



# **RETAIL AND FOODSERVICE PARTNERSHIPS PROGRAM MANUAL**

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# INTRODUCTION

## PURPOSE

This manual will help your agency successfully partner with Retail and/or Foodservice donors. It includes information on food safety, procedures, and building and maintaining relationships. Please follow the Retail and Foodservice Partnership (RAFP) program procedures outlined in this manual.

## POLICY UPDATES

Food Lifeline updates this manual to reflect current values and goals. We also incorporate feedback from partner agencies and donors. Our director of Agency Programs and Network Development approves all policy changes.

If Food Lifeline has a policy change, we will let agencies know through an email that will include a digital copy of the updated manual. See Appendix A for the Retail and Foodservice Partnerships Manual Change Log.

## THE ROLE OF FOOD LIFELINE

Food Lifeline is the Western Washington affiliate of Feeding America, the nation's largest domestic hunger relief organization. We partner with farms, manufacturers, grocery stores, retailers, restaurants, caterers, and cafés. We support agencies like yours in distributing millions of pounds of food to communities in need.

The Retail and Foodservice Partnerships team facilitates relationships between agencies and donors, including grocery retailers and foodservice businesses. We provide training and materials to donors to make sure they are aware of their corporate-approved donation guidelines. We encourage agencies and donors to develop and maintain close relationships.

Inform the Retail and Foodservice Partnerships team about any changes to your staff, contact information, and days or hours of operation.

For all questions, concerns, and comments, contact the Retail and Foodservice Partnerships team at [retailfoodservice@foodlifeline.org](mailto:retailfoodservice@foodlifeline.org).



## PROGRAM REQUIREMENTS

### AGREEMENTS

#### Partner Agency Agreement

Agencies participating in the Retail and Foodservice Partnerships (RAFP) program must sign the RAFP program agency agreement (Appendix B). If you are a Food Lifeline partner agency, there is no term limit on this contract. All satellite locations must undergo a facility review to receive Food Lifeline product. If you have questions about your partner standing, contact our Agency Relations team at [agencyrelations@foodlifeline.org](mailto:agencyrelations@foodlifeline.org).

If you would like to make changes to your donation schedule, notify the RAFP team immediately. Plan to continue with your current donation schedule for the next 30 days to provide the RAFP team enough time to make new arrangements.

Failure to follow the rules and procedures of the RAFP program places your agency in non-compliance. See Appendix C for more details.

#### Equipment Agreement

Agencies who receive equipment from the RAFP program must sign the Equipment Agreement (Appendix D). We consider issued equipment to be owned by your agency.

Contact the RAFP team for copies of your signed agreement(s).

### AGENCY CHECK-INS

A representative from Food Lifeline conducts an agency check-in every two years at your agency. An agency check-in includes a review of your facility and a conversation about your program, procedures, and needs.

Agency check-ins are not inspections or audits. We provide you with recommendations for food safety and assist with compliance to our agreements.

### FOOD WORKER CARD

Your agency must have a staff member or volunteer with a valid Washington State food worker card on site whenever food is being handled. This includes when the agency is not open or serving clients, such as during product sorting or when receiving food donations.

Washington State food worker cards cost \$10 and are valid for two years. Visit [www.foodworkercard.wa.gov](http://www.foodworkercard.wa.gov) to complete the training, take the test, and print

your card. The training provides helpful information on food safety. We also encourage anyone picking up from donors to get a food worker card.

Please send a copy of your Washington State food worker card to our agency relations team at [agencyrelations@foodlifeline.org](mailto:agencyrelations@foodlifeline.org).

## **RETAIL AND FOODSERVICE PARTNERSHIPS TRAINING**

Everyone who handles donations must be trained in Retail and Foodservice Partnerships procedures. Before your first pickup, a RAFP coordinator hosts an in-person training. New staff or volunteers watch the RAFP training video and read this manual. Contact the RAFP team for a link to the video.

The **Good Samaritan Laws** protect donors and agencies from liability when they provide food and other essentials to clients in need. They do not protect those who intentionally distribute food that is contaminated, decomposing, or putrid. The best guide is to use the same standards for donation as you would for sale to the public or for consumption by your family. See Appendix E for more details.

## **BADGES**

When picking up product, staff and volunteers must wear badges that identify them as agency partners in Food Lifeline's RAFP program. Wearing a badge lets donor staff know that you are authorized to pick up donations and are trained in safe food handling. Some donors require badges. For more information about pickup requirements, see the "Pickup process" section on page 7.

Representatives may wear agency badges or Food Lifeline badges during pickups. Badges must identify the agency name and the name of the staff or volunteer. To request Food Lifeline badges (Appendix F) for staff members and/or volunteers who have completed the RAFP training, email the RAFP team with their first names and last initials. We will make and send you their badges.

## **FOOD SAFETY & EQUIPMENT**

Food safety is our top priority. Product temperature is an important part of safe handling and transportation of donations.

The range of temperatures between 40°F and 140°F is called the "danger zone" because it is where bacteria grow most rapidly. They can double in number in as little as 20 minutes, grow to dangerous levels, and cause illness. Product that is kept in the danger zone for two hours or longer must be thrown away.

