



PALM BEACH COUNTY FOOD BANK

Partner Marketplace Handbook
2024 - 2025

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER.

Dear Partner Agency,

Thank you for being a Palm Beach County Food Bank (PBCFB) Marketplace partner!

The Partner Marketplace Handbook explains the roles and responsibilities of a partner agency. Partner agencies are expected to fulfill their responsibilities and adhere to the rules described in this handbook. PBCFB commits to improving the collection and distribution process to make it easier for our partner agencies, who take on the daily responsibility of serving the food insecure.

Thank you for being a partner agency and working with the Palm Beach County Food Bank.

Contact the Programs team at (561) 670-2518, ext.313, ext. 310 or ext. 304, or email (agency@pbcfoodbank.org) with your questions.

Thank you,
Palm Beach County Food Bank Programs Team



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Section 1: The Palm Beach County Food Bank

1.1 How We Work

The Palm Beach County Food Bank (PBCFB) sources food donated by local farmers, food distributors, retailers, and restaurants. The food is brought back to the PBCFB warehouse, where it is sorted and distributed to our partner agencies. We are the only locally-led and governed food bank in Palm Beach County that distributes food to partner agencies at no cost.

Please note that absolutely no tips or gifts of any kind, including food or money, are allowed to be given to PBCFB staff.

1.2 Service Area

PBCFB's service area covers all of Palm Beach County, the largest county in Florida in geographic size. Every donation made to PBCFB stays in Palm Beach County.

1.3 Hours of Operation

Administrative Office: Monday – Friday, 8:00 a.m. to 5:00 p.m.

Programs Team: Monday – Friday, 8:00 a.m. to 5:00 p.m.

Warehouse: Monday – Friday, 8:00 a.m. to 3:00 p.m.

The warehouse is closed daily for lunch from 12:00 p.m. – 12:30 p.m.

1.4 Contact Information

PBCFB can be reached by email, telephone, or in person during administrative office hours:

Programs Team Office: (561) 670-2518 ext. 313 and ext.304

Address: 701 Boutwell Rd. A-2, Lake Worth, FL 33461

Email: agency@pbcfoodbank.org

Website: www.pbcfoodbank.org

PBCFB is on social media! Follow us on

- **YouTube:** PBC FoodBank
- **Facebook:** Palm Beach County Food Bank
- **Twitter:** @FoodBankPBC
- **Instagram:** @pbcfoodbank

1.5 Holidays

PBCFB is closed on the following holidays:

- New Year's Day
- Memorial Day (last Monday in May)
- Independence Day (4th of July)
- Labor Day (first Monday in September)
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Day
- Day after Christmas Day

Holidays that PBCFB is closed for are subject to change. See Section 4.5 for more information about how holidays impact order deliveries and pickups. A PBCFB calendar noting holiday closure



information can be found on the PBCFB website.

Note: The warehouse is closed for inventory on the last day of the month and the first business day of the following month. No deliveries or order pick-ups take place during inventory days; agencies must choose and arrange a different pickup day. See section 4.5.

1.6 Emergency Closures

In the event that PBCFB is closed for an emergency or inclement weather, the Programs team will inform partner agencies of the closure and will alert agencies again when PBCFB reopens. Partner agencies will be alerted via mass email. We ask that you check your email as frequently as possible. Although PBCFB is not associated with the County government, PBCFB follows the County's closure policy for safety reasons. If Palm Beach County public schools and government offices are closed due to an emergency or inclement weather, PBCFB will also be closed. Please pay close attention to closures, which are often broadcast on the news and radio. See Section 4.5 for more information about how emergency closures impact partner agency order deliveries and pickups.

1.7 Partner Agency Bill of Rights

Thank you for partnering with us and serving the community! We recognize that we cannot help our neighbors in need without our partner agencies. Below is what you can expect from us as our partners in fighting hunger.

Your agency and agency representatives have the right to:

- Have your time valued and respected. We appreciate your time towards the cause of fighting hunger in our community. Apart from extenuating circumstances, we aim to have your allocation ready within 15 minutes of your chosen pickup or designated delivery time. Our goal is to begin meetings and site visits on time.
- Have your feedback heard and responded to accordingly. We always welcome your feedback; let us know what works well or where there is room for improvement regarding our services to your agency. If necessary, you may also file grievances (Appendix 10.8), which will be evaluated objectively.
- Open channels of communication. PBCFB has staff designated to ensure quality service to our partner agencies. Our goal is to respond to your phone calls and emails promptly.
- A professional and compassionate relationship with PBCFB. We are held accountable by our donors and community. We ask that our partner agencies fulfill their responsibilities so we can serve the community. We understand that life happens; we can be flexible and understanding if we receive communication from our partners.
- Receive resources from us to improve your services to the community. We strive to provide resources beyond food so you can help us educate and improve the community's health. Our goal is to provide you with nutritious food and resources about how to cook and enjoy some of the products you have received. We also strive to educate the community about food safety regulations in an effort to decrease food waste.
- Be a part of our PBCFB team as we learn, grow, and improve our services. Our goal is constantly learning from the community and our partners to improve our services and adapt to changing needs. We ask for your patience and cooperation in making these changes so that we may continue to improve our internal processes and react to evolving needs.



Section 2: Active Partner Agencies

2.1 Required Documents

PBCFB requires that partner agencies maintain and provide updated copies of the following documents to the Programs Coordinator:

- Letter of 501(c)(3) status (or equivalent non-profit status)
- DR-14 tax exempt form from the State of Florida
- Food Safety Certificate
- Proof of pest control (pest control of mobile unit if a mobile pantry).
- Contact and distribution information (addresses, phone numbers, authorized representatives)
- Signed Handbook Acknowledgement Form

2.2 PBCFB Partner Agency Requirements and Policies

Agencies must agree to the following requirements to remain in good standing.

- Have and maintain a non-profit status.
- Agree to an annual site visit (some visits may be unannounced).
- Submit completed monthly reports on time.
- Keep a daily temperature log for the pantry area and all cold and frozen storage units.
- Maintain a regular/monthly pest control system.
- Maintain an up-to-date food safety training certificate.
- Notify PBCFB representatives of any distribution changes (days/hours) as they occur.
- Notify PBCFB representatives of changes in scheduled pickups, deliveries, and authorized pickup representatives.
- Update contact information as changes occur.
- Maintain appropriate conduct during pickup, deliveries, site visits, and other interactions with PBCFB team members.
- If the agency is a mobile pantry, list food distribution sites, including address and distribution days/hours. Update the Program Coordinator of distribution locations as they change. See section 3 for Mobile Pantry requirements.
- Ensure all food areas, including storage space, distribution areas, and transportation vehicles, are clean and free of pests and debris. See section 5 for additional information.
- Follow the guidelines outlined in this handbook.

Failure to comply with these requirements may result in a partner agency being placed on the suspension list. Suspended agencies are not allowed to place food orders.

2.3 Assigned Number

Partner agencies are each assigned a unique agency number. It is essential that partner agencies know and can provide their agency number to PBCFB team members. Many agencies have similar names; the agency number helps quickly identify an agency.

2.4 Site Visits

PBCFB partner agencies are required to agree to at least one site visit each year. The Programs team reserves the right to conduct unannounced site visits as needed. Site visits are a time for the Programs team to tour a partner agency, check the facility for food safety compliance and observe food distribution practices. Site visits are also a designated time for partner agencies to provide feedback to the Programs team. Generally, the Programs team will schedule a day and time to



conduct a site visit. However, PBCFB reserves the right to conduct unannounced site visits if necessary or appropriate.

Please allow 15 minutes from the scheduled site visit time for the Programs team member's arrival. There may be delays due to traffic or other site visits scheduled on the same day. Site visits usually last between 30 minutes to one hour. The visit consists of one-on-one time with the partner agency's primary contact to answer questions and a period of observation of the food distribution. If possible, please have a quiet space available where the Programs team member and the agency's primary contact person can have their conversation.

