

## ***Enabled Agency Communication Guidelines***



- **COMMUNICATION IS KEY!**

- For all questions, concerns, and assistance please contact:  
Marc: [marcrosso@unitedfoodbank.org](mailto:marcrosso@unitedfoodbank.org)  
direct line: 480-398-4472 cell: 480-797-3675
- Receipts must be submitted within 72 hours of store pick up. All receipts must be submitted in the same week and same month they were picked up. If agency has a challenge with making this deadline, please email *Marc* to notify of the reason.
  - Ex. - *Halloween was Monday October 31<sup>st</sup>. Numerous receipts for the previous week in October were not reported until November. This creates issues in the UFB monthly reporting.*
  - 1<sup>st</sup> occurrence = Warning email will be sent to agency and noted in file.
  - 2<sup>nd</sup> occurrence = Email notice will be sent to agency notifying that agency is on enabled probation for 30 days, and one more occurrence will result in a complete review of the agency's ability to be enabled.
  - 3<sup>rd</sup> occurrence = Review of agency enablement
- Agency and/or Drivers must contact store receiver ahead of time to notify that they are running late. If agency will not make the pickup time and is unable to pick up that day, *please contact Marc at UFB immediately.*
  - 1<sup>st</sup> complaint from a store = Warning email will be sent to agency and noted in file.
  - 2<sup>nd</sup> complaint from a store = Email notice will be sent to agency notifying that agency is on enabled probation, one more occurrence will result in the store being placed with a different agency.
  - 3<sup>rd</sup> complaint from a store = Agency no longer able to pick up from that store location. Another store will not be allocated to the agency in its place.
  - *Please note the above guidelines are when the store files a complaint. If you are communicating properly with the receiver/stores, they shouldn't be filing a complaint.*
- Agency is responsible to *contact Marc at UFB in advance* if they are unable to pick up a store.
  - 1<sup>st</sup> missed store pick up without contacting UFB = Warning email will be sent to agency and noted in file.
  - 2<sup>nd</sup> missed store pick up without contacting UFB = Email notice will be sent to agency notifying that agency is on enabled probation, one more occurrence will result in the store being placed with a different agency
  - 3<sup>rd</sup> missed store pick up = Agency no longer able to pick up from that store location. Another store will not be allocated to the agency in its place.
- Agency is responsible for communicating any challenges with stores, staff, and pickups to UFB
- If Agency has a change in pick up availability, storage capacity, or it is their responsibility to contact UFB.