as follows:

NTFB collects information from agencies to improve planning and support to agencies. Agencies agree to respond to the bi-annual survey and participate in network surveys as they occur. Your Agency will receive 2 customer surveys per year, the feedback from this survey helps drive some NTFB business decisions and feedback is imperative.

See *Download a Document* on Agency Zone for a copy of the Agency Partner Agreement and the requirements for partners by clicking here: [Agency Partner Agreement](#)

Section 3 Agency Ordering

Food Sourcing

Where does NTFB get its products?

- **Local Donations:** Local food companies, wholesalers, distributors, retailers, community members, faith groups, and businesses.
- **Feeding America:** The national nonprofit organization that solicits donated food and grocery products from national suppliers for distribution through the food bank network.
- **USDA:** The United States Department of Agriculture provides food through a number of programs to include The Emergency Food Assistance Program (TEFFAP), Commodity Supplemental Food Program (CSFP), Covid Supplemental Assistance (COSUP) and an assortment of Bonus Programs.

NTFB Purchased Food: We purchase a variety of staple items from outside vendors to help ensure a reliable supply of nutritious foods to our feeding programs. Our core inventory items include nutritious items from the main food groups including grains, fruit and vegetables, protein (both animal based and plant-based proteins), and dairy.

Example of dry staple items that NTFB plans to keep in stock for Agency ordering:

CANNED VEGETABLES

- Corn
- Mixed Vegetables
- Green Beans
- Tomatoes
- Pasta Sauce

CANNED FRUIT

- Applesauce
- Pears
- Peaches
- Oranges

NON MEAT PROTEINS

- Pinto Beans
- Black Beans
- Peanut Butter

GRAINS

- Oats
- Pasta
- Rice

CANNED PROTEINS

- Tuna
- Chicken

Additional Sources of Product

The Agency should not rely exclusively on NTFB for its food and grocery products. Agencies should make an effort to obtain other sources of food by seeking donations, working with sponsors, or if necessary, by purchasing wholesale or retail.

Available Products

Handling Fee (HF) Items: Currently NTFB does not charge a handling fee for most of our products, except for kitted boxes or bagged items. Ex: Family Relief boxes and Kitted produce bags are \$2 per kit and may be revised at the discretion of the NTFB Board of Directors.

Standardized Service fees

Expedited new order or order modifications: \$250 per order.

- Item(s) added to existing order or removed past the editing window for Agencies.
- Moving an order up to a date less than three business days from the revised delivery/pick-up date.
- Requesting a new order to be placed for delivery past the editing window (release status) in Agency Express.

Canceled Orders

If an Agency chooses to cancel an order, it must be done in “Acknowledged” status in Agency Express no less than 3 business days prior to delivery. For example, an order for delivery on Friday must be cancelled by the end of business on Tuesday.

- If Agency chooses to cancel an order less than 3 business days prior to delivery or pick-up, Agency must contact NTFB via the Agency service desk ticket to process the cancellation. Orders canceled after being invoiced will be considered restocked.
- A restocking fee will be charged for cancelled orders that are in “Released” status in Agency Express. Orders in this status have begun the order fulfillment process.

Ordering Deadlines

All orders are due by 5pm on the third business day prior to the pickup/delivery date. Please see the chart below for order deadlines.

Need order by:	Order due by Close of Business
Monday	Wednesday of the previous week
Tuesday	Thursday of the previous week
Wednesday	Friday of the previous week
Thursday	Monday
Friday and Saturday	Tuesday

Submitting Orders

It is the responsibility of the Agency to ensure that orders are submitted properly. If the process is not followed completely, NTFB may not receive the request and the order may be cancelled or postponed to the next available pick-up or delivery date. Please submit an Agency service desk ticket if you have any issues.

- Agencies should only place one order per shipment date.
- Simply edit the order when needing to adjust an order already placed.
- Agencies cannot place orders more than two weeks in advance of pick up/delivery date.

Restocking Fees

A restocking fee of the greater of \$250 flat fee or \$.08 per pound of the returned items will be charged when items need to be restocked in inventory for the following reasons:

- Cancelled orders less than 3 business days prior to delivery or pick-up.
- Abandoned/Refused Orders
- Non-approved returns/rejections
- Order modifications resulting in restocking

NTFB may elect to charge or waive a fee based upon a specific business situation or situations outside of NTFB's or Agency's control (such as extreme weather events).

Online Ordering

To access Agency Express, you will need a login ID, password, and a program code that is

assigned to each Agency by a Community Partner Representative (CPR) representative. Online ordering provides real-time inventory information on products available for your Agency to order. If you are a new Agency or new staff member, please request a login ID from the CPR Representative at cprteam@ntfb.org. Go to www.ntfb.org, click on "Partner Portal" and then select "Agency Zone." From Agency Zone, select "Ordering" and finally click on the "Place Order Now" button. You will be taken to a separate website called Agency Express.

AGENCYExpress®

Login

User Name:

Password:
 [Forgot Password?](#)

Program Code:
 [Forgot Program Code?](#)

Remember me next time.
 Need to clear your username and program code? [Click Here](#)

Log In

Enter user ID: First letter of first name followed by last name (ex: dlawson)

Enter password: change12 (generated for and by your agency and is a default password)

Enter program code: 0024p followed by Agency ID# (ex:0024p013600mp)



Click Order Options, then choose Shopping List

- Select an option for searching:
1. Show All- This will bring up all the available items in stock.
 This is the fastest way to view all items!

Search

Item No. **Description**

Category

Feature Type **Handling Req.** **Desc. Code** **Food Source**

2. Item No - Search by item code
3. Item Name/Item Description- Search by item description
4. In the Description Code section, type “Often,” “Sometimes,” or “Rarely” to auto populate a list of food items in each of those categories. Choose items in the ‘Often’ and ‘Sometimes’ category as much as possible. Try to avoid the ‘Rarely’ category as these items are high in sugar, saturated fat, and/or sodium.

Enter desired quantity then click “add to cart.”

Shopping List

Tip: Please Add to Cart requested items before leaving page

Order Qty	Available Qty.	Item No.	Description
<input type="text"/>	426	1000001995	ASSORTED BEVERAGES (DRY) - ASBEDNO - 40# COFFEE, TEA, SODA, DRINKS NON-NUTRITIONAL
<input type="text"/>	1174	1000000815	ASSORTED FOOD (DRY) - ASFODNO - 15# NONNUTRITIONAL
<input type="text"/>	2	1000000820	ASSORTED FOOD (DRY) - ASFODNO - 20# NONNUTRITIONAL
<input type="text"/>	3145	1000001990	ASSORTED WATER (DRY) - ASWADNO - 45#
<input type="text"/>	766	1000000700	BEANS, ASSORTED CANNED 60 PER PALLET
<input type="text"/>	640	1000002308	BEANS, CHILI WITH CHILI GRAVY 85 PER PALLET
<input type="text"/>	566	1000001512	BEANS, REFRIED, CANNED 85 PER PALLET

When selecting product, pay close attention to the packaging information.

TIP: click on item number and it will give you additional information about packaging.

TIP: pay attention to available quantity to ensure you get what you need.

How to read the item detail

TIP: Clicking on the item number will give you additional information about the item including the packaging type and possibly a photo of a sample of the item.

Gross weight	Total weight of case
Handling req.	Frozen, refrigerated, dry
Item name	Description
Pack size	How many items are within the case, or if it is bulk, the weight or size of individual items within the case
Price per unit	Total cost of that item depending on fees assigned to that item

Notes about packing description

<p>Assorted – the case for an assorted product includes variety of brands, sizes, and flavors of an assortment of different product types.</p> 	<p>Bulk – the product is not individually packaged, and it is typically loose in the case.</p> 	<p>#10 can – large restaurant-style canned goods (Commercial)</p> 
--	---	---

Shopping Cart	
Total Line Items	Total Due
0	\$0.00
Available Credit Limit	Gross Weight
\$3,776.20	0



You have the option of deleting an item, changing the quantity of an item, or continuing to shop from this page. (Pay attention to the total weight of your order and available credit limit.)

Before submitting your cart, you must choose a shipment method, date, and time.

Then, click “Submit Cart” to place your order.

Once complete, click “Checkout” (located at the top right-hand side of the list)

My Appointment

You must select a shipment method for your order. There are two shipment methods: delivery and pick up. Please note that all deliveries require a standing appointment. Standing delivery appointments are set up when your Agency is onboarded. If you need an additional standing delivery appointment, please submit a request via the Agency Service Desk.

When placing an order, you can choose:

- Pick Ups: Monday – Friday 6:30am – 3:30pm.
- Deliveries: Available upon approval. When choosing the delivery date, NTFB will work with the CPR representative to determine the delivery day and time window.


Editing orders

- Order as normal in Agency Express.
- Deadlines still apply, but orders may be edited up to 3 business days prior to shipment or until order shows “released” status in order management.
- If you want to add, adjust, or delete an item on that order and the pencil icon is available in order management, then you are free to do so.
- If an item is in the “released” status, the order may no longer be edited, and it is recommended to create a new order for your next delivery/pick up shipment date.
- Submit an Agency service desk ticket to request an expedited change. Please keep in mind some charges could be applied.