During your site visit, please be prepared to show the program coordinator the following documents:

- Originals of monthly distribution sheets and sign-in sheets
- Originals of pest control invoices/logs
- Originals of temperature logs
- Originals of the most recent Florida Department of Health inspection (if applicable)
- Originals of food certificate

The Programs team will also need to view the following areas:

- Food distribution area
- Dry storage
- Cold storage, including transportation cooler/freezer blanket (if applicable)
- Kitchen or food preparation facilities (if applicable)
- At least one (1) posted sign with accurate food distribution days/hours (for all agencies open to the public) and emergency distribution contact information (if available)

In an effort to learn more about the people served by PBCFB, the Programs Coordinator may talk with clients who are present for food distribution. Agency representatives and clients may be asked to take photographs to be featured on the PBCFB website and other marketing materials. Agency representatives and clients who agree to pictures will need to sign a photo release form (Appendix 10.9).

The Program Coordinator will end the site visit by noting any concerns or changes that need to be made. The agency will receive a written summary of the site visit for their files. If necessary, a follow-up site visit will be scheduled.

2.5 Monthly Reporting

PBCFB requires agencies to enter their monthly reports on the Agency Marketplace portal by the 1st of every month. The monthly report comprises the monthly distribution sheet and the sign-in sheet. The forms and examples and how to complete them can be found in Appendix 10.2.

If your agency does not distribute due to suspension or voluntary pantry closure, you will still need to enter your reports month by month. If no food was given out for a particular month, an explanation about why no food was given out that month must be submitted.

Reports are submitted on the Agency Marketplace portal by the 1st of every month. Agencies have a five (5) day calendar grace period to submit their monthly report. Agencies that fail to submit their monthly statistics will be blocked by the system and prevented from submitting future orders. The agency must enter its monthly statistics to regain access to Agency Marketplace's online ordering portal. Agencies that fail to submit reports for four (4) consecutive months on time will be suspended for two (2) consecutive weeks after the month's late statistics are entered.



During the annual site visit, the program coordinator will ask you for physical copies of your monthly reports. Monthly reports include the following:

- Originals of monthly distribution sheets and sign-in sheets
- Originals of pest control invoices/logs
- Originals of temperature logs

Please note:

- Partner agencies are responsible for downloading and printing the monthly report forms from the PBCFB website. Agencies must make copies of reports for their files. PBCFB cannot make copies of the monthly report forms for Partner Agencies.
- Agencies are required to keep files of all monthly reports for three fiscal years (July 1 – June 30) plus the current fiscal year. The program coordinator can ask to see any files for any of the fiscal years.

Section 3: Mobile Pantries

PBCFB encourages the increase in food accessibility for those without transportation through delivery services conducted by PBCFB's partner agencies. Partner agencies must provide PBCFB with regular food delivery routes, including delivery days, times, and addresses. (excluding emergency home delivery services).

Note: Mobile distribution sites must have recurring distributions. They cannot be one-time mass distribution events. The food distribution at the mobile location(s) is directly organized and handled by the partner agency, which is entering into a partnership by signing this handbook agreement. The partner agency will not give the food to a third party for distribution.

3.1 Required Documents

In addition to the requirements listed in sections 2.1 and 2.2, mobile food pantries must provide the following documents.

1. Proof of pest control for the mobile unit.
2. Proof of pest control for storage location.
3. List of food distribution sites, including address and distribution days/hours (must be re-occurring distribution).
4. Notify PBCFB of storage changes as they occur.

5. 2 Food Storage

Food provided by the PBCFB must be stored with the agency entering into the partnership by signing this agreement or in a location reviewed and approved by the PBCFB. At no point should food be stored in a private residence or with a third party not authorized by the PBCFB. Refer to section 5 for food safety and storage guidelines.

3.3 Site Visits

The partner agency is required to provide a list of regular food delivery routes to PBCFB. Every location on the delivery route that distributes food provided by PBCFB must comply with the guidelines listed in this handbook and is subject to a site visit. A food bank representative will visit the food storage site and a single or multiple distribution locations. The PBCFB reserves the right to do unannounced site visits as necessary.



The partner agency must demonstrate that it has implemented a regular pest control system of the vehicle used for the deliveries and the food storage location. See section 2.4 for additional site visit guidelines.

3.4 Other

Mobile pantry partners must follow all other guidelines set forth in this handbook.

Section 4: Receiving Food

4.1 Online Ordering

Each partner agency is responsible for making their order online through the Agency Marketplace website. During the orientation each agency received a copy of their username and password along with the training slides (Appendix 10.6).

Each agency is allowed to order food a maximum of once per week or according to their distribution schedule.

When placing your online order, double-check

- That the correct date and time are chosen for pickups. Only come on your scheduled pickup date and time.
- The status of your order. We are not responsible for incomplete/draft/unsubmitted orders.
 - Check the status of your order by selecting *Order Management* on your Agency Marketplace account. If the status of your order shows as "draft," then the order has not been submitted. You must go back to your shopping cart and correct any errors. See Appendix 10.7.

If orders are continuously inaccurate (such as ordering greater amounts of food necessary), online ordering will be taken away and a PBCFB programs coordinator will be picking your order. Limitations are set according to agency size.

Note: Orders placed after 4:00 p.m. will be processed the following business day.

4.2 Pickups from the PBCFB Warehouse

Partner agencies who pick up from PBCFB are allowed to pick up their order by choosing a date and time from the Agency Marketplace website. Pickup days and times will be based on what is available on the Agency Marketplace website.

Pickup times are available Monday - Friday from 8:00 a.m. to 3:00 p.m. The Warehouse is closed for lunch daily 12:00 p.m. – 4:00 p.m.)

All partner agencies must check in at the booth desk in the warehouse before receiving food. Check-in process:

- Park the agency vehicle by the warehouse in the back of the building. If you are arriving in a truck, you will be guided to park on the receiving dock. If you arrive in a small vehicle, the warehouse staff will inform you where to park while they retrieve your pallet. **Open vehicles (such as pickup trucks) must have a tarp to cover food.**
- The warehouse will bring the agency's pallet to the vehicle.
- Agencies are responsible for checking products received against the picking list, and for



loading the product into the agency's vehicle. Once the partner agency leaves PBCFB's premises, they are responsible for the product.

Agency representatives should budget up to 15 minutes of time to receive their food from the warehouse after their assigned pickup time. If there are delays in the warehouse, agency representatives will be informed in a timely manner.

For food safety reasons, always bring a cooler and/or freezer blanket if you are transporting frozen or cold items and are not using a refrigerated truck. If you do not bring a cooler and/or freezer blanket when you are transporting frozen or cold items, you will be required to reschedule your pick-up or forfeit the pallet for the week.

PBCFB tries to avoid discarding food as much as possible, so if food is in the dumpster at PBCFB, it is for a good reason and should not be consumed. Partner agencies should not go through the dumpster and remove food from it, nor should partner agencies be using the dumpster to throw away product.

4.3 Safety Protocol for Agency Representatives picking-up

Palm Beach County Food Bank cannot be held liable for agency representatives not following safety protocol, resulting in injury. We ask that visiting agency representatives follow the following safety rules for their safety and the safety of all other visiting partner agency representatives and Palm Beach County Food Bank staff. Safety protocol includes but is not limited to:

- Agency representative is not allowed to enter the Palm Beach County Food Bank warehouses unless accompanied by a Palm Beach County Food Bank staff member.
- Listen for the warning noises of the forklifts as they deliver pallets of food to the agencies.
- Be careful of wooden pallets and other debris left in the parking lot as part of the distribution process.
- Be mindful of moving vehicles in the parking lot where distribution to agencies takes place.

4.4 Deliveries

Palm Beach County Food Bank offers a delivery service to partner agencies located in Western Palm Beach County (Belle Glade, Pahokee, and South Bay) and agencies with limited transportation. Partner agencies with scheduled deliveries will have their weekly allocation delivered directly to the agency's facility.

Delivery is based upon availability and must first be approved by the PBCFB. Should the agreed-upon delivery day no longer agree with your schedule, contact the Program Coordinator to coordinate a new day. The agency is responsible for picking up orders scheduled outside the agreed-upon delivery day that were not previously communicated to the Programs team.

Partner agencies are expected to have at least one volunteer and/or staff member available at their facility during an agency's designated window of delivery time to receive and unload the food. The volunteer and/or staff member must sign for their allocation (this person must be authorized). Partner agencies are responsible for unloading pallets and putting food away in appropriate storage areas.

If there is no volunteer and/or staff member at a partner agency upon PBCFB's arrival, and it is within the designated timeframe, the PBCFB driver will call the partner agency as a courtesy reminder and will wait up to 15 minutes for the partner agency representative to arrive. The driver cannot wait



longer than 15 minutes. Partner agencies who miss their delivery and do not respond to phone calls from PBCFB's driver will forfeit their allocation for the week. Upon arrival, PBCFB's driver will unload a partner agency's pallet and bring it as close to the front door of the agency as possible. PBCFB's driver will not bring pallets inside the building.

Agencies who need to make changes to their delivery (including canceling a delivery) must call or email the Programs team by 10:00 a.m. two business days before their delivery (ex., Friday by 10 a.m. to make changes for a Tuesday delivery).

4.5 Pickup/Delivery Changes

Partner agencies are responsible to communicate with the Programs team any changes including cancellations and changes in distribution dates.

PBCFB recognizes four types of pickup/delivery changes:

- **Last Minute/Emergency Changes:** These types of changes are unpredictable and partner agencies will most likely not be able to let PBCFB know about these changes in advance. These changes should be communicated to the Programs team within 30 minutes of pickup time. Communicating emergency changes to the Programs team ensures that partner agencies will not be penalized for missing pickups. Changes may also occur due to emergencies or inclement weather. In the event that PBCFB is closed due to an emergency or bad weather, the Programs team will communicate with partner agencies to determine alternate pickup times, if possible.
- **Holidays:** When the PBCFB is closed for a Federal Holiday the dates will not be available on Agency Marketplace. If an agency usually picks up on the date of the closure, the partner agency will need to choose another date for their order pick-up.
- **Permanent Changes:** Personnel changes, facility changes, or pantry closures.
- **Warehouse Inventory:** The warehouse is closed for inventory on the last day of the month and the first business day of the following month. No deliveries or order pick-ups take place during inventory days; agencies must choose and arrange a different pickup day.

4.5.1 If your agency's delivery day falls on any of the scheduled inventory days, you need to select another day and arrange your own transportation to pick up from our warehouse. The protocol for agencies that pick up will apply. Refer to sections 4.2 and 4.3 for pickup guidelines. Please be proactive and place orders ahead of time because once all available time slots are taken, we will not be able to assist you in placing an order. You will have to wait until the following week to receive your agency's food order.

4.6 Special Events

PBCFB does not fulfill requests for food for partner agency special events. Occasionally, PBCFB will receive donations that are better suited to special events, and the Programs team will inform partner agencies of donation availability. Partner agencies must be in good standing to receive special event products.

4.7 Seasonal Changes

PBCFB relies heavily on donations and the generosity of community members. As with many other industries in Florida, there are times of the year when PBCFB receives a greater influx of food (gleaning season) and a lesser influx of food (the summer months). PBCFB always welcomes feedback but asks that partner agencies be patient during slower months when there is traditionally less food available for distribution, as well as during the agricultural season when there may be an overabundance of produce.



4.8 Donor Partnerships

PBCFB highly values our food donors and their generosity. It is these relationships that allow PBCFB to continually receive donations and distribute food to our partner agencies. One benefit of working with PBCFB directly is that it provides the retail donor with a single centralized contact who understands their policies about food donations and ensures these expectations are being met. Unless previously granted permission, partner agencies are not allowed to reach out to food donors on behalf of PBCFB. This violates the trust that PBCFB has built with our food donors and will result in immediate partner agency termination.

Section 5: Food Safety

All PBCFB partner agencies must have at least one staff member who takes the lead in the food distribution or a key volunteer to be food safety certified (see Section 5.8 below for additional information about food safety certification). We recommend that all staff and volunteers directly involved in the food distribution have food safety training. Below is a list of basic food safety rules to refer to. Please note that these safety tips do not replace the need for a partner agency to complete food safety certification requirements.

5.1 Food Labeling

- Agencies should practice 'first in, first out' (FIFO), meaning that food with the oldest receiving date is distributed before newer products. This ensures that older product is used before newer product, and helps eliminate food waste.
- PBCFB follows USDA guidelines for food safety pertaining to 'best by/sell by' dates, which do not indicate food safety, just food quality. For example, canned goods are still safe to consume 2 years past the date marked. We have developed an informational chart for you to reference in order to educate your staff, volunteers, and clients found in Appendix 10.4.
- Agencies share in the responsibility to check food dates and factor these dates into their distribution process. For more specific information about food labeling and dating, please see the United States Department of Agriculture (USDA) website: <https://www.fsis.usda.gov/food-safety/safe-food-handling-and-preparation/food-safety-basics/food-product-dating>
- Agencies should not maintain food stockpiles for longer than two months. For example, in August, agencies should not have product with a receiving date older than June.
- **Food Keeper App:** This resource, available as a smartphone app or at this link <https://www.foodsafety.gov/keep/foodkeeperapp/index.html>, provides guidelines about the safe consumption of many food products in terms of how long food can be stored and eaten safely.

5.2 Pest Control

- Partner agencies must maintain a regular pest control system.
- Agencies cannot use pest control methods that use poison, as there is a possibility of cross contamination with food, and would make food unsafe to eat. Whether agencies choose to have a licensed pest control firm or to handle pest control internally, records must be kept of the dates of pest control, the methods used, and the name of the person in charge of the pest control (Appendix 10.5).

5.3 Storage Cleanliness

- All storage surfaces, including floors, shelves, and pallets, should be cleaned regularly.



Cleaning may involve sweeping, dusting, or mopping. Regular cleaning helps prevent cross-contamination due to spills or leaks and removes food scraps or crumbs that may attract pests.

- Refrigerator and freezer storage areas should be cleaned regularly to avoid mold and mildew buildup, which is unsafe for food storage.

5.4 Food Preparation Facilities

- All food preparation surfaces and utensils must be clean, sanitized, and well-maintained.
- Employees and volunteers must wash their hands with soap and hot water before and after preparing or serving food, handling raw meat, dirty dishes, and utensils, garbage, or using the restroom.
- Employees and volunteers should wear gloves and hair nets when appropriate and should avoid touching their faces or bodies when preparing or serving food.
- Employees and volunteers must not smoke while food is being prepared or taste food that is being prepared.

5.5 Food Storage

- Once food is at a partner agency's location, it should be stored in a secure, locked location, at the appropriate temperatures (i.e., frozen food should immediately be put in a freezer unless distribution is happening within the hour).
- All doors, windows, and roofs of storage areas should be well sealed to prevent pests from entering and any water damage from inclement weather.
- Food should be stored at least six inches off of the ground, six inches away from the ceiling, and two inches away from walls. Storing food off of the ground helps prevent pests from getting into food and water from contaminating food in the event of flooding. Storing food away from walls also helps prevent pests from getting into food and facilitates proper airflow and circulation in storage areas. Food may be stacked to effectively use available storage space; however, stacks should not be taller than the majority of an agency's employees or volunteers.
- Heavier products should be stacked at the bottom and lighter products should be stacked at the top to avoid food being crushed and becoming unusable.
- Food storage should have aisles wide enough to be easily accessible for the inspection of and pulling of products.
- Non-food items, such as cleaning supplies, should be stored separately from food. If non-food items must be stored in the same area as food, they should be stored on a bottom shelf below food products to avoid food contamination.

5.6 Storage Temperatures

- Storage temperatures should be recorded daily, whether your agency is open or closed that day (Appendix 10.3).
- Dry storage areas should be between 50°-75°F. If a dry storage area is not air-conditioned, there should be a thermometer present to record temperatures.
- Refrigerator storage areas should be between 34°-40°F.
- Freezer storage areas should be below 0°F.
- Refrigerator and freezer storage areas that do not have built-in thermometers will need to have a thermometer present to record temperatures. Basic food service thermometers cost around \$5 and can be found at most hardware or home improvement stores.
- Agencies that prepare and serve food need food-grade thermometers to check the temperatures of prepared foods. Cold prepared foods should be kept below 40°F and hot



prepared foods should be kept at 135°F or higher until it is served.