Agencies picking up at Walmart stores are required to take the temperature of donations at pickup and drop-off.

## Temperature Control Devices

To safely transport chilled and frozen items, use a temperature control device. Examples include:

- Thermal blanket/pallet cover
- Cooler (ice is not required if temperature guidelines are met)
- Refrigerated vehicle

## Pickup Equipment

Food Lifeline provides agencies with the following equipment:

- Scale
- Thermal blanket
- Thermometer
- Bags and food containers for Foodservice partnerships
- Retail and Foodservice Partnerships Receipts (Appendix G)

These items are not provided by Food Lifeline, but are essential to the Retail and Foodservice Partnerships program:

- Access to the internet to submit receipts online.
- Banana boxes, crates, bins, or other containers. Some donors pack their donations, while others require you to bring your own containers.
- A vehicle for transporting the product. All vehicles used in the RAFP program must have a regular (monthly or more frequent) cleaning schedule for food safety.

## Product Labeling

Foodservice donations must be properly labeled with the name of the product and all allergens. We encourage donors to include a full ingredient list.

If any of these allergens are present, they must be stated on the label:

- Milk
- Eggs
- Fish (e.g. cod, bass, flounder)
- Shellfish (e.g. crab, lobster, shrimp)
- Tree nuts (e.g. walnuts, almonds, pecans)
- Peanuts
- Wheat
- Soybeans

## AGENCY-DONOR RELATIONSHIP

Good relationships between agencies and donation partners make strong Retail and Foodservice Partnerships (RAFP) programs. Donor staff who feel connected to an agency's mission donate more food at higher quality. We encourage you to share your mission with your donors and show appreciation for their partnership.

Before you begin a partnership, the agency and donor meet with a RAFP coordinator. We review logistics such as when, where, and how to pick up donations. We provide the donor with donation guidelines (Appendix H), pickup schedules, and contact information for its agency partners.

### RETAIL DONOR PERSONNEL

While each retailer's staffing arrangement is different, there are roles that often work most closely with partner agencies and the RAFP team.

#### Receivers

Receivers work in the dock or back room of a store and are responsible for managing deliveries and donations. At most locations, you check in and check out with the receiver when picking up donations. They should be able to answer most questions or direct you to the right people.

#### Department Managers

Check in with the department managers quarterly to see how the program is working for them. If you notice the amount of donations changing significantly, contact the department manager to find out why. Stores that are centrally run (like national or regional chains) sometimes receive new operating procedures from their corporate headquarters. The more you learn about these changes, the easier it is to predict donation yields. If you learn about any changes, please let the Retail and Foodservice Partnerships team know.

#### Store Managers

Store managers are rarely involved in the day-to-day operations of their store's donations. We recommend involving the store manager only when there is a problem with the overall program or if you are having trouble with a receiver or department manager.

#### Corporate Contacts

Nationwide corporate banners have agreements with Feeding America to only donate to agencies within our network. Food Lifeline works with corporate offices to develop region-wide donation guidelines and learn about any changes to the donation program. We also provide corporate contacts with summarized poundage reports every month and share feedback from our agencies.

## FOODSERVICE DONOR PERSONNEL

Each foodservice donor has a donation program lead designated to be the main point of contact between your site, the donor site, and the Retail and Foodservice Partnerships team. Make sure you know their contact information.

During pickups, check in and out with the donation program lead. Notify them if you are running late or unable to make a pickup. Keep friendly contact and maintain consistent pickup times.

## BUILDING PARTNERSHIPS

Although the donation program is important to the donor, their priority is to move product out the front door as sales.

Here are some guidelines for pickups:

- Be on time and consistent. Call if you are running late or unable to pick up donations. If your agency has scheduled closures, notify donors as soon as possible in person, by phone, or with a flyer (Appendix I).
- Be flexible; you may have to wait to speak with donor staff.
- If you are unsure if a product is for donation, ask donor staff. **Do not take product if you are not sure.**
- Leave the donation area in the same condition as when you arrived. Return carts after finishing the pickup.
- Build relationships with donor staff. Introduce yourself to new personnel. Remember that you represent your agency and Food Lifeline.

Here are some ways to build a relationship with your donors:

- Thank donor staff for their donations each day. Send thank you cards, especially during the holidays.
- Recognize your donors. For example: present them with community recognition awards, thank them in community newsletters or social media, or invite them to appreciation events at your agency.
- Invite donor staff to your agency for tours, events, or volunteering.
- Communicate with donors about products that you might need or if you have questions about the program.
- If you have an issue with the donor, resolve it quickly and proactively. If you need help, contact the Retail and Foodservice Partnerships team.

## PARTNERSHIP ISSUES

If you have an issue with a donor, work with the donation program lead, receiver, or department manager. Involve the manager if you are unable to resolve the issue with your main point of contact. If the problem isn't resolved by working directly with personnel, contact the RAFP team.

One common issue is a sudden drop in quantity of donations. It may be a result of the donor adjusting their processes, or a sign that the donor has new staff.