Search

From Date: To Date: Reference Number:

Order Management

	Reference Number	Created By	Status	Gross Weight	Total Price
	PO11094	Brenda Harwell	Draft	220.00	\$0.00

If the pencil is present, you can edit the order

Agency Express Tips

Shopping Cart Summary: The Agency’s available credit limit reflects the outstanding balance plus the current order being placed. If you exceed that amount, the online ordering system will block you from placing your order.

PO Number: A PO number will be established once an item is added to the shopping cart. This does not mean your order is complete. Once your order has been processed, the PO number converts to an AI number (Agency Invoice).

Order Management: Once your order is placed, you will be re-directed to Order Management, where it lists current and past orders.

Order Status Explanation:

- **New Order:** Status appears once an order is submitted.
- **Sent to Food Bank:** The order has been sent from Agency Express to the Food Bank system.
- **Acknowledged:** The order has been received from Agency Express and is being processed. You can edit the order at any time that it is in this status.
- **Released:** The Food Bank has begun processing the order. No changes/cancellations can be made through Agency Express from this point.
- **Invoiced:** Once the order is fulfilled, it is invoiced. Please note: the item quantity and the total amount due on the PO may not reflect the same amounts on your invoice.
- **Cancelled:** When cancelling an order, make sure the process has been completed by checking the status in order management, which should state “Cancelled.” Once that is complete, please email your CP representative and inform them that the order has been cancelled.

Online order updates: The online inventory system is updated every 3 to 5 minutes. This will update available quantities and add additional items received throughout the day. Remember, items are on a first-come, first-served basis. Depending on the number of orders, some items may be out of stock by the time an Agency's order is validated.

Section
4

NTFB Warehouse Policies

Picking Up Orders

In an effort to support an organized, safe warehouse environment, the North Texas Food Bank reserves the right to enforce safety policies and procedures, rules, and regulations. This applies to all employees, Partner Agencies, volunteers, and visitors. These standards also ensure that all agencies receive efficient service while complying with OSHA requirements.

Please adhere to the Food Bank's facility requirements while in the warehouse, as listed below:

- No eating or drinking is permitted in the warehouse; spills can pose serious safety hazards.
- Closed-toe shoes are required for anyone entering the warehouse.
- Cell phones cannot be used in the warehouse.
- Please stay within the designated areas of the warehouse. Agencies are not permitted near shipping dock or throughout the general warehouse without supervision.
- Agency Partner's representatives must sign the invoice for food received before leaving.
- No additional product will be given without NTFB Specialist or Manager approval; for example: Product that is available to order online cannot be added to an order on the day of pick up.



Please follow any other safety instructions given by a Food Bank staff member and notify any personnel of potential safety



Agency Distribution

Pick up is defined as an Agency coming to the North Texas Food Bank to retrieve product. Agencies pick up their orders on the date and time scheduled through the online system and are prioritized by appointment time. Orders will not be ready for distribution until the date that was scheduled in the ordering system. Once you receive your order, all products must go directly to previously approved locations and products requiring refrigeration that are not immediately distributed must be properly stored. There is a restocking fee if items are not picked up on the scheduled day.

Pick-Up Information

- Pick-ups take place at NTFB's Perot Family Campus, located at 3677 Mapleshade Lane; Plano, 75075.

Delivery

Delivery is defined as an Agency receiving product from a North Texas Food Bank truck. We may deliver directly to an Agency or to a centralized location (Hub) where several Agencies will meet the truck and take their products back to their facilities. When delivery is made directly to an Agency, the product will be dropped at the entrance of the Agency's facility and the driver will not perform an inside delivery unless we have a signed Indemnification from the Agency, and the Agency agrees to pay the service charge for that service.

The driver will call the Agency before he leaves his prior stop to inform the Agency of his ETA. We ask that you give the truck the entire delivery window before it is considered late. If the truck is late, submit an urgent Agency service desk ticket for an update. As standard procedure, the driver of the truck should call the contact on the invoice to let them know if there is a delay for any reason.

Pallet Blanket for Refrigerated Products

All Agency Partner representatives receiving refrigerated products either from NTFB or group delivery sites will be REQUIRED to use the pallet blankets to transport the goods.

- NTFB provides one free blanket per Agency at the time of partnership. Agency can purchase more if needed.
- Once your pallet blankets are issued, you will not be allowed to receive your order with refrigerated items without it.
- There is a \$95.00 non-refundable replacement fee for all lost or forgotten pallet blankets.
- It is the Agency's responsibility to secure the blanket with items such as bungee cords, straps, or nets.



Product Return Policy

NTFB is committed to providing Partner Agencies and neighbors with safe food. All items are inspected upon arrival at the North Texas Food Bank. Partner Agencies are responsible for inspecting all orders for purity and fitness for consumption. Please check for accuracy and ensure that all products are in good condition. If you notice any issues, please submit an Agency service desk ticket immediately. This policy applies to pick-ups and deliveries.

Possible order discrepancies: missing items, incorrect items, excessively damaged goods, and items not ordered. Please keep in mind when you receive *assorted items* or *produce*, approximately 20% of items could be unusable. This will not be credited and will need to be discarded by your Agency.

As a charitable food organization, NTFB relies heavily on donated products. There may be instances where the donated product is close to the end of life. NTFB does its best to ensure quality products, but there may be instances when the product is not usable.

The process of picking, pulling, loading, and delivering is time consuming and labor intensive. As such, it is requested that order modifications not be made within 48 hours of staging or delivery. If an order arrives that is fit for consumption and as ordered, yet the Agency Partner declines to accept the order for various reasons, that Agency Partner will be charged a restocking fee of the greater of \$250 flat fee or \$.08 per pound of the returned items will be charged when items need to be restocked in inventory.

Agency Service Desk Function

The Agency service desk is the home for submitting credit requests; reporting order errors, including delivery issues, invoicing concerns, product quality issues, reporting issues, including Agency Express concerns, and contacting the Agency service desk directly with any comments or suggestions you may have. We welcome your feedback.

If you have a concern, please visit the Agency Zone page on the NTFB website and select the “Agency Service Desk” option. Please click here for the link: agency servicedesk@ntfb.org This will take you to our Agency service desk portal. Here you will be able to view knowledge base (“KB”) articles on frequently asked questions and submit your concern via the “Submit a Request” option. You will also be able to track the status of any open tickets if you would like to create an account, but it is not required.

When submitting a ticket through the online portal, please ensure that you select the category that is most appropriate for your concern. This will ensure that you’re prompted for the information that will be needed to best address your concern once we receive it.

Credit Requests

To receive a credit to your invoice due to discrepancy, a credit request must be completed within three business days from which the product was received. The product must be returned in the condition in which it was received. Products distributed in cases must be returned as a full case, no exception.

Product Recall

If the Food Bank receives notification of a product recall on an item that we provided, your Agency will be contacted immediately based on our list of Agencies that received that product. However, we rely on your Agency to communicate this information to neighbors. NTFB will also provide instructions regarding how to destroy recalled products.

If your Agency receives recalled items, please take the following action:

- Check any donations that you receive for the applicable product.
- Quarantine the product and wait for additional instructions from NTFB.
- Promptly and efficiently provide food recall or advisory information to any of your neighbors who may have received some of the recalled products through flyers, posters, or informing neighbors in person.
- Do not return product to NTFB.

The Recalled Product list can be found on our website, under Agency Zone, Recall Info. Partner Agencies may visit www.foodsafety.gov or <https://ntfb.org/partner-portal/recall-notice/> for additional information.

Section

5

Food Safety and Safe Handling

In effort to maintain the integrity of the food distributed by NTFB while ensuring it remains healthy and safe for consumption, Agencies must be trained in proper food storage and safe handling practices. Each Agency agrees to observe safe food handling practices in transportation, storage, handling, and distribution of food.

Required Food Safety Training

One representative from each Agency must undergo food safety training to remain compliant with NTFB's policy. This ensures proper food safety knowledge and practices are being implemented throughout our network. In the event the Agency representative with food safety training departs from the organization, notify the Food Bank as another representative will need to be trained within 30 days.

Food Safety in Food Banking

- Food Pantries
- Product only distributions

Food Handlers (2yr certification)

- Food Pantries
- Onsites that do not serve meals

Food Managers (5 yr certification)

- All onsite

After School Snack Food Safety

- After school sites



Food Storage

Handling and Safety Practices

Safe food storage practices are an essential part of maintaining a good food program, pantry, or onsite.

- Food should be stored in a room or area which will prevent the entry and harboring of pests such as roaches and rodents. Check walls, ceilings, shelving, windows, doors, frames, and seal or repair, as necessary.
- If the room cannot be locked, make sure it is clearly marked for the food program. If you must use shared space, such as a part of a church kitchen, make sure your designated storage area is clearly marked for your specific program's food storage ONLY and that everyone with access to the storage area understands this.
- Store food properly, keeping all food, including bulk bags, off floors. If necessary, you may use pallets to store food in a pantry as long as they can be easily moved for cleaning and inspection. Packaged pest-prone products such as rice and beans may need to be kept in tightly lidded, flexible plastic containers. Shelves should be far enough off the floor (at least four to six inches) to be easily cleaned and checked for signs of food leakage or pests.
- Check food stock regularly for quality. Inspect incoming food to make sure it is free from spoilage or contamination. Rotate stock: first expired, first out. While checking food stock, discard any bloated or rusty cans, containers without a label, open containers, out of date baby food or formula, and containers which show signs of tampering. Leave space on the shelves so that food can be easily moved around for inspection of stock and shelves.
- Discard anything you have doubts about. Contact your local health department for more information about sorting and storing food, and for information about their requirements for agencies that store and distribute food.
- Store unsorted product away from food that is ready for distribution.
- Store non-food items separately from food. Some common non-food items such as soaps and cleaning products can be hazardous. Never store non-food items above or directly with food.
- Occasionally when NTFB receives food from our retail partners, meat may be frozen prior to their expiration date. You may distribute this to neighbors if that product is distributed frozen within six months and neighbors are told to prepare the entire product immediately after thawing. Previously frozen foods should never be thawed and then re-frozen.

Storage Practices

Clean Storage Areas Regularly

Keep food storage areas clean. Trash containers must be covered, isolated, and emptied daily. All food storage areas should be checked and cleaned at least once per week, including refrigerators, freezers, and floors. Specific cleaning chores should be assigned with attention to detail. While cleaning, check for soundness of food (open containers or packages), leaks, and signs of pests. If signs of pests are found, immediately discard any food with possible contamination, find where the pests are coming in, and seal entrances. Sanitize the pantry with a solution of one tablespoon bleach to one gallon of water.

Check the Date and Inspect the Product

Some foods may last beyond the “sell by” or “best when used by” date. The quality and freshness may be compromised, but they are still considered safe to eat. Discard foods that are bottled or jarred past the expiration date or if liquids appear cloudy or discolored. Always inspect your product upon receiving. Refer to the ‘Distribution Guidelines’ document located in the Download a Document section of the website.

When In Doubt, Throw It Out!

The North Texas Food Bank’s policy is to discard bulging, rusted, or severely dented cans with metal touching metal, opened or leaking packages, and broken seals. If you notice items with these flaws when you unpack them at your facility, do not distribute them or cook with them. Refer to the ‘Sorting 101’ document located in the Download a Document section of the Agency Zone.

Keep cold foods cold and hot foods hot!

Frozen and refrigerated product should be maintained in cold temperatures during transport if possible. It should also be delivered and stored as quickly as possible. Food that is exposed to the temperature danger zone between 41-135 degrees Fahrenheit for more than four hours may become unsafe to eat. Please use the freezer blanket when transferring product or picking up. If you lost yours or need a new one, contact your CP representative on how to attain a new one.

Temperature control

Be sure to monitor your coolers and freezers for maintaining proper and safe temperatures. Functional thermometers must be present and visible in all storage areas. Temperature logs can show discrepancies in climate over a period of time. Fluctuating temperatures can be a sign of malfunctioning equipment, which may need to be repaired or replaced.

- Store non-perishable foods at safe temperatures. Non-perishable food should be kept in a cool, dry area with proper ventilation. A small air conditioner may be necessary to maintain



a moderate temperature (75 to 78 degrees) to protect food from extreme heat and humidity.

- Store perishable food at safe temperatures. Keep temperature gauges in each refrigerator and freezer compartments. Average safe temperature in refrigerators is between 33- and 40-degrees Fahrenheit; freezers should be between 0 and -15 degrees Fahrenheit. Check readings frequently.

Storage	Proper
Refrigerator	33°F – 40° F
Freezers	0° F or below
Dry Storage	50° F - 75°F

Additional guidelines for on-site feeding

All on-site feeding programs, including residential programs, must follow the proper food storage and handling guidelines outlined in the previous section and the additional guidelines below:

- All sinks, cooking equipment, utensils, and serving ware must be clean, sanitized, and well maintained.
- Always wash hands with soap and hot water BEFORE handling food, preparing food, and serving food.
- Always wash hands with soap and hot water AFTER preparing food, serving food, handling raw meat, handling dirty dishes or utensils, handling garbage, using the bathroom, eating, drinking, and smoking.
- When drying hands, it is best to use a disposable single-use towel.
- Please wear hair nets when appropriate and always wash your hands after touching any part of your body.
- Always cover any cuts with a bandage and disposable gloves and change gloves when they get soiled or contaminated. Wash hands BEFORE putting on disposable gloves.
- When preparing food, make sure the food is cooked to the proper internal temperature to kill or neutralize harmful bacteria. Use a stemmed thermometer or other food-grade thermometer to check for correct temperatures.

- Hot foods need to be kept at 135° F or hotter.
- Cold foods need to be at 40° F or below.
- When serving, make sure the food is maintained at proper temperatures to prohibit bacterial growth and spoilage. Use a food-grade thermometer to check for correct food temperatures. Cold food should be kept below 40° and hot food should be kept at 135° or higher.

Section
6

Monthly Reporting

As part of the Agency Partner Agreement, partner agencies are required to report statistical data on how many neighbors are being served each month. This information is compiled by the Food bank and reported to Feeding America and Texas Dept. of Agriculture. These statistics are used to help determine program efficiency and allocation of resources.

30/31	1	5	6
Service month ends	Agency to submit reports online	Report due date: 5 th of each month	User accounts blocked from ordering unless report has been submitted automatically on the 6 th of the month

Additional Information

All agencies are required to submit monthly totals:

- If your program did not serve that current month, the report will simply need to reflect

zeros.

- If your program did not receive product from the Food Bank, your Agency should still submit a report of the number of people and/or meals served.

Multiple Programs

If your Agency has multiple programs, separate reports are required. Each program will have a separate login. You must completely log out of one account in order to log in to the next account.

Unduplicated vs. duplicated data

It is extremely important that your Agency reports unduplicated data. If a neighbor is seen multiple times, you only count that individual once per month.

- Unduplicated reporting means reporting how many individuals visit per month, even if an individual visited multiple times that month. For example, one neighbor with four pantry visits in a month = one unduplicated neighbor served.
- Duplicated reporting means reporting an individual EACH time they are served in a month. For example, one neighbor with four pantry visits = four duplicated neighbors served/month.

Confirmations

Confirmations reports will be viewable by selecting reports submitted through your access to Agency Express under survey management.

Types of Agencies

NTFB categorizes each program by a program type. The type of report you will submit monthly depends on the type of program you have.

Pantry

- Provides emergency food to neighbors in need that is prepared/eaten off-site.
- Pantries are encouraged to provide a three- to seven-day supply of food for an individual or family (14-25 pounds per person).
- Example: food pantries

Onsite Feeding

- Provides a full meal that is prepared/eaten on-site.
- Example: soup kitchens, homeless shelters, day care facilities, after-school programs, senior nutrition sites, battered women's shelters, residential treatment centers, and family shelters

Supplemental Feeding

- Serves snacks on-site that does not require cooking.
- Example: Boys and Girls Clubs, YMCAs, and after-school programs

How to report

There are two different types of reports: one for Pantries and one for On-Site feeding or Supplemental programs; however, both are present in the actual reporting portal. If your Agency is only reporting data for one, then you must enter 0's in all empty fields to successfully submit the report. Your daily logs will provide the information you need for reporting the number of people and/or meals served. You may have a reporter only login and reach out to your CP representative to get login information if necessary.

1. Go to <https://www.agencyexpress3.org>
2. Click Report and my surveys to enter report
 - Start date: date of the prior month (typically this is the date you will look for to report for prior month)
 - Ex: If this date is 10-1 then that entry will be for the month of October
 - End date: date of the next month
 - Expiration date: date used for internal purposes only
 - Enter all data and enter 0's for those fields that do not apply to successfully submit your report.
3. Your account will be placed on hold if missed by the 5th of the month and you may not have access to place orders until your report is submitted.

Welcome | Order Options | **Report** | Food Bank Links | Help | About TechBridge | Log Out | Welcome dlawson - 0024P0021

Search

Start Date: End Date: Expiration Date:

Ref #: Title: CERES SurveyID: Required:

My Surveys

	Ref #	Title	Start Date	End Date	Status	Expiration Date	CERES SurveyID	Required
Submit	4294	Final Testing Round	Aug 29,2021	Aug 30,2021	Active	Sep 3,2021	0024~00 TEST6 2021-08-29	False

The easiest way to keep up with your monthly report is to mark your calendar “MONTHLY REPORT DUE” at the end of each month.

- You have until the 5th of the following month to turn your report in. After the 5th the report is considered late, and your account will automatically be disabled, and you will not be able to place any orders until your report is submitted and received. If not received within a timely manner your account will be then placed on hold.
- If your Agency account is placed on hold, it may take up to 24 hours to reactivate once the report is received.
- Reports should be kept on file either as electronic or hard copy for a minimum of 1 year.

Pantry Reporting detail

This report asks how many unduplicated families, children, adults, and seniors were served in the month.

How many total days did you distribute this month?

This would be the number of days that you were open to the public and served neighbors. Please do not count any one-off days (Ex: you served a walk in or served a shut in.)

How many individual households served this month (Unduplicated)?

Based on intake forms. Only count the household once. Number of households served. (Families)

How many total households served this month?

Based on sign-in sheets. Count all the visits, including repeat households served.