5.7 Damaged/Recalled Product

- Partner agencies must review the product while it is being loaded so that any issues can be resolved before agencies leave PBCFB premises. Partner agencies take responsibility for the product once the agency has left PBCFB premises.
- Partner agencies are strongly encouraged to sign up for food recall alerts from [FoodSafety.gov](https://www.foodsafety.gov). Food recalls can occur when a product is mislabeled or when a product is unsafe. PBCFB receives alerts about food that has been recalled, and if it is a product that has been distributed through our warehouse, we will alert partner agencies about the recall. However, PBCFB cannot track every single product that comes through the warehouse; therefore, PBCFB highly recommends agencies sign up for alert recalls. Food that is recalled should not be eaten or given to pets. In the event that your agency has food that has been recalled, please dispose of it immediately. To sign up for recalled food alerts and view past recalls, please visit [FoodSafety.gov](https://www.foodsafety.gov) and the USDA website: <https://www.fsis.usda.gov/>

5.8 Food Safety Certification

At least one representative (main staff person or key volunteer leading the food Distribution) from each partner agency must complete a food safety certificate. It is the responsibility of the certified agency representative to educate other agency employees and volunteers about proper food safety techniques. Agencies with multiple pantry sites must have a food safety certificate for each location if a different person is overseeing each location. There are two main types of food safety certifications:

- **Food Handler Certification:** Food handler certifications provide basic food safety techniques and education, including food storage, food handling, and some food preparation and serving components. Food handler certification courses must be renewed every one to three years. PBCFB will accept a passing food handler certification from either of the FLDOH-approved providers, as well as other reputable food safety test providers. The Florida Department of Health (FLDOH) has approved several online test providers:
 - *National Registry of Food Safety Professionals:* <https://www.usfoodhandler.com/>
 - *360Training:* <http://www.360training.com/food-beverage-programs/food-handler-certificate/florida-food-handler-certificate>
- **ServSafe Certification:** The ServSafe certification provides more in-depth food safety techniques and education, and may be better geared towards agencies that prepare and serve food, such as soup kitchens and residential facilities. ServSafe certifications must be renewed every three to five years. ServSafe certifications are also an acceptable food safety certification for any of PBCFB's partner agencies:
 - *National Restaurant Association:* <https://www.servsafe.com/>

Section 6: Food Distribution

Food received from the PBCFB is intended only for the agency that is picking up food and must not be distributed to other agencies. Food can only be stored at the approved site address on record. Agencies must distribute or serve food directly to their clients. Food or other products provided by PBCFB must not be sold, traded, bartered, or given in exchange for donations, volunteer hours, or compensation in any circumstance. Agency staff and volunteers may receive food during distribution times if they are in need, but they should receive the same food items and number of food items as other clients with similar family sizes. **Sub-distributing food, selling or attempting to return food provided by PBCFB to a donor in exchange for monetary or**



other compensation will result in immediate termination as a partner agency.

All food distributions from PBCFB must be supervised by agency representatives to ensure that the food is going to the intended recipients and that recipients are signing off on the agency sign in sheets. Food received from PBCFB cannot be left unattended by partner agencies. While food is being distributed, food should be kept in food safe conditions, including keeping perishable foods cold and shading food from the sun if distribution is taking place outside.

6.1 Geography

While we understand that hunger is not bound by county lines, and agencies cannot control where clients come from, food that is provided to PBCFB partner agencies is intended for Palm Beach County residents and may not be distributed outside of Palm Beach County. PBCFB partner agencies must ensure, to the best of their abilities, that food is being distributed to Palm Beach County residents.

6.2 Communication with the Public

Most of our partners open their sites to the public for food distribution, providing the community with an essential service. Ultimately, our goal is to serve our neighbors in need to the best of our abilities, which includes clearly communicating to them the following information:

- **PBCFB Requirements to Display at Agency Site:**
 - Days of the week/month and the hours of food distribution.
 - If you are able to distribute in emergency cases outside of normal distribution hours, please post this information with a phone number where a representative of your agency can be reached.
- **Other Recommended Information to Display:**
 - Requirements to receive food (a form of identification, short interview, etc.)
 - Languages spoken at your agency
 - How often are clients able to receive food
 - If it is recommended that clients bring their own grocery bags or boxes, etc.
 - Any rules for client behavior at food distributions.

6.3 Non-Discrimination Policy and the Right to Refuse Service

PBCFB partner agencies may be open to the general public, or closed to certain populations depending on the type of agency; for example, residential facilities generally only provide food to residents living in the facility. However, whether a partner agency is an open or closed agency, the agency must not deny access to the donated product provided by PBCFB on the basis of race, creed, national origin, religious affiliation, sex, sexual preference, age, or handicap.

Partner agencies have the right to refuse service to a client if:

- The client is creating a stressful situation for other clients.
- The client is disrespectful to agency staff/volunteers.
- The client is posing a safety threat.
- The client is requesting food services above and beyond that which other clients are receiving.

All such refusals must be documented in writing by PBCFB partner agencies and kept on file.



Section 7: Agency Compliance and Suspension

Agencies that do not comply with PBCFB policies, including, but not limited to, the policies outlined in this handbook, may be placed on the suspension list. Agencies placed on the suspended list will not be allowed to place an order. Agencies may be placed on the suspended list for the following reasons:

- By not providing PBCFB with updated documents, including, but not limited to, 501(c)(3) letters, DR-14 tax exempt forms, food safety certificates, pest control invoices, daily storage temperature logs, updated contact information, and updated days/hours of food distribution.
- By not acting on corrective items identified during site visits.
- By not turning in monthly reports.
- By not submitting accurate and original monthly reports. Agencies must submit original copies of their monthly reports to PBCFB and make copies to keep for their own files. In the event that monthly reports are submitted electronically, the electronic copies must be in color, and agencies must retain the original copies. Agencies found to be submitting false reports, whether they are copied and re-used sign-in sheets or forged sign-in sheets, will be automatically placed on the suspended list.
- By not picking up food without informing the Programs team. Agencies will be issued a warning when they do not pick up food for two consecutive scheduled pickups. Agencies that do not pick up food for three consecutive scheduled pickups will be automatically placed on the suspended list. Agencies that do not pick up consistently may also be placed on the suspended list.
- Agencies with a revoked 501C3 status will automatically be put on the suspension list and will not be allowed to receive any pending orders or place a new one.
- By not complying with policies as outlined in this handbook and the application, including non-discrimination and distribution policies.

Please note that this is not a complete list, and PBCFB may place an agency on the suspension list for other reasons, as appropriate.

7.1 Failure to Submit Report/ Late Reports

Monthly reports are entered on the Agency Marketplace portal by the 1st of every month. Agencies have a five (5) calendar day grace period to submit their report, at which point agencies that have failed to submit their monthly statistics will be blocked by the system and will be prevented from submitting their order. The agency will have to enter its monthly statistics to regain access to Agency Marketplace's online ordering portal. The agency will remain suspended until it turns in its monthly statistics.

Agencies that fail to submit timely reports for four (4) consecutive months will be suspended for two (2) consecutive weeks after the month's late statistics are entered and will not be able to place an order for those two weeks. Agencies will be issued a warning when they turn in late reports for three (3) consecutive months. A monthly report is considered late after the five-day grace period

7.2 Suspended Agencies

Partner agencies may be placed on the suspended list for voluntary reasons (for example, the office is closed for the summer) or for involuntary reasons (see sections 7 and 7.1).

Agencies that are suspended for more than six months, whether for voluntary or involuntary reasons, will be terminated and need to reapply to become partner agencies.



The agency will be suspended until they are able to:

- Correct the violation and show appropriate proof of the correction.
- Implement and show proof of an appropriate procedure for monthly reporting.
- Show that they have fixed the issues found during the site visit.
- Have had an in-person site visit completed during a distribution.
- PBCFB will make every effort to get in touch with partner agencies regarding out-of-date documents, missing reports, and any other requirements that may impact the partner agency's ability to place an order. However, it is the responsibility of each partner agency to provide PBCFB with updated contact information, and to reply to emails, phone calls, letters, etc. If PBCFB is unable to get in touch with a partner agency after repeated attempts, the agency will be placed on the suspension list, and they will not be able to place a food order.
- Agencies that are placed on the suspended list multiple times for not submitting monthly documentation or for fraudulent activities may be permanently removed from our system and no longer permitted to receive food from the PBCFB. As a result, the agency may not be able to reapply for membership as a partner agency.

Agencies moving from the suspended list back to the active list for voluntary reasons must provide the Programs team with at least a 15-day notice of when the agency plans to become active again and pass a site visit, if necessary. Please note that additional documentation may be required.

Agencies moving from the suspended list back to the active list for involuntary reasons must submit all missing and/or updated paperwork. Agencies will become active again after all paperwork is submitted, all required corrections are implemented, and after passing a site visit.

Section 8: Communication

8.1 Methods of Communication

The Programs team will make every effort to contact partner agencies through various methods, including phone calls, e-mails, letters, and in-person. It is the responsibility of partner agencies to make sure the Programs team has the most up-to-date contact information, including phone numbers, mailing addresses, and email addresses, and that these methods of communication are checked regularly for messages and mail. It is especially important that agencies check their email regularly. PBCFB serves close to 200 partner agencies; the easiest and fastest way to reach a large number of agencies at once is through email.

PBCFB is not responsible for missed communications by partner agencies that do not regularly check their mail, voicemail, or email.

8.2 Point of Contact

The Programs team is the point of contact at PBCFB for partner agencies. Any questions or concerns about food distribution, mandatory documents, or monthly reports should be addressed with the Programs team. In addition, any changes to pickups, authorized pickup representatives, or contact information should be communicated directly to the Programs team before the next scheduled pickup. Partner agencies must not ask the PBCFB warehouse team to communicate changes to the Programs team; partner agencies are responsible for reaching out to the Programs team about any questions or concerns they may have.



Significant changes, such as authorized pickup representatives, contact information, and non-emergency pickup changes, must be communicated to the Programs team in writing. Information about how to contact the Programs team can be found under section 1.4.

8.3 Communicating Pickup and Delivery Changes

Agencies are responsible for choosing their pick-up times through the Agency Marketplace website. Partner agencies are only allowed to pick up a maximum of once a week according to their distribution. Agencies are responsible for communicating with the programs team any changes, including cancellations, changes within their pantry's location or distribution dates and times, and any changes of primary contact information, including the authorized drivers. See section 4.5 for more details.

Agencies that miss their scheduled pickup or delivery date and time and do not inform the Programs team will not be allowed to pick up food on a different day. Agencies will have to wait until their next scheduled pickup to receive food.

8.4 Other Correspondence

Occasionally, the Programs team will send out correspondence that is not directly related to the work of PBCFB. Unless otherwise noted, these communications are for informational purposes only. Agencies should contact the organization that the email is being sent on behalf of for more information.

Partner agencies with events or news they would like to share may forward the information via email to the Programs team. If appropriate, the Programs team will email the information to all partner agencies.

8.5 Partner Agency Internal Communication

PBCFB's point of contact for partner agencies is the person designated as the agency's primary contact. PBCFB expects the primary contact to communicate any pertinent information, including authorized pickup representatives, in a timely fashion to the Programs team.

Section 9: Grievances

9.1 Grievances against Partner Agencies

A client who visits a PBCFB partner agency and would like to lodge a grievance may call the Programs team to inform PBCFB of the problem. PBCFB partner agencies must supply clients with information about contacting the Programs team and PBCFB if requested.

When a client contacts the Programs team, they must alert the Programs team of the partner agency they are submitting a grievance about and the nature of the grievance. The Programs team will communicate with the partner agency and may conduct an unannounced site visit within two weeks of the initial filing if necessary and appropriate. The client who filed the grievance may request a follow-up after the Programs team's inquiry and/or site visit.

We strongly encourage partner agencies to document in writing the incident and keep it in their files. The PBCFB will ask for any incident documentation when investigating the grievance.

9.2 Grievances Against PBCFB



Partner agencies may also lodge a grievance against PBCFB if the agency believes that PBCFB has not treated them justly. A grievance against PBCFB must be submitted using the Partner Agency Grievance Form (Appendix 10.8). PBCFB's steps to resolve grievances are outlined below:

1. The Programs team will review the completed grievance form submitted by the partner agency. The team will then develop a plan of action and resolution to remedy the grievance. If the grievance concerns a specific staff member on the Programs team, the grievance should be submitted to the Programs Director, who will review the complaint. The plan of action and resolution will be proposed to the Agency Representative within two weeks of receiving the form, and be given two weeks to either sign off on the plan or choose to move to Step 2 of the process.
2. If the Agency Representative is not satisfied with the resolution proposed in Step 1, they may request a meeting be set up with the Programs team and Director in writing. The meeting request should include the reasons for not accepting the resolution proposed in Step 1. This meeting would allow for discussion of the grievance, with the goal of coming up with a solution together and signed off on by both parties after the meeting.
3. If the two parties do not come to an agreed-upon conclusion by the end of the meeting, a meeting with the PBCFB's CEO will be set within the next three weeks. Additional staff members involved in the Grievance Process may be invited to this meeting. The CEO will issue a written letter communicating the decision to the Agency Representative within two weeks of the conclusion of this meeting. This decision is final and the grievance process is complete.

An agency will not be discriminated against, harassed, or suffer any reprisal due to filing a grievance.



Section 10: Appendices

Page intentionally left blank.



**Palm Beach County Food Bank – Partner Marketplace
Partner Agency Handbook Acknowledgment Form**

As a partner agency of the Palm Beach County Food Bank, I understand that our agency,
_____, must adhere to the
rules and guidelines of being a partner agency. The rules and guidelines are outlined in
the Partner Marketplace Agency Handbook, which I certify that I have read and
understood. I understand if I have questions about any aspect of being a Palm Beach
County Food Bank Partner agency, I should contact the Programs team.

I, _____, acknowledge that I have read
the PBCFB Partner Marketplace Agency Handbook on behalf of my agency,
_____, in order to
participate as a partner agency with the Palm Beach County Food Bank. I commit to
sharing the information with the appropriate staff members and/or volunteers at my
agency.

Signature

Date

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☐ FOOD PANTRY
☐ SOUP KITCHEN
☐ RESIDENTIAL

PALM BEACH COUNTY FOOD BANK MONTHLY DISTRIBUTION SHEET

MONTH/YEAR: _____

AGENCY NAME/NUMBER: _____

Use this form to summarize ALL distributions hosted throughout the month. Use one row per distribution and add the totals at the end. Your monthly statistics are informed by this form.

To the best of my knowledge, food provided by the Palm Beach County Food Bank was provided to Palm Beach County residents (please certify by signing below).

FORM COMPLETED & CERTIFIED BY:_____

[illegible]

NOTE: Food provided by the Palm Beach County Food Bank (PBCFB) is intended for Palm Beach County residents. PBCFB agrees to uphold and maintain the confidentiality of the information supplied by your agency which includes but is not limited to, client lists of information.

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- ☐ FOOD PANTRY
☐ SOUP KITCHEN
☐ RESIDENTIAL

PALM BEACH COUNTY FOOD BANK DISTRIBUTION SIGN-IN LOG

DISTRIBUTION DATE: _____

AGENCY NAME/NUMBER: _____

*One person per family must **print** their name and fill in the number of people in their household or total number of meals they are receiving. The total **should** include the person signing in.*

Name:	# of People in Household/Meals:	Name:	# of People in Household/Meals:
1. _____	_____	17. _____	_____
2. _____	_____	18. _____	_____
3. _____	_____	19. _____	_____
4. _____	_____	20. _____	_____
5. _____	_____	21. _____	_____
6. _____	_____	22. _____	_____
7. _____	_____	23. _____	_____
8. _____	_____	24. _____	_____
9. _____	_____	25. _____	_____
10. _____	_____	26. _____	_____
11. _____	_____	27. _____	_____
12. _____	_____	28. _____	_____
13. _____	_____	29. _____	_____
14. _____	_____	30. _____	_____
15. _____	_____	31. _____	_____
16. _____	_____	32. _____	_____

TOTAL # OF NAMES: _____ **TOTAL # OF PEOPLE IN HOUSEHOLD/MEALS:** _____

NOTE: Food provided by the Palm Beach County Food Bank (PBCFB) is intended for Palm Beach County residents. PBCFB agrees to uphold and maintain the confidentiality of the information supplied by your agency which includes but is not limited to, client lists of information.

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Palm Beach County Food Bank: Food Storage Temperature Log



Agency Name and PBC#: _____ **Month:** _____

Freezer Temperature (0°F or below), Refrigerator Temperature (40°F or below), Dry Storage Temperature (75°F or below), Special dry goods such as rice (70°F or below).

Use a second temperature log if you have more freezers and/or refrigerators. Temperatures for ALL units must be recorded daily.

Day	Freezer 1	Freezer 2	Freezer 3	Fridge 1	Fridge 2	Fridge 3	Dry Storage	Staff Initials	Notes
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28									
29									
30									
31									

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Is it still safe
to eat?



Expiration Dates

Information
verified by the
US Department of
Agriculture

You can also use
the FoodKeeper
App or visit
[foodsafety.gov](https://www.foodsafety.gov)
for additional
information

What do they really mean?

“Sell By”, “Best By”, “Expiration”, and “Use By” dates are not indicators of food safety. Those dates simply indicate the manufacturer’s guarantee of best quality, not if the product is safe to consume.

The Palm Beach County Food Bank has created an easy to use expiration date guide with best practices for when food should be consumed by.

All of the information on the following pages is based on the standards and regulations set forth by the USDA.

Please join us in following this guide to ensure we are distributing safe to eat foods and helping to eliminate food waste.

Expiration Date Guidelines

Printed Date

Baby Food; Shelf-Stable
Milk

1-2 Weeks Past

Fresh Bread; Cottage Cheese;
Yogurt; Tortillas; Pita; Pastries;
Refrigerated Deli Meats

1-2 Months Past

Refrigerated Cheese;
Frozen Deli Meats;
Refrigerated Eggs in Shell

6 Months Past

Mayonnaise; Chocolate; Candy;
Frozen Pastries; Frozen Bread;
Drinks (Except Milk & Water)

9 Months Past

Frozen Meat; Frozen Poultry; Frozen Fish

1 Year Past

Dry Goods; Brown Rice;
Cereals; Pasta; Sauces; Condiments;
Baking Ingredients

2 Years Past

Canned Goods; Peanut Butter; Spices;
White Rice; Water



Alphabetized Product List

Product	Past the Expiration Date	Product	Past the Expiration Date
Applesauce	1 Year	Honey	2 Years
Baby Food	0 Days	Icing	1 Year
Baking Ingredients	1 Year	Jams	1 Year
BBQ Sauce	1 Year	Jellies	1 Year
Bread	1-2 Weeks	Jell-O	1 Year
Bread (Frozen)	6 Months	Juice	6 Months
Bread Mix	1 Year	Ketchup	1 Year
Brown Rice	1 Year	Mayonnaise	6 Months
Cake Mix	1 Year	Meat (Frozen)	9 Months
Candy	6 Months	Milk (Shelf-Stable)	0 Days
Canned Food	2 Years	Mustard	1 Year
Canned Fruit	2 Years	Oatmeal	1 Year
Canned Meat	2 Years	Pancake Mix	1 Year
Canned Soup	2 Years	Pasta (Dry)	1 Year
Canned Vegetables	2 Years	Pastries (Frozen)	6 Months
Cereal	1 Year	Pastries (Fresh)	1-2 Weeks
Cheese (Refrigerated)	1-2 Months	Peanut Butter	2 Years
Cheese (Hard)	6 Months	Pickles	1 Year
Chicken (Frozen)	9 Months	Pita Bread	1-2 Weeks
Chips (Potato/Tortilla)	1 Year	Popcorn (Kernels)	1 Year
Chocolate	6 Months	Poultry (Frozen)	9 Months
Coke	6 Months	Powerade	6 Months
Condiments (Except Mayo)	1 Year	Preserves	1 Year
Crackers	1 Year	Pudding Cups	6 Months
Cream of Wheat (Mix)	1 Year	Pudding Mix	1 Year
Deli Meat (Refrigerated)	1-2 Weeks	Refrigerated Bread	1-2 Weeks
Deli Meats (Frozen)	1-2 Months	Refrigerated Cheese	1-2 Months
Dried Fruit	1 Year	Refrigerated Deli Meat	1-2 Weeks
Drink Powder	1 Year	Refrigerated Pastries	1-2 Weeks
Drinks (Except Water and Milk)	6 Months	Relish	1 Year
Dry Beans	1 Year	Rice (Brown)	1 Year
Dry Goods	1 Year	Rice (White)	2 Years
Eggs (In Shell/Refrigerated)	1-2 Months	Salad Dressings	1 Year
Fish/Shellfish (Frozen)	3-6 Months	Salt	2 Years
Flour	1 Year	Sauce	1 Year
Frosting	1 Year	Shelf-Stable Milk	0 Days
Frozen Bread	6 Months	Soda	6 Months
Frozen Chicken	9 Months	Spaghetti Sauce	1 Year
Frozen Deli Meats	1-2 Months	Spices	2 Years
Frozen Fish/Shellfish	3-6 Months	Sprinkles	1 Year
Frozen Meat	9 Months	Stuffing (Dry)	1 Year
Frozen Pastries	6 Months	Sugar	2 Years
Frozen Poultry	9 Months	Syrup	1 Year
Gatorade	6 Months	Tortillas	1-2 Weeks
Gelatin Cup	1 Year	Water	2 Years
Grits (Dry)	1 Year	Yogurt	1-2 Weeks
Hard Cheese	6 Months		



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Product Date Guidelines

In general, these products may last this long past their printed date:

Printed Date

Baby Food; Shelf-Stable Milk

1-2 Weeks Past

Fresh Bread; Cottage Cheese;
Yogurt; Tortillas; Pita; Pastries;
Refrigerated Deli Meats

1-2 Months Past

Refrigerated Cheese;
Frozen Deli Meats;
Refrigerated Eggs in Shell

6 Months Past

Mayonnaise; Chocolate; Candy;
Frozen Pastries; Frozen Bread;
Drinks (Except Milk & Water)

9 Months Past

Frozen Meat; Frozen Poultry; Frozen Fish

1 Year Past

Dry Goods; Brown Rice;
Cereals; Pasta; Sauces; Condiments;
Baking Ingredients

2 Years Past

Canned Goods; Peanut Butter; Spices;
White Rice; Water



"Is this safe to eat?"
trust your senses

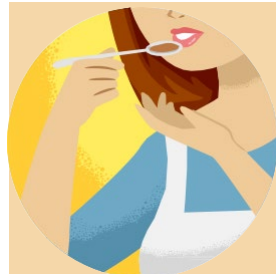


sight

If you see signs of mold or decay, the food is no longer safe to consume. Check to see if the texture has changed. If so, it might be time to toss.

SMELL

One of the easiest ways to tell if a food has gone bad is its odor. If the smell seems different, sour or just plain bad, then it probably isn't safe to eat.



taste

If you still aren't sure if a food is still good, you can check to see if the flavor has changed. Don't eat it if it tastes sour or off.

When in doubt, always use your senses to assess the safety of your food. Most importantly, has it been stored properly?

Check out the FoodKeeper app for more food safety information



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Food Product Dates

What do they REALLY mean?

Did you know?

The listed dates are voluntary dates. Their purpose is to manage food quality and the store's inventory.

They are not:

- ♦ an indicator of safety
- ♦ required or regulated by federal law

Infant formula is the ONLY required food product that needs a food safety date by federal regulations.

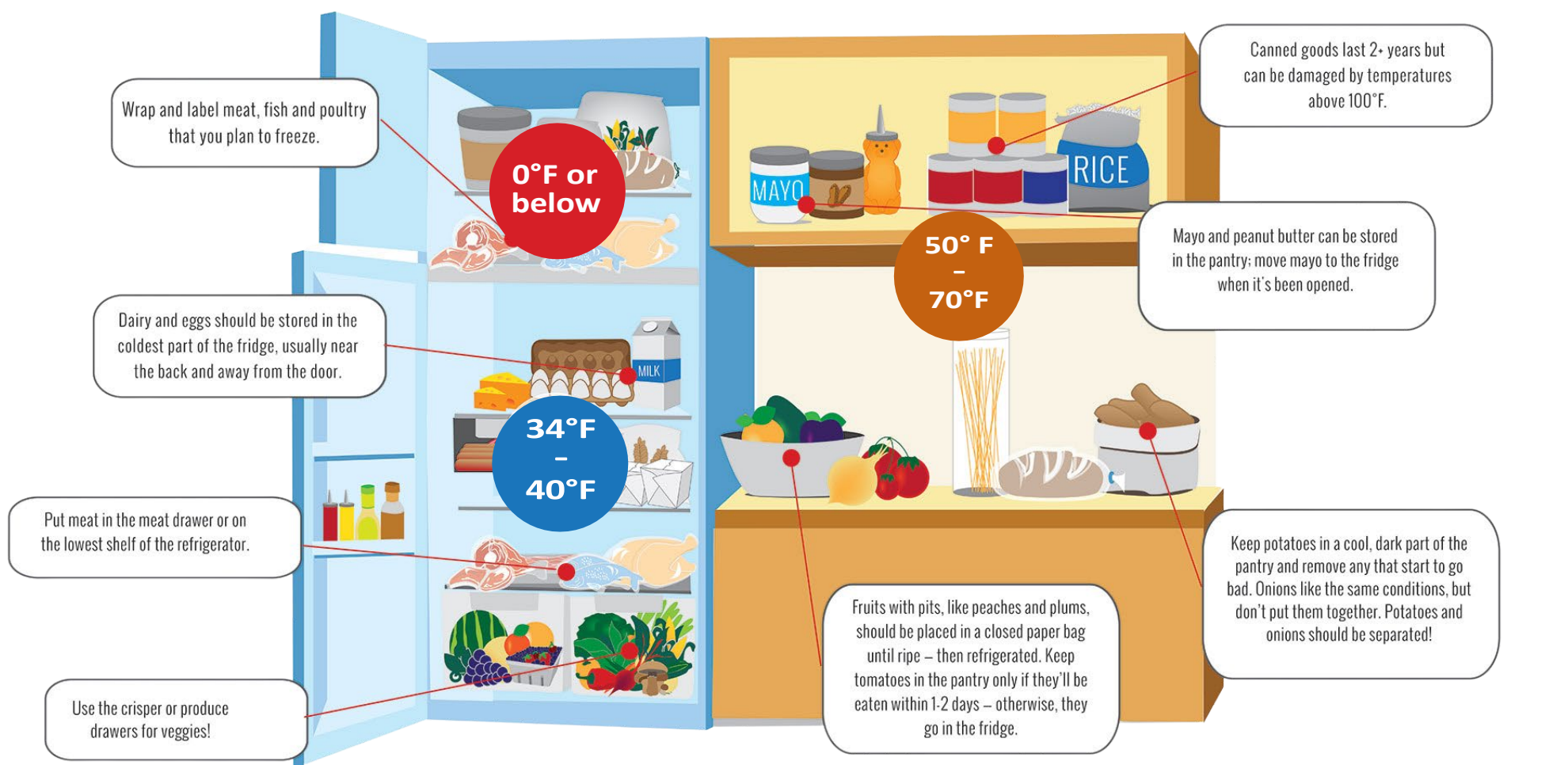


SELL BY **USE BY**
BEST BY
freeze BY

These common product labels refer to food quality and sale date, not safety.

Source: Foodsafety.gov

Proper storage of food items is necessary to ensure food safety and food quality. A product should still be safe and wholesome if handled properly until the time of spoilage. Keep food out of the danger zone of 41 F-135 F.





Palm Beach County Food Bank: Pest Control Log

Agency Name/Number: _____

Date	Product Used/Notes	Signature

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Agency Name: _____

User Name: _____

Program Code: _____

Password: _____

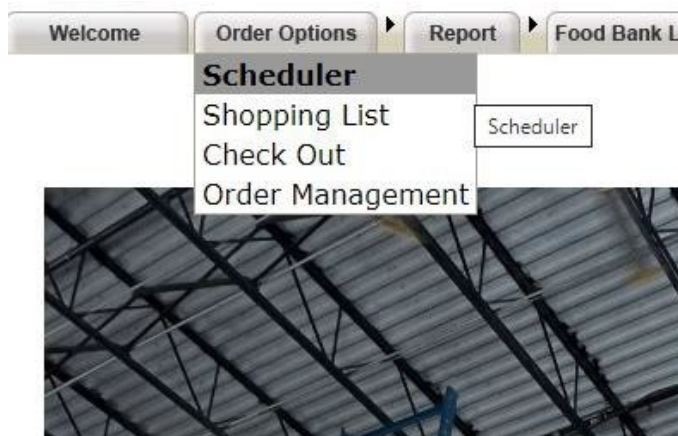
Agency Marketplace: <http://agencymarketplace.techbridge.org/>

Placing a Food Order on Agency Marketplace

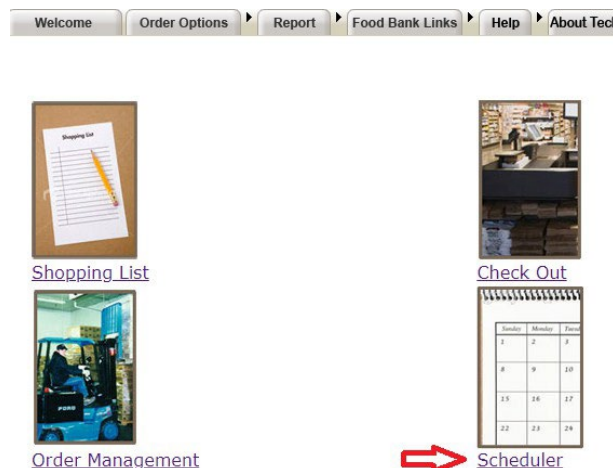
1. Log into Agency Marketplace.

2. Hover over or click on *ORDER OPTIONS*
3. Select *SCHEDULER*

It will look like this if you HOVER over *Order Options*



It will look like this if you CLICK on *Order Options*



**PALM BEACH COUNTY FOOD BANK
NAVIGATING AGENCY MARKETPLACE**



4. Once on the scheduler page, select the shipment method (PICKUP or DELIVERY), order date, and time.
 - a. Only select delivery if the PBCFB has approved your agency for delivery; otherwise, you fall in the pickup category.
5. Select **RESERVE**. **You must complete this step, or the system will not let you place your order.**



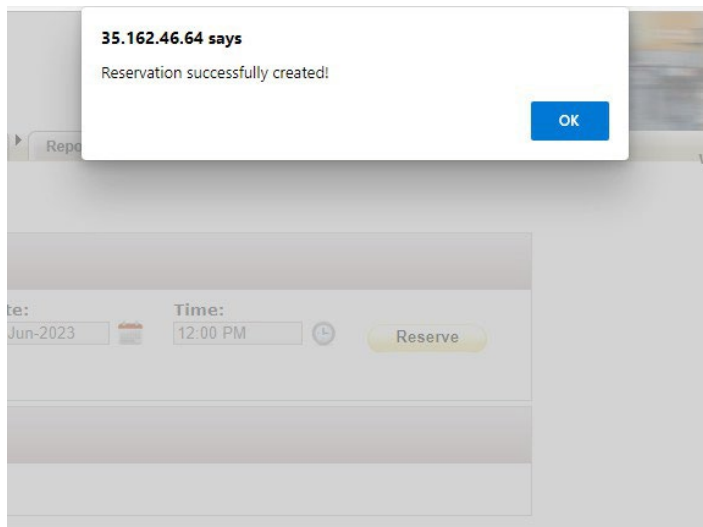
Scheduler

1. **Pickup / Delivery** 2. **Date:** 3. **Time:** 4. **Reserve**

- Select One -
- Select One -
Delivery
Pickup
Shopping

My Appointments

6. Select Okay



7. Your appointment will appear at the bottom of the scheduler page under *My Appointments*.
 - a. Schedule appointments only for the day you wish to receive your order. **Don't schedule extra appointments. Partner agencies receive only one (1) weekly order.**

PALM BEACH COUNTY FOOD BANK **NAVIGATING AGENCY MARKETPLACE**



8. Go to SHOPPING LIST or CART

Schedule

Pickup / Delivery: - Select One -
 Date:
 Time: Reserve

My Appointments Your scheduled appointment will appear here.

	Date	Time	Reference Number	Standing	Type
Delete	6/22/2023	10:00 AM		N	Pickup

9. Select the desired quantity per item.

10. Select ADD TO CART after selecting the desired quantity.

11. Go to CART.

Search

Item No. Description

Category
 - Select a Category -

Feature Type Handling Req. Desc. Code Food Source
 -Select one- -Select one- -Select one-

Search Show All View Favorites

Shopping Cart 2. Select your cart AFTER adding desired items to cart.

Total Line Items: 3
 Total Due: \$0.00

Available Credit Limit: \$0.00
 Gross Weight: 43

Print Clear Cart Add to Cart Check Out

Shopping List 1. Select ADD TO CART after selecting desired items.

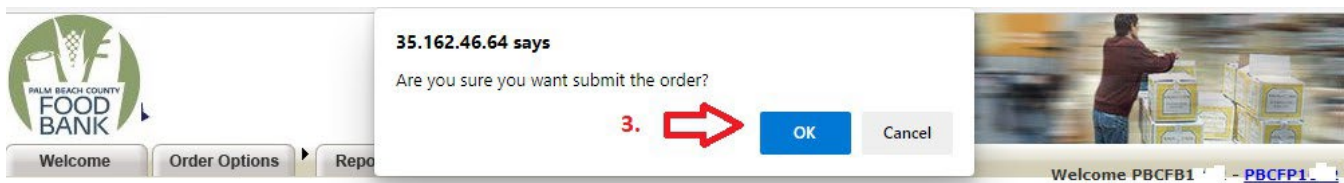
Tip: Please Add to Cart requested items before leaving page

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favor
1	6	40004	CFBS Bread 4	BAG	0.00	0.00	4/pack		2	☐
50	474	40000	CFBS Grape Juice	CASE	0.00	0.00	8 - 64oz		40	☐
1	6	40001	CFBS Sliced Bread	BAG	0.00	0.00	2/pack		1	☐

**PALM BEACH COUNTY FOOD BANK
NAVIGATING AGENCY MARKETPLACE**



12. select the Shipment method (PICKUP or DELIVERY), order date, and time under the *My Appointment* section. You must complete this part before submitting your order, or it will not let you place it.
 - a. Your only date/time option is the date/time you scheduled at the start of the process.
 - b. Only select delivery if the PBCFB has approved you; otherwise, you fall in the pickup category.
13. Select SUBMIT CART
 - a. Check that your order is correct before submitting.
 - b. You can make changes to the desired quantity directly on this page.
 - c. If you make quantity changes, select Submit Cart, not update cart.



My Appointment 1. Select the shipment method and date/time you scheduled at the beginning.

Reference Number: **PO182673**

Pickup/Delivery Date: Time:

Comment (Please limit comment to 150 characters, no special characters (&, <, >, ", ')). Anything over 150 characters will be cut off when PO is updated or submitted.)

Shopping Cart Summary

Total Due	\$0.00	Total Line Items	3
Gross Weight	44 lbs	Total Cube Size	0 Cu. Ft.
Available Credit Limit	\$0.00	Estimated Delivery Fee	\$0.00

Shopping Cart 2.

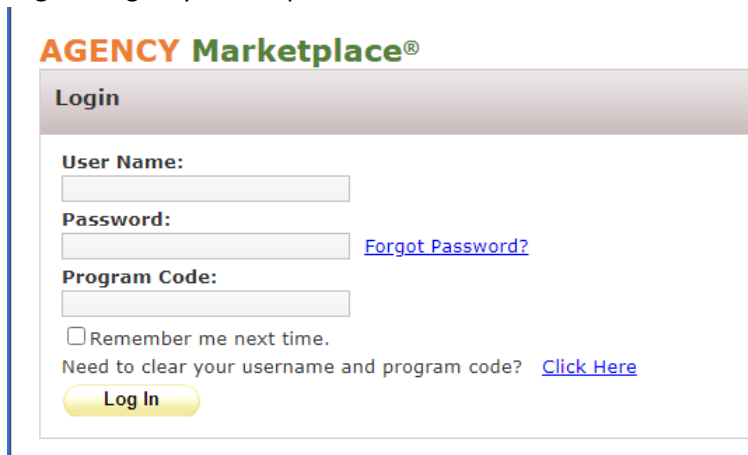
[Print](#)
[Clear Cart](#)
[Continue Shopping](#)
[Update Cart](#)
[Submit Cart](#)

Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements	VAP Fee	Special
1 Available Qty. [474]	40000	CFBS Grape Juice	1	CASE	40	0.00	Case	8 - 64oz	Dry	0.00	
2 Available Qty. [6]	40001	CFBS Sliced Bread	2	BAG	2	0.00	Packet	2/pack	Dry	0.00	

Appendix 10.7

Checking the status of a Food Order on Agency Marketplace

1. Log into Agency Marketplace.



AGENCY Marketplace®

Login

User Name:

Password:
 [Forgot Password?](#)

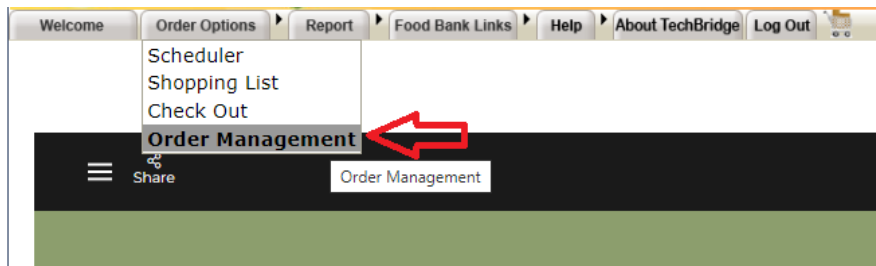
Program Code:

☐ Remember me next time.

Need to clear your username and program code? [Click Here](#)

Log In

2. Hover over or click on *ORDER OPTIONS*
3. Select *ORDER MANAGEMENT*



4. Locate your new order and review the status in the corresponding column.

	Reference Number	Created By	Status	Gross Weight	Total Price	Pickup/Delivery Date	Admin Edited	Modified Date
 	PO5393767		Acknowledged		\$0.00	08/02/2024		07/25/2024
	PO5373960		Invoiced		\$0.00	07/19/2024		07/16/2024
	PO5363834		Invoiced		\$0.00	07/03/2024		06/26/2024
	PO5356205		Invoiced		\$0.00	06/21/2024		06/18/2024
	PO5340674		Invoiced		\$0.00	06/14/2024		06/05/2024

5. If the status of your order shows as "draft," then the order has not been submitted. You must go back to your shopping cart and correct any errors.

Appendix 10.8



Partner Agency Grievance Form

Contact Information

Agency Name: _____ Agency Number: _____

Name of Person Filing Grievance: _____

Agency Mailing Address: _____

City: _____ Zip Code: _____

Phone #: _____ Email: _____

Explanation of Grievance

Date of Occurrence: _____

Nature of Complaint and Relevant Details: _____

Proposed Resolution: _____

Signature of Person Filing Grievance

Date

Please submit this form to the PBCFB Programs Department by emailing it to agency@pbcfoodbank.org or mailing it to: **ATTN: Agency Relations**, Palm Beach County Food Bank, 701 Boutwell Road, Suite A2, Lake Worth Beach, FL 33461

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For PBCFB Staff Use Only

Signature of Staff Member Receiving Grievance

Date Received

Follow Up Procedure Notes: _____

Plan of Action and Resolution (see attached letter): _____

Signature of Programs Team Member

Date

Signature of Sr. Program Manager

Date

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Appendix 10.9

Photo / Video Release Form



I, _____, hereby authorize the Palm Beach County Food Bank, and all of its officers, employees, and agents, to use, reproduce, and publish photographs and/ or video that may pertain to me. This includes my image, likeness, and voice without compensation. I fully understand that this material may be used in various publications including but not limited to, the organizations website, annual report, and social media pages. By signing this document, I hereby grant, transfer, and convey to PBCFB, its assigns, licensees, and legal representatives, all of my rights, title and interest in and to all photographic images, video or audio recordings, in all form and manner. Such right, title and interest include, without limitation, the right to any royalties, proceeds or other benefits derived from the reproductions of my image.

Printed Name: _____

Signed Name: _____

Date: _____

If under the age of 18, a parent or guardian's signature is required.

Parent/Guardian

Printed Name: _____

Signed Name: _____

Minors Name: _____

Date: _____

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