

Retail Program-

Retail Pick Up Program

Program set up between agencies and retailers. Agencies pick up donations provided by stores directly to eliminate retail waste and increase donations for agency network, specifically with enhancing relationships between agencies and retailers in their area.

We greatly appreciate all you do for the retailers and the community.

- **Retail Pickup Participation**
 - You may request to be a part of the Retail Pickup program from the Product Sourcing Team and will be contacted if a store becomes available.

Please note that all agencies are required to use the MealConnect site for recording their poundage and reviewing reports.

For assistance logging into MealConnect please contact Will Beshore(wbeshore@stlfoodbank.org) or Shannon Oslager(soslager@stlfoodbank.org).

Guidelines

- **Weights**
 - Separate and provide weight into five categories: Produce, Meat/Deli, Dairy, Mix (any other perishable or nonperishable food items) & Non Foods (household or personal care items).
- **Product Handling**
 - All agencies must use thermal blankets and thermometers to ensure food safety.
- **Reporting**
 - Reports must be entered **weekly** via MealConnect.
 - If you receive no donations record a 0 on MealConnect.
- **Stores**
 - If you are picking up donations from a store affiliated with the **Feeding America** retail program that is not on the list to select, please let the Product Sourcing Team know.

- Please provide your stores with your agency contact information, as well as your holiday schedule. If you are ever unable to handle your scheduled pickup, you must notify the store immediately and ask them to either hold until the next pickup date or contact the Product Sourcing Team to handle that day.
- If interested in dropping a store you must give us one month notice before dropping them.
- Any store issues are to be brought up to the Product Sourcing Team if they cannot be handled at the store level.
- All usable items must be accepted. Only items that can be refused are furniture and appliances if the agency cannot distribute those items.
- **Contact Info**
 - If the contact person or email address that we have for the retail program changes please let the Product Sourcing Team know.
- **Food Life Extension List**
 - All donated goods will be accepted based on Food Life Extension list.
 - For information on food extensions by date, please follow this link to the [Food Life Extension List](#)
- **Retailer Specific Guidelines**
 - You may also request updated retail guidelines or notify the St. Louis Area Foodbank of any retail store issues you have at your partnered retailers.

Retail Drop Program

Donations picked up from retailers by the St. Louis Area Foodbank drivers from set routes to be dropped off at set agencies.

- **Retail Drop Participation**
 - You may request to be a part of the Retail Drop program from the Partner Agency Services Team and will be contacted if a route becomes available.
- **Program Logistics**
 - **Drop Off Time Frames**—The St. Louis Area Foodbank cannot guarantee delivery times, only that it will fall in the time frame of 8 am and 2 pm.
 - All product donated must be accepted from the drop off.

- The only exceptions are furniture and appliances. These may be refused.
- After drop off product must be sorted and checked for distribution following food safety rules.
- If a truck fills up early during the route our driver will drop off and try to give the option to receive the remainder of the route at the time of the first drop. They must be informed of the decision at that time.