How many new households served this month?

First time households to your pantry.

What percentage of food comes from NTFB?

This number is the percentage of food that you received from the Food Bank in comparison to the total amount of food used by your Agency during the month. This % should include any retail pounds received through NTFB Partnerships even if you report retail pounds through Mealconnect, those pounds should be included in your total received from NTFB.

Ex: If you receive 10,300 pounds from orders and you receive 500 pounds from Walmart and that total of 10,800 pounds is 80% of the food that you receive from all sources, then you will input 80% of the food comes from NTFB.

Onsite Reporting detail

For reporting, only count meals that were served that month:

1. This number is based on the total number of breakfasts served.
2. This number is based on the total number of lunches served.
3. This number is based on the total number of dinners served.
4. If you serve multiple snacks to the same individuals, you must count all snacks served.
5. Enter all data and enter 0's for those fields that do not apply to successfully submit your report.

This number is derived from the total number of neighbors you served. It breaks down into three groups and you only count that individual once per month, no matter how many times they come in that month. Most agencies retrieve this data from their sign-in sheets.

Onsite & Supplemental reporting tips

This report will ask the meal count for breakfast, lunch, dinner, and snacks. It will also ask the number of children, adults, and seniors served.

Meal Count: This number is retrieved by multiplying the amount of people served by how many times that meal was served.

Example: 30 children in an after-school program were served snacks 5 days per week (20 days in one month); multiply $30 \times 20 = 600$. Snack count equals 600 and the children count equals 30.

This report will ask the meal count for breakfast, lunch, dinner, and snacks. It will also ask the number of children, adults, and seniors served.

There are three frequent mistakes on-site programs make in their reporting:

Mistake #1: The meal count reflects the amount of days in the month instead of the amount of meals served.

Example of incorrect report: Breakfast: 30 Lunch: 30 Dinner: 30 Children: 100

Mistake #2: The amount of individuals matches the amount of meals served. Example of incorrect report: Breakfast: 100 Adults: 100

Mistake #3: Report averages instead of exact meal counts. Example of incorrect reporting:

300	300	300	100 children
278	281	297	100 children

Section 7 Agency Partner Accounts

As a Partner Agency of the North Texas Food Bank, you will receive an account that is tracked by an assigned ID number. The account contains all the relevant information, such as your program director, mailing address, physical address, county, fax number, phone number, and e-mail address.

Multiple Programs

If an Agency has multiple programs, each account will be treated as a separate entity. Each program must order and submit monthly reports separately.

Changes to Accounts

Please notify the Community Partner Relations Team of any changes within your organization

by submitting updates at Update Agency Info (Bullseye) and an email to your rep that changes have been made. Changes made in Bullseye will also be reflected in your organization listing information on NTFB.org. A login is required to make updates to an account and your rep will send you an invite to make those changes on the external portal.

(<https://app.bullseyelocations.com>)

- Staff Changes: Mailing address, phone number, fax number, administrative contact, food contact or billing contact.

The Agency must designate at least two people from its organization to serv as food bank contacts, and one individual as the primary contact. The contacts should include the Agency Partner’s representatives who have decision-making authority over the food program.

- Changes to feeding program leadership will be required to complete NTFB orientation, reviewing any Agency agreements in place, complete required food safety training and generally reviewing the information on file for the Agency Partner to ensure accuracy. If the Agency is participating in the direct retail, CSFP, or TEFAP programs additional training will be required.
- Organization Changes: Agency name, location, hours of operation, type of services provided, or status of any licenses or permits.

**Please note that it is very important to keep your hours of operation updated in Bullseye. This is how many of our neighbors in need can find your organization.*

Status	Location Name	Address	City	State	Zip	Country	Date Created
Approved	Crossroads Community Services	4500 S. Coonell Hill Rd		TX	75236	United States	3/18/2019
Approved	The Storehouse of Collin County	1401 Mira Vista Boulevard, The...	Plano	TX	75083	United States	8/6/2019
Approved	PINE FOREST PANTRY	Main... 2932 FM...	PICKTON	TX	75471	United States	8/26/2016

1. Select agency or program in list
2. Make any updates and include as much detail as possible for neighbor visual
3. Save updates

Payment Terms

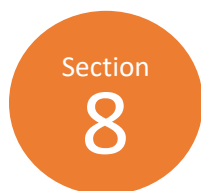
- All payments must be submitted within 30 days from the invoice date. Monthly statements are emailed to the Agency and should be used as a reconciliation of invoices.
- Payments made after 30 days are considered late. Agencies with past due balances could be placed on hold.
- Please contact NTFB if your Agency has difficulty meeting its financial obligations.

Payment Penalties

- The Food Bank expects timely payment of your bill. It is important that all accounts be kept up-to-date.
- If an Agency account has invoices 30 – 60 days past due, the Agency will be contacted by email and a request for payment will be made.
- If an Agency account has invoices over 90 days past due, the Agency will be placed on ACCOUNTING HOLD and will be unable to order food or receive produce until the account is brought current.
- If the Food Bank receives a returned check, the Agency will be contacted. Repayment should be in the form of a money order or cashier's check. A \$25.00 returned check fee will be applied to the account.

Credit Limits

All accounts have a credit limit established by NTFB based on your Agency's budget. If your Agency reaches the credit limit, you will not be able to place an online order. Once a payment history has been established with NTFB, your Agency can request a credit limit increase by submitting an official request to the Agency Service Desk.



Monitoring & Inspection Procedures

As a partner of NTFB, your Agency has agreed to adhere to and maintain certain standards by signing the NTFB Partnership Agreement. Failure to comply with the Partnership Agreement

and the associated responsibilities could lead to the inactivation or even suspension of your Agency's account with the Food Bank.

Agency Audits

NTFB's Partnership Agreement states that all Partner Agencies are to permit Food Bank personnel to monitor the program, including the authority to check records and inspect the facility. These monitoring visits are conducted every two years with a CPR representative.

Agency site visits are conducted in order to:

- Ensure the highest sanitation and food safety standards are being upheld.
- Review Agency recordkeeping practices, inventory processes, and storage conditions.
- Improve and increase communications between the Food Bank and our Partner Agencies.
- Seek feedback on how we can better serve our partners and build capacity.
- Ensure a safe and quality experience for our North Texas Neighbors in need.

A Community Partner Relations representative or NTFB Compliance specialist will contact the Agency Partner to schedule audits. Upon completion of any audits, your Agency will receive an email, the Agency Partner with any non-compliance issues, which must be followed up within 30 days. If a Agency Partner fails to resolve an issue within the 30-day timeframe or has failed to respond to follow-up inquiries, the Agency will be placed on administrative hold and cannot place orders until the issue has been resolved.

Additional visits

Your CPR representative may schedule a visit with your Agency from time to time; some visits may be unannounced and as your representative is in your area.

Agency Site Visit Checklist

Temperature Logs

Logs should be updated every day that your feeding program is operating or a minimum of every other day, immediately after a power loss is suspected or known, and late each Friday afternoon and early Monday morning. All refrigeration units should have a thermometer placed inside. Temperatures should be 34° - 40° refrigerated and -10° - 0° frozen.

Food Storage Area All food must be stored a minimum of 4 inches above the floor, and a minimum of one inch away from the wall. Products should be consistently rotated to prevent food from spoiling. The pantry and kitchen areas should be neat and clean. The food storage area should have the ability to be secured if necessary. Do not mix food and chemicals.

Packaging Heavily rimmed or seam-dented canned foods or packaged foods without the manufacturer’s complete labeling should not be distributed or made available to neighbors.

Food Handler Certification This certification is required for at least one representative for all Pantries and Supplemental Agencies and is good for 2 years. One certification can be obtained through the Food Bank using an online training system that is free of charge. You can also take this class at your local community college or city/county offices.

Food Manager Certification This certification is required for at least one representative for all on-site Agencies and is good for 5 years. This certification can be obtained through your local community college or city/county.

Health Inspection A copy of this inspection is necessary for all on-site feeding programs that prepare meals. There are a few exceptions; please contact a member of the Community Partner Relations Team for more details.

Pest Control Ensure that a licensed pest control company treats all program sites at least twice a year and more frequently if there are signs of infestation.

Qualifying Neighbors by TEFAP Guidelines (The Emergency Food Assistance Program) These guidelines are provided annually by the State of Texas and used to qualify neighbors to receive products and produce. Intake forms should be used to gather income information from neighbors to determine their eligibility.

Non-Discrimination statement This disclaimer should be printed on your application, sign-in sheet, pamphlet, or flyer.

Civil Rights Poster This poster must be displayed in an area that is clearly visible to the neighbors. The Community Partner Relations team can supply you with a copy if your Agency does not have one.

Civil Rights Training This training is required annually for all key staff and volunteers interacting with applicants. Your Agency is responsible for documenting the training by obtaining signatures on a training log. The Agency must retain the logs from the previous two years for review at the Compliance Audit (CA) visit.

Posted Hours of Operation The days and hours must be visible to someone walking by the building. Pantries must distribute food on a regularly scheduled basis – a minimum of once per week in urban areas for a total of at least three hours a week, and a minimum of once per month in rural areas for a total of at least three hours per month.

Board of Directors Provide a current copy of your board members with contact information. The Agency agrees to maintain a functioning Board of Directors (BOD) or governing body and have a current succession plan approved by BOD or governing body on file with NTFB.

Annual or Monthly Budget	Provide a current copy of your food budget or yearly spending average.
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Invoices	Must be signed one individual and kept for at least 3 years.
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Agency Compliance

Neighbor Certification

- The Agency must keep accurate records and screen neighbors annually to assure that eligibility requirements are met.
- Neighbor information must be current and confidential. Records should be stored in a locked cabinet.
- Neighbors must meet TEFAP income guidelines, which are 185% below the federal poverty level. This guideline is to be used by all staff/volunteers that conduct the intake process.
- This guideline is updated annually by the state of Texas.
- If the neighbor does not meet the income eligibility guidelines, they can be served on an emergency basis. The Agency is required to record the reason for the neighbor's emergency.

Acceptable Practices

- Place signs and pamphlets of a religious or secular nature in clear view of neighbors.
- Restrict a neighbor who is abusive or disruptive to your program or Agency. You should document all these occurrences (see the NTFB Grievance Policy in the Download a Document section of Agency Zone at ntfb.org).
- Distribute food received from other sources, provided that it is treated exactly like food received from NTFB.

Neighbor Focus

NTFB is committed to serving people in need in a respectful, dignified manner. We require partner agencies to be compliant with civil rights laws – and encourage agencies to continuously strive to improve their services for the betterment of their neighbors and their community.

Neighbor Experience

NTFB believes it is important to share information about the lived experiences of people in need. Resources are available to help inform program leadership, volunteers, and the community about the struggles faced by those who are food insecure.

Unacceptable Practices

- Discriminate against a neighbor in any way in accordance with the Civil Rights of the

neighbor.

- Require a neighbor to provide a social security card or any other documentation related to citizenship in order to receive food from your Agency.
- Have a separate standard for handling, storing, or distributing NTFB product from food product procured from other sources.
- Make stops of any sort after picking up product from NTFB or a delivery site for the safety of all products.
- Sell or barter NTFB products for goods and services from a third party.
- Take any NTFB products for personal use.
- Share any items received from NTFB with another organization (exceptions include bakery and produce with prior approval from NTFB staff).
- Require neighbors to participate in a religious activity (i.e., pray, read, listen, etc.) as a precondition to receive food.
- Be inconsistent with your days and hours of operation.
- Operate other feeding programs involving cost at the same time or place as NTFB distribution.
- Accept monetary donations at the time of distribution.
- Charge a neighbor a fee for any food service.
- Use donated products for the purpose of fundraising. Ex: spaghetti dinners and bake sales.

Additional Agency Standards

The Agency and its employees, volunteers and the community partners will conduct themselves in a manner congruent with NTFB's values, specifically:

- People experiencing food insecurity are the center of everything we do.
- We create an inclusive culture that welcomes and respects the diversity of people we serve, employees and volunteers and honors the fundamental value and dignity of all individuals.
- We build and foster a culture of continuous improvement, collaboration, and innovation.

Non-discrimination and civil rights compliance alone do not honor these values. The Agency agrees to consistently take action to live these values.

- The Agency promotes and provides access to support programs to all individuals who receive assistance for the Agency. Those support programs might include:
 - Educate neighbors about and offer prescreening for assistance programs but not limited to: Supplemental Nutrition Assistance Program (SNAP), Commodity Supplemental Food Program (CSFP), and similar programs.

- Provide community referrals to other assistance programs as needed, which will allow our neighbor to eventually sustain and feed themselves.
- Collaborate at the county and regional level, coordinating services, sharing resources and providing mutual support to best meet the needs of people experiencing food insecurity.
- Work with NTFB to advocate, educate and spread awareness about ending hunger in your community.
- If your Agency has volunteers who are also neighbors, they should be served on a different day than when they volunteer. Neighbor volunteers should not receive special treatment; they should go through the intake process, should not receive more food than non-volunteers, and should not serve themselves. Volunteers must be eligible to receive food by meeting the TEFAP income guidelines and not shown favoritism.
- When discussing your partnership with NTFB with the public through your newsletters, appeal letters, grants, websites, or media interviews, please do not make any reference to “buying” food from the Food Bank. It generates an inaccurate impression and could jeopardize the ability of individuals and businesses to receive tax deductions for their product donations.
- Each program is required to order Food Bank products separately according to the planned use: on-site or pantry. If the Agency has more than one program at the same location, products should be stored separately and used only for the specific program in question.
- If your Agency or program is expanding, the new entity must undergo the same process of application approval and a site visit must be conducted.
- Will maintain a minimum account activity by ordering at least 4 times per calendar year or receive retail product at least once a month.

The only exception to an Agency using Food Bank or donated product to support its program needs is to use non-food items, such as cleaning supplies, to reduce operational expenses.

Right to Refuse Service

To maintain a high standard of service and provide a safe work environment for your employees, volunteers, and neighbor families, NTFB Partner Agencies have the right to refuse or discontinue service to unruly neighbors. Services may only be denied to a neighbor who acts inappropriately by disrupting the normal provisions of services or if a neighbor's behavior or environment threatens the safety of the Agency's employees, volunteers, or neighbors.

- Inappropriate behavior includes, but is not limited to the following:
 - Unreasonable demands for services
 - Threatening or erratic behavior
 - Misrepresentation for the need of services
 - Personally threatening or offensive language

If your Agency refuses any service, document all parties involved and describe the incident in full with dates.

Civil Rights

USDA and state guidelines define civil rights as the non-political rights and freedoms protecting individuals from unwarranted action by government, private organizations, and individuals. Civil rights ensure one's ability to participate in the civil and political life of the state without discrimination or repression.

Under federal law, any Agency or organization receiving federal financial assistance is prohibited from discrimination based on race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, and sexual orientation including gender identity.

Every Agency Partner receiving USDA products must post the "And Justice for All" poster in a noticeable place to illustrate to neighbors that your Agency conforms to all current civil rights laws.

Civil Rights Training

As a requirement of TDA/USDA, all volunteers and staff assisting with food and nutrition service programs will need Civil Rights training annually. Signed documentation acknowledging an understanding of the outline policies and procedures are to be kept on file for two years for all staff and volunteers that come into direct contact with neighbors receiving assistance. Failure to comply with this standard may result in an Agency account being placed on hold.

Civil Rights Disclaimer

Non-discrimination statement - This disclaimer should be printed on your application, sign- in sheet, pamphlet, or flyer in its entirety. You may place this statement in English and in Spanish. This statement declares that your Agency does not discriminate against any neighbor.

USDA Nondiscrimination Statement (English)

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local Agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:** Program.Intake@usda.gov

This institution is an equal opportunity provider.

How to Build Capacity

Community capacity building is defined as the “process of developing and strengthening the skills, instincts, abilities, processes, and resources that organizations and communities need to survive, adapt, and thrive in the fast- changing world.” By doing these few things within your organization it will help build your Agency's capacity.

Supplemental Nutrition Assistance Program (SNAP) Outreach

NTFB has partnered with the Texas Health and Human Services Commission to assist neighbors with completing the Supplemental Nutrition Assistance Program (SNAP) application to ensure Health and Human Services receives a process-ready application, including the required documentation needed for the state to process and determine eligibility timely. Encouraging neighbors to sign up for SNAP has many benefits such as:

- Dollars into your community
- More food on neighbor tables by assisting with supplementing their food budget
- Reduced cost of Agency program

Agencies have different opportunities available to participate in SNAP Outreach. These include training in application assistance for staff and/or volunteers designated to aid with SNAP Assistance, having a SNAP Navigator assigned to your site to conduct one-on-one consultations with neighbors, providing SNAP Referrals to the NTFB Social Services Assistance team to contact neighbors to apply via phone or virtual platforms, or having a SNAP workstation onsite for neighbor use to be assisted virtually via a laptop or desktop computer. For more information, please contact the SNAP team via email at SNAPteam@ntfb.org or snap@ntfb.org

Expand Hours of Operations

- Be open evening hours or weekends
- Offer serving hours when surrounding social service organizations are typically not available

Agency University

Agency University (AU) is an online education program designed for Partner Agencies to increase their knowledge in critical areas of Food Banking. Current courses include NTFB Orientation, Civil Rights training, Food Safety for Food Banking and updated USDA/TDA/TEFAP information. Additional training on issues critical to our Partners is being developed.

Grievance Policy

Agency/Food Bank Grievance

If your Agency has a complaint or experiences a problem with the North Texas Food Bank (NTFB), please contact the Sr. Manager of Community Partner Relations with details of the grievance and every effort will be made to resolve the matter. If unable to resolve the grievance to mutual satisfaction, the Sr. Manager of Community Partner Relations will present the matter to the Chief Operations Officer and/or the Chief Executive Officer as an appeal on behalf of the Agency. In such cases, one of the following outcomes may result:

1. The COO/CEO will issue a decision and then notify the Agency Partner's Executive

Director of the decision.

2. The COO/CEO will call a meeting of NTFB's Executive Committee where they will decide and then notify the Agency Partner's Executive Director.

All grievances made against the Food Bank will be placed on file for at least three years and 90 days.