A common issue in grocery retail settings is poor product quality. You can decline donations if the product is ineligible according to donation guidelines. For example, produce may be moldy, rotten, or have an odor. If you repeatedly receive poor quality food, send us pictures of the product. We share the photos with donor staff or our corporate contacts to resolve the issue.

Food Lifeline facilitates the partnerships between partner donors and member agencies. If the relationship becomes complicated with unresolved issues, follow the conflict resolution procedure (Appendix J).

## PICKUP PROCESS

The Retail and Foodservice Partnerships (RAFP) team manages pickup schedules. Please contact us to make any changes to your schedule.

### BEFORE PICKUP

The introductory launch meeting establishes where to park, how to pick up, and when to pick up. Make sure your staff and volunteers are aware of these details.

Bring all necessary equipment for pickup:

- Temperature control device (e.g. thermal blanket, cooler)
- Poundage receipts
- Scale
- Badge
- Boxes
- Thermometer

### PICKUP PROCESS

We describe below what a standard RAFP pickup process looks like. While your procedure may be slightly different, all areas covered in this section are essential.

1. Check in with your established point of contact, usually the store receiver or the donation program lead.
2. Follow the donor's pickup method. The two most common methods are:
  - a. Product is brought to you.
  - b. Department-to-department or multiple holding areas.
    - i. Donations are kept in each department or grouped by storage requirement (dry, chilled, frozen).
    - ii. Go to each department/holding area to pick up product. Most departments use Food Lifeline Signage (Appendix K).
    - iii. Check in with department managers quarterly.
3. Make sure products are safe to pick up.
  - a. When picking up from Walmart stores or foodservice donors, take product temperatures for chilled and frozen items and record them on the RAFP receipt under "Pick Up Temp."
  - b. If you receive ineligible product (i.e. moldy produce), tell the staff you cannot accept it and ask where you can dispose of it.
  - c. Meat should be in its own box and not mixed with produce. If donations are on pallets, each category should be in its own stack.
  - d. Meat must be frozen before pickup, on or before the date on package. If not frozen, leave the product for the next pickup.
  - e. Meat from different animals can only be comingled once frozen.

- f. Always ask the donor if you are unsure if an item is for donation. **Do not take product if you are not sure.**
- 4. Weigh the product and fill out the receipt.
  - a. We recommend weighing the product at the donor site. Record the weight on the RAFP receipt. If you notice ineligible product while weighing, ask the donor where you can compost the product on site.
  - b. We understand that some agencies cannot record poundage at the donor site. If so, weigh the donations at your agency and bring the receipt at your next visit to be signed by donor staff.
- 5. Check out with the receiver or donation program lead.
  - a. If necessary, swap reusable food containers with clean replacements.
  - b. Have your receipt signed and provide the donor with a copy.
  - c. Agencies are required to keep their receipts for at least 2 years.
- 6. Load the product into your vehicle.
  - a. Load chilled/frozen items first.
  - b. Separate the product by category and securely place them in the vehicle to avoid cross contamination. Use the stacking guide (Appendix L) for reference.
  - c. Use your temperature control device to keep chilled and frozen products cold.
  - d. After loading donations, return carts to donor's preferred area.
  - e. Take donated food to your agency immediately.

## **AFTER PICKUP**

For agencies picking up at Walmart stores or foodservice donors, first take temperatures of chilled and frozen items. Record temperatures on the RAFP receipt under "Drop Off Temp."

If applicable, weigh your product at your agency. Sort and store the product.

The next section covers procedures for sorting and storing donations.



## **SORTING AND STORAGE**

Product sorting and storage is critical for food safety. Many donated items are short-dated product that require further inspection before distribution to clients. When checking quality, there are several areas of the product to keep in mind:

### **Nature of the product**

Many items are donated near the expiration date or the end of their shelf life. Perishable items are often donated with just a few days of shelf life, while non-perishable items may be expired or about to expire.

### **Quality of the product**

Product is considered quality if it is wholesome and not punctured. Products such as bread may seem good but be stale.

### **Storage of the product**

If items cross-contaminate with those in other categories, the entire box is considered contaminated and inedible.  
Cold items must be kept cold.

### **Condition of the packaging**

Product should be in original packaging. Packaging should not be leaking or severely dented.

It is important to remove all items that are unsafe to eat as soon as possible. Proper sorting and storage decrease the risk of products becoming unsafe to eat.

## **WHO SHOULD INSPECT**

Inspections must be done by staff or volunteers who have read and understand this “Sorting and storage” section and are familiar with food safety practices. The first person to open a box of donations determines if the box is unsafe.

A person with a valid Washington State Food Worker Card must be on site whenever food is handled. This person does not need to be the inspector but must be present.

## **WHEN TO INSPECT**

The best time to inspect the product is immediately after it arrives at your agency. Unload the vehicle, sort and inspect all donations, then store product.

At Food Lifeline’s Hunger Solution Center, we inspect all donations we receive for defects and food safety concerns. After all product is checked and sorted, we distribute the product to our network. Below, we have included product inspection guidelines created by Food Lifeline and Feeding America.

## PRODUCT INSPECTION

Two of the biggest food safety concerns are cross contamination and infestