



Memo

To: SLO Food Bank Agency Partners

From: Suzie Freeman, Partner Services Manager

Date: Dec. 10, 2018

Re: Warehouse Appointment Timeliness & Related Policy Changes

Dear Agency Partners,

We are excited that we are able to provide more resources to more nonprofit groups, religious organizations, and social service entities throughout San Luis Obispo county. As our Partner Services program grows, though, the warehouse agency pick-up area is becoming more crowded and its management has become increasingly involved.

In order to continue offering all the groups we serve a high level of customer service, we will be implementing new policies to keep the warehouse operating efficiently and in a way that allows our team to be highly attentive to the needs of each of the organizations we serve. As in years past, each organization is allotted 30 minute appointment slots – this is *your* time to ask questions, gather resources, and work with our team one-on-one.

Because our Partner Services team is invested in the success of each group we serve, when organizations are late or run past their predetermined shopping window, this may lead to challenges. While we want to address all the needs of your group, we also need to be sure that groups that arrive before and after your appointment time are equally well-addressed.

To fairly and equitably attend to these time conflicts, we will be implementing the following policy changes regarding warehouse pick-up punctuality. Please review these changes be sure to inform your authorized shoppers of the new guidelines. **This policy will go into effect January 1, 2019.**

Thank you again for all your hard work and the resources that you provide to the community. It is a pleasure to continue to serve you.

Regards,

Suzie Freeman
Partner Services Manager

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5.6 Warehouse Appointment (Addendum)

- All aspects of warehouse shopping (arrival, check-in, shopping, and check-out) must be completed within the 30 minute shopping appointment window
- Early Arrivals:
 - Early arrivals will not be able to shop until their assigned shopping time unless previous arrangements have been made with the PSC during the business day prior beforehand
- Late Arrivals:
 - A Partner may be considered “late” if its shopper(s) arrive over 10 minutes past their assigned warehouse pick-up appointment.
 - Partners arriving 10 minutes past their assigned appointment time will not be able to “shop the floor” and will only be able to pick up their pre-ordered and packed items
 - Partners arriving 20 minutes past their assigned appointment time will not be able to complete their appointment that day
 - Partners that are late for their assigned appointment time three times within a 6 month period will be placed on a 1 month suspension from warehouse pick-up.
 - Partners that are late three more times in a second probationary 6 month period will be placed on a 3 month suspension from warehouse pick-up.
 - If a Partner is late 7 times within a 12 month period, then their Partnership may be revoked for 1 year. After 1 year, that organization may reapply to be a SLO Food Bank Partner.
- Overstay of Appointment Window:
 - Every Partner is assigned a 30 minute window within which they must complete their shopping appointment, including arrival, check-in, shopping, and check-out. It is the responsibility of the Partner to manage their time to accomplish these tasks within the appointment window.
 - If a partner overstays their appointment time by 5 minutes, they will be considered “late.” The same policies that apply to a conventionally late Partner also apply to an overstay-late Partner.
- No-Shows:
 - In the case that the Partner has submitted an order and is no longer able to pick up that order, the Partner must notify the PSC in writing (email) or by phone before their assigned appointment time.
 - If a Partner fails to notify the PSC by their appointment time, this is considered a “no-show.”

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- If a Partner commits 3 no-shows during a calendar year, they are suspended from the warehouse for 3 months or until the end of the year, whichever is shorter.
- If a Partner commits 4 no-shows during a calendar year, then their Partnership may be revoked for 1 year. After 1 year, that organization may reapply to be a SLO Food Bank Partner.
- *Anticipated implementation: January 2018*
- Notification:
 - All Partners will be notified of the new policy changes in the November 2018 Partner Services Newsletter. In addition, this policy will be in the 2019 Partner Policy Handbook, to be released January 2019.
 - At the first tardy, the shopper will be given a hard copy of the policy and asked to sign a “Late and Overstayed Sign-In Sheet” which will be kept on a clipboard by the PSC desk. The main contact on the account will also be notified.
 - At the second tardy, the shopper will be given a sealed and signed hardcopy of the policy and a letter stating that their organization is at risk of suspension or Partner status revocation due to chronic late and/or overstayed shopping appointments. This will also be emailed to the main contact on the account.
 - At the third tardy, the shopper will be given a sealed and signed letter stating that their organization is suspended, the length of the suspension, and further risks to their Partner status if timeliness is not made a priority going forward. This will also be emailed to the main contact on the account.
 - A similar notification strategy will be used for no-shows, though the sealed and signed letters will be mailed to the organization.

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