The decision of the CEO or the Executive Committee of NTFB is the final word on the disposition of the grievance by an Agency.

Neighbor/Agency Partner Grievance

If a neighbor in your service area has a grievance with your Agency, the neighbor has the opportunity and right to contact the governing board of your Agency to appeal the decision.

If the neighbor is not satisfied with the decision of the governing board of the Agency, the neighbor can contact the NTFB's Community Partner Relations Team and file a complaint. Community Partner Relations will then record the complainant's information and contact the Agency Partner to gather additional information. The objective and obligation of the NTFB is to ensure that proper procedures are followed, civil rights are not violated, and equitable treatment is afforded to all. The Grievance Procedure will be implemented as follows:

1. After reasonable deliberation, the Food Bank will contact your Agency notifying you of the complaint and of any information compiled during NTFB's investigation.
2. If no wrongdoing is found with your Agency, the Food Bank will contact the complainant and explain the investigation by NTFB, as well as the decision. If wrongdoing on the part of the Agency is found, the Agency will receive a written response from NTFB citing the outcome of the investigation and will stipulate the corrective action(s) that must be taken by the Agency.
3. All neighbor grievances against an Agency should be documented and remain on file at the Agency for at least three years and 90 days.
4. All neighbor grievances reported to the NTFB will be kept in the Agency's permanent file.

The decision of the NTFB is the final word on the disposition of the grievance by a neighbor.

Agency Partner/Neighbor Grievance

If your Agency has a grievance against a neighbor, then a record of the incident should be kept at the Agency for at least three years. NTFB will ask to see this record in the instance

that the neighbor seeks to issue a complaint with NTFB against that Agency. NTFB advises completing a form for instances including but not limited to:

1. Physical and/or verbal confrontations.
2. Removing someone from the premises.
3. Refusing service to a neighbor either temporarily or permanently.

*Under each category listed above, there is an opportunity to appeal any decision one time only.

*There will be no retaliation by any parties during the grievance process.

Ethics and Report and Fraud and Misuse of USDA Foods

To be more authentic and transparent, the North Texas Food Bank has selected Ethics Point to provide Partner Agencies, neighbors, volunteers and NTFB employees a simple way to anonymously and confidentially report activities that may involve violations of the Food Bank's Code of Conduct, misuse of USDA Foods to TDA, criminal conduct, or other unethical behavior by the Food Bank or its Partner Agencies. Include information on the amount of USDA foods involved, location of the incident, suspected parties, and other details and facts. The Texas Department of Agriculture may be contacted at the Dallas/Ft. Worth Community Operations Office. Ethics Point is an independent third-party provider and operates 24 hours a day, 7 days a week.

Section 9 Additional Services & Misc. Information

Additional Resources

Agency Zone

The NTFB's website is a source for both the public and for partners of our hunger-relief network. The Agency Zone section of the website is continually growing and developing to meet the needs of our network. Currently, the following resources are available on ntfb.org under Agency Zone:

- Online Monthly Report portal
- Online Ordering portal

- Downloadable forms
- Agency Service Desk portal

NTFB Partner News: Monthly Newsletter

NTFB Agency Newsletter is emailed to each Agency Partner on a monthly basis. The newsletter focuses on special issues, stories of success and topics of interest in the effort to end hunger. If you have suggestions or would like to see a specific issue addressed in the newsletter, please contact your CPR representative (cprteam@ntfb.org).

Pantry Nudge program

To implement nudges in your pantry or if you would like to request Healthy Pantry materials, email nutrition@ntfb.org.



FAQ's

Online Ordering

How do I get set up as a user?

Your Agency will receive online ordering access information before or immediately after your orientation. If you would like to add users, please email cprteam@ntfb.org with the name of the user including the email address, Agency name and number.

Who should be set up as a user?

We recommend that your Agency Director, Pantry Manager or Food Contact person, and your Cook (if applicable) be set up as users. There is currently no limit on the number of users per Agency.

Can I add something to my order after I have submitted my cart?

You may edit any previous order as long as it is at least 3 business days prior to the pickup or delivery time of your previously submitted order and the pencil icon is present.

When will I be notified of my order status?

After ordering through the online shopping system, you will be emailed an acknowledgement letting you know that your order request has been received by the Food Bank. At that time, you may check the order management component of the shopping system for your order status that will say “Acknowledged.” If you have any questions, you may contact you may submit a ticket through the online portal.

What are handling fee items (HF)?

Currently NTFB does not charge handling fees for most of our product with the exception for kitted boxed or bagged items. Ex: Family Relief boxes and Kitted produce bags are \$2 per kit and may be revised at the discretion of the NTFB Board of Directors.

When is my order due?

Your order is due by close of business three business days before your scheduled delivery time or your chosen pick-up date. Example: I normally receive/ pick up my order on Monday, so my order must be submitted by close of business on the prior Wednesday, allowing Thursday and Friday for my order to be fulfilled.

What if I did not place my order on time?

If your order was not placed on time, you can submit an Agency service desk ticket with a request to expedite; upon approval from NTFB staff there will be a service fee of \$250 to process that request. If your Agency does not want to incur a service fee, then unfortunately, you will not receive an order due to the policy in place to ensure prompt and accurate orders for every Agency. No exceptions can be made to this policy.

How often is the shopping list updated?

The shopping list is represented in real-time, so items and quantities can change as often as every three minutes. You must refresh the online page in order to see the real-time status of a product. Remember, items are on a first-come, first-served basis. Depending on the number of orders, some items may be out of stock by the time an Agency’s order is processed.

Distribution

Do I pick up my order by appointment or walk in?

All orders are processed according to the appointment schedule set in the online shopping system from 6:30am – 3:30pm, Monday through Friday and is selected by the Agency at the time of placing their order.

Can I add something from this week's shopping list to last week's order?

Yes, you may edit an order as long as it is before close of business three business days before the delivery or pickup date.

Example: If an order was placed on Thursday to be picked up on Tuesday and there are items that you would like to add, then you may edit your order up to close of business three business days prior to your shipment date which would be Thursday close of business in this example. Saturday and Sunday are not considered business days.

Is it appropriate to tip NTFB staff for their help or support of our agencies?

Although we greatly appreciate your sentiments, it is not appropriate to tip individual staff members for their assistance and support. In fact, personally accepting a gift is against company policy and we ask that employees not be put in a position of having to choose whether to accept a personal gift. Tipping a NTFB staff member can jeopardize the recipient's job and be grounds for loss of Agency membership with NTFB. If you would like to give a donation or contribute in some general way to the Food Bank, please contact the philanthropy department and they will inform you of any needs and ways in which to donate.

Is it appropriate to give gift cards to NTFB staff to show appreciation?

NTFB staff is not allowed to accept personal gifts or gift cards from partner agencies or their staff. If an Agency wishes to give a personal gift or gift cards, the donation will be immediately given to the Human Resources Director to make the gift available to all staff through a raffle drawing.

Can I bring food and snacks to share with NTFB staff?

It is acceptable to do so if the items are not intended for one particular staff member and will be made available for all NTFB staff.

Do I need to keep my invoices?

Yes, it is a requirement to keep all NTFB invoices with one signature for 3 years.

What if my invoice is incorrect?

You will need to submit a credit memo request or a service ticket via the Agency service desk at Agency service desk. You will be issued a credit for those items not received if we receive a credit request within three business days of invoice.

Delivery

What should I do if the driver is late?

We ask that you give the truck 30 minutes past the set time, in case driving conditions or cargo loading causes late arrival. If the truck is over 30 minutes late, submit an urgent Agency service desk ticket and we will provide you with an estimated time of arrival.

How should the produce be divided between the Agencies?

In general, any produce sent in bulk should be dispersed EVENLY between the partners. If a partner needs more or less of the produce, that should be discussed and agreed upon by the partners and not solely decided upon by the Site Coordinator. If you receive produce in bulk to share, NTFB invoices on an Agency rotation to evenly distribute weight for the agencies so no one Agency gets credit for all produce pounds. If any questions of fairness arise, contact your Community Partner Relations representative at cprteam@ntfb.org

Do I need to have my pallet cover when picking up?

All Agency Partner representatives receiving refrigerated products either from the NTFB or group delivery sites will be REQUIRED to use the pallet blanket(s) to transport the goods. Every Partner will receive one blanket at no charge; any additional blankets needed will have a cost associated. If your Agency needs a replacement or additional blankets, please email cprteam@ntfb.org for those.

Compliance Audit

Do I have to complete Civil Rights Training every year?

Yes, you must have any staff and volunteers who regularly interact with neighbors, trained on civil rights standards, per USDA guidelines. This training must be conducted yearly, and the time of training is the discretion of the Agency. A training log must be signed for all that attended training and that log must be kept for two years. The training video is available on the Agency Zone Webpage.

How long does a Food Handler and Food Safety Manager Certification last?

Food Handler Certification is good for two years and Food Safety Manager Certification is good for five years. The Food Handler Certification is a requirement for all pantries and Supplemental Programs and the Food Safety Manager Certification is required for all on-site feeding programs (meaning they prepare and serve food at the Agency). All agencies should have one of these certifications.

When do I need a health inspection from the city?

Whenever you are cooking food for others, your kitchen must be inspected by the city or state and must meet their local health regulations if applicable for your city or county. These inspections times may vary; check with your county or city to get their inspection policy. This

includes daycares, senior centers, soup kitchens, shelters, and any other program that prepares and serves hot meals.

What do I do if our location changes?

Inform a member of the Community Partner Relations Team immediately for a site evaluation and approval and request an address change from the IRS so they can update your 501(c)3. We will need a copy of their confirmation for our records. Agency must notify NTFB of any changes to their tax status within 30 days

Can I give food to anyone who looks like they need it?

Food provided by the Food Bank can only be given to neighbors that meet financial eligibility; those levels are provided by the state to us and our member network. In case of one-time emergencies, you may provide food to anyone who states they have a need. Upon a return visit by this person, you will need to gather their household income and compare with the state’s TEFAP income guidelines.

Can we fundraise by using food provided by NTFB?

Food provided by the Food Bank may never be given in return for currency, merchandise, volunteer efforts, or any other in-kind payment system. Any of the above-mentioned activities may be grounds for loss of membership with the NTFB.

How many times must I update the temperature logs?

Logs must be updated every time your program is in operation or a minimum of twice per week, whichever is more. Logs must be taken on all freezers and refrigerators.

Can we pray or have neighbors attend a religious service before giving out food?

Religious programming cannot be required for receiving food assistance. Signs and literature can be present and made available at the site as well as invitations to participate in activities after food is provided to neighbors, provided it is made absolutely clear that participation is not mandatory.

What if we want to change our distribution times for neighbors?

Inform the Food Bank immediately if you change distribution times and update your records via “update my account” Bullseye. Remember, NTFB Agency Partner pantries must be open to the public a minimum of once per week for at least three hours in urban areas and minimum of once per month in rural areas for a total of at least three hours per month as stated in your Agency Partner Agreement.

What do I do if I want to begin an additional feeding program?

Please inform the Food Bank of your desire to add a program and we will inform you of the process of receiving permission and changing your member status. DO NOT use Food Bank products in a program that has not been properly approved by the Food Bank.

Monthly Reporting

When is my monthly report due? What if I fail to turn in my report?

Reports are due by the 5th of each month for the previous month. If you fail to submit your reports, your account will be placed on hold and you will not be able to place any new orders or receive produce.

Why is the purpose of monthly reports?

NFTB uses these numbers to report to Texas Department of Human Services to determine future allocations of USDA commodities.

These numbers are also provided to Feeding America to use as hunger facts when procuring food products and lobbying for more funds allocated through Congress.

How do I know that I have correctly submitted my monthly report?

Once you have submitted the report, you will see completed report in my responses section. If your Agency has any edits to make on a submitted report then you may do so for those reports in the my reports **section**.

What should I do if I am having technical issues with my computer, and cannot transmit my monthly report?

Submit an Agency service desk ticket with all the details to help us better serve you. Since the monthly reports are submitted via Agency Express, you can enter your reports from any computer or mobile device. (Ex: Library, home, or someone else's computer)

What questions should I put on my neighbor intake forms to make the monthly reporting process easier?

Pantry program intake forms can include names and age breakdown of each household member receiving assistance; on-site feeding programs can gather their numbers based on a sign-in sheet or an intake form.

What do I do if I forget my Agency Express password?

Simply click forgot my password feature on the login page. Submit an Agency service desk ticket if you need assistance finding your username (generally usernames are first initial and last name, ex: dlawson)

What if I do not get my monthly report submitted by the 5th of the month?

Your Agency could get placed on hold until that report is received and entered. If your Agency is placed on hold, please allow up to 24 hours after you have submitted your report for the hold to be removed. That means you will not be able to receive an order or pick up any produce.

Does my login work to access my monthly reports on Agency Express?

Yes, if you have a login to submit orders than you have access to submit monthly reports via Agency Express. However, if you do **not** have access to submit orders but you need access to

submit reports, please send an Agency service desk ticketing requesting access to submit monthly reports only and your login info will be emailed to you once set up.

Standardized Service Fee

How much will my Agency be charged to expedite an order?

The following situations will incur a \$250 expedite fee:

- Adding or removing item(s) to an existing order past the editing window (order in released status) for Agencies
- Moving an order up to a date less than three business days from the revised delivery/pick-up date
- Requesting a new order be placed for delivery or pick up past the ordering deadline

How much will I be charged for canceling an order after in processing stage?

You will be charged \$250 or a restock fee for any orders canceled past the editing window (released status). Any orders canceled after being invoiced will be considered a restock.

Accounting

If I cannot locate my copy of an invoice, who do I contact for a reprint?

Please be careful to file your invoices so that this is not a recurring event. If you do happen to misplace an invoice, you can e-mail your request to the NTFB Accounting Department at acctrec@ntfb.org. Please include your Agency name, phone number and the invoice number that you are requesting copies of.

When I make a payment, how do I know that it has been received?

Currently, we do not have a feature that will allow you to see your payment that is received during the month in which you paid. Look at the following month's statement and see if the invoices that you paid previously are listed as outstanding. For further information on those invoices, please email acctrec@ntfb.org.

When should I expect my statement?

Usually, they are mailed by the 5th of each month. If you do not receive your statement by the 18th, please contact the Accounting Team at acctrec@ntfb.org.

What happens if I am past due?

If your Agency account has invoices 61-90 days past due, the Agency will be contacted by email. If your Agency account has invoices over 90 days past due, the Agency will be placed on accounting hold and will not be able to order or receive food until the account is brought current.

Can I pay in cash?

We do not accept cash or personal checks. You must pay using a company check, cashier's check, or money order.

Can I view my balance online?

Not at this time.

Food and Nutrition Information

How should you handle nutrition requests from special needs neighbors?

Many of your neighbors may be facing health problems such as diabetes, heart disease, hypertension, and obesity. Others may have food allergies, cultural preferences, and cooking limitations. All these factors may affect the appropriateness of the foods your pantry or feeding program provides.

The first step is to know your population. Do your best to know what issues your neighbors are facing and concerned with. While you do not need to cater to everyone individually, simply getting a collective idea of what your neighbors' needs are will be extremely helpful. Overall, as a NTFB Agency Partner, you should try to offer the best variety of nutritious foods available, regardless of health needs. If you are doing your best to provide items that are low in fat, sodium, and sugar and those that are high in fiber, vitamins, and minerals, then you are likely meeting the needs of the majority of your neighbors and contributing to better health.

Unhealthy foods are inevitably available but try to limit the frequency and amount offered to neighbors. All foods can be part of a healthy diet in moderation. It is important to balance out your grocery and menu items with more nutritious options whenever possible.

How do you build a healthy package of groceries for a family?

A nutritious grocery package should include components from different food groups, including grains, fruits, vegetables, protein, and dairy. Refer to the samples of food pantry guidelines in the appendix of this guidebook. These guidelines are personalized based on the MyPlate recommendations on gender, age, and activity level. Calorie levels are listed for each individual and converted to family packages. This takes the guesswork out of knowing whether you are giving too little or too much food and ensures that your neighbors are getting the nutritious food they need to nourish their families. Once you know what items to stock your pantry with, it's easier to make the appropriate decisions when ordering online from NTFB or purchasing additional groceries from another source.

If you are an on-site feeding program, what components should be included to create a well-balanced meal?

Use Choose MyPlate (choosemyplate.gov/) to plan your on-site meals. Ideally, half your plate should be fruits and vegetables. Focus on whole fruits and vary your vegetables. The more colorful the better! Be sure to make half your grains whole grains as they are higher in fiber and keep you full longer. Mix up your up your proteins to include beans and peas, unsalted nuts and seeds, eggs, lean meats, and poultry. Don't forget your dairy. Try to focus on low-fat

or fat-free milk/yogurt. You might decide to serve all the items separately or to combine some of them in a casserole. For example, you could serve a chicken drumstick with some rice, broccoli, carrots, and a glass of milk, or you could serve spaghetti with meat sauce along with salad and a glass of milk. In the first meal, all the components are served separately. In the second meal, there are three components in the spaghetti (pasta, tomato sauce, and ground meat) and the other components are served on the side.

Meal planning can be a fun and creative activity. If you run out of ideas, try searching recipe sites like hungerandhealth.feedingamerica.org/healthy-recipes/ or visit the Nutrition Services page on NTFB's website for recipes (ntfb.org/recipes/) and cooking demonstrations (ntfb.org/cookingdemos/).

Why is it important to partner with NTFB to provide nutrition education for your neighbors?

Eliminating hunger takes more than just providing a quick-fix meal. Eliminating hunger requires both short- and long-term solutions including food AND education. Providing nutrition education to low-income neighbors makes a tremendous difference in the quality of their lives.

They learn the life skills needed to cook, shop, and make better food choices, allowing them to feed their families nutritious meals on a budget. NTFB is making an effort to provide quality, nutritious food to those you serve. We also provide ongoing nutrition education classes, workshops, and materials upon request. For our Food Resources Management Courses (Cooking Matters) and for additional workshops or materials, contact the Nutrition Services Team (nutrition@ntfb.org).

Become a Nudge Pantry.

A Nudge Pantry implements nudge strategies (shelf tags, nutrition education signage, recipe cards, food demonstrations, etc.) at their pantry. For more information on becoming a Nudge Pantry, contact the Nutrition Services Team (nutrition@ntfb.org).

For more resources and updates, check the Nutrition Services page on the North Texas Food Bank's website. (ntfb.org/our-programs/nutrition-services/)

7-Day Supply Guidelines

How much food does a family need for seven days? The chart below shows approximately how many pounds of food from each food group an average adult need for seven days. This is only meant to serve as a general guideline and does not guarantee all nutrient needs will be met. Individual needs vary by height, age, activity level, gender, and various other factors. Totals have been rounded to the nearest half pound.

Examples of Foods Weighing approximately one pound:

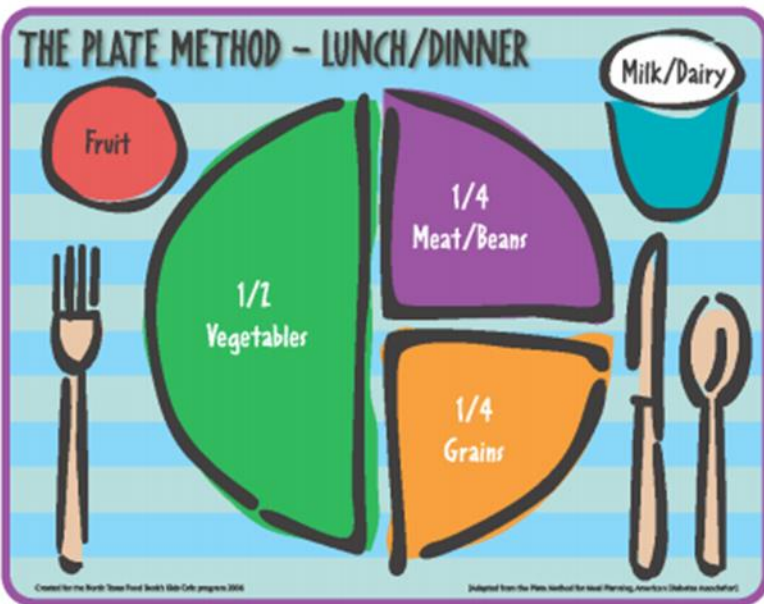
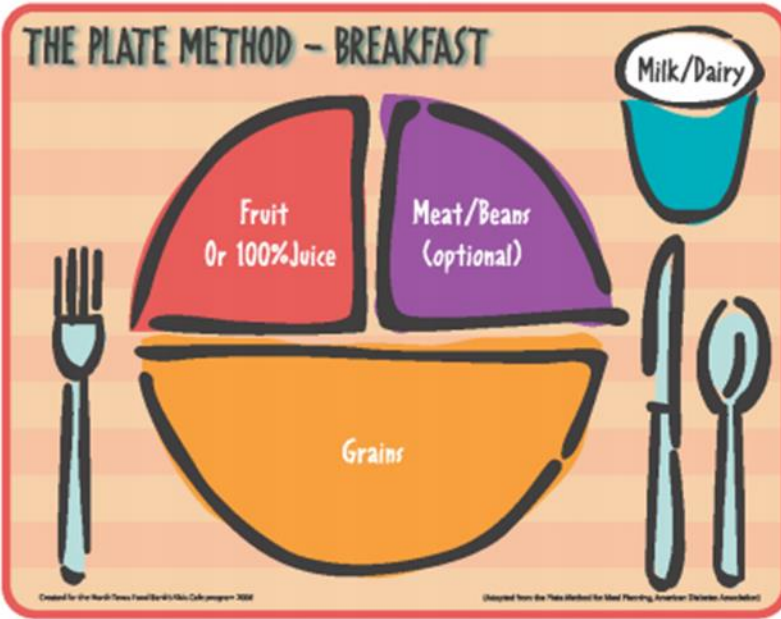
CATEGORY	Children		Males			Females		
	1-5 Years	6-11 Years	12-18 Years	19-70 Years	71+ Years	12-18 Years	19-70 Years	71+ Years
Grains	2	2.5	4	6.5	3	3	3	2.5
Vegetables	4	7.5	8.5	9.5	8	6.5	8	11
Fruits	3.5	5	7	8.5	5.5	5.5	7	4.5
Milk Products	7.5	9.5	12.5	11.5	11.5	12.5	11.5	11
Meat and Beans	1	2.5	2.5	3	4.5	2	4.5	3
Other Foods	1	1	2.5	2	1.5	2.5	1.5	0.5

Examples of Foods Weighing approximately 1 pound:

1 POUND OF GRAINS: <ul style="list-style-type: none"> • Box of Dry Pasta • Small Container of Oats • Bag of Uncooked Rice • 16 Oz Box Dry Cereal 	1 POUND OF VEGETABLES: <ul style="list-style-type: none"> • 16 Oz Bag of Frozen Vegetables • 2 Medium Baking Potatoes • Can of Vegetables • 3-4 Tomatoes 	1 POUND OF FRUIT: <ul style="list-style-type: none"> • 3 Medium Apples or Bananas • Can of Fruit • 16 Oz Bag of Frozen Fruit • 16 Oz Bottle/Can Juice
1 POUND OF MILK PRODUCTS: <ul style="list-style-type: none"> • 16 oz Box/Bag Dry Milk • 16 oz Fluid Milk • 16 oz Block/Bag of Cheese • 2 Single Serve Yogurt Containers • Container of Cottage Cheese 	1 POUND OF PROTEIN: <ul style="list-style-type: none"> • Bag of Dry Beans • 16 oz Jar of Peanut Butter • 16 Oz Ground Beef • 2 Large Chicken Breasts • 16 Oz Liquid Egg Substitute 	1 POUND OF "OTHER" FOODS: <ul style="list-style-type: none"> • 4 Sticks of Butter • 16 Oz of Oil • 1 Medium Frozen Pizza • 2 Individual Frozen Dinners • Can of Soup

On-Site Meal Guidelines

The Plate Method is one way to visualize portion sizes for the food groups. (Children will utilize a smaller plate.) This method is like the MyPlate visual, which is another valid model to use. To find more nutrition information and healthy eating advice visit: choosemyplate.gov/.



Glossary

Agency University (AU) - An NTFB education program that provides continuing education for all Partners.

Best Practices – A method consistently showing results superior to those achieved through other means; the process of developing and following a standard way of doing things which can be utilized by various organizations.

Billing Statements – Usually, they are mailed by the 5th or 6th business day of every month. If you do not receive your statement by the 18th, please contact Accounting at acctrec@ntfb.org.

Child and Adult Care Food Program (CACFP) – Plays a vital role in improving the quality of daycare for children and elderly adults by making care prepared meals available during care hours.

Compliance Audit– Agency Partner monitoring visit conducted every two years by a member of NTFB’s Community Partner Relations Team.

Commodity Supplemental Food Program (CSFP) – Provides commodity food packages for low-income pregnant and breastfeeding women, other new mothers up to one year postpartum, infants, children up to their sixth birthday, and elderly persons at least 60 years of age who meet income eligibility requirements.

FDA (Food and Drug Administration) - Protects the public health by assuring that foods are safe, wholesome, sanitary and properly labeled and that drugs, and vaccines and other biological products and medical devices intended for human use are safe and effective.

Grievance – A formal process of identifying and resolving a complaint or unjust act.

Income Guidelines – Established by the United States Department of Health and Human Services as an indicator of poverty based on income and utilized in establishing income-based eligibility for program participants. The guidelines are updated annually.

Inclement Weather – The existence of severe climate conditions resulting in excessive weather circumstances which inhibit normal productivity.

Map the Meal Gap – Feeding America’s publication on food insecurity rates in counties throughout the U.S. Visit feedingamerica.org/map the gap to learn more.

On-Site Program – Type of Agency Partner program that prepares and/or serves food to be consumed at any type of shelter, residential or soup kitchen.

Pantry – Provides groceries for families to take home and prepare.

SNAP (Food Stamp) – SNAP offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities. SNAP is the largest program in the domestic hunger safety net.

Supplemental Program – Serves snacks in an afterschool setting similar to a Boys & Girls Club or YMCA.

Emergency Food Assistance Program (TEFAP) – A Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost. It provides food and administrative funds to States to supplement the diets of these group.

USDA (United States Department of Agriculture) – Cabinet level Agency responsible for federal programs related to agriculture.

Wrap Around Services – The most impactful organizations demonstrate growth and/or offer wrap-around services to address neighbor needs beyond immediate food access.

Documents Available on the Website

Download a document: This is a complete list of available documents in printable form.

<https://www.ntfb.org/agency-zone/documents>

Food Criteria

Credit Limit Increase Request Form: This form is to be completed by an Agency that would like to request an increase to their online shopping credit limit.

<https://form.jotform.com/83464622972161>

Recalled Product List: This list is to identify any product that has been received by the food bank and directs agencies on how to discard product appropriately. <https://ntfb.org/partner-portal/recall-notices/>

Feeding America Research

The Foodbank is part of the Feeding America network, the largest charitable response to hunger in the United States. Feeding America conducts research to provide insight into the needs and experiences of our hungry neighbors. Research can be found at

<https://www.feedingamerica.org/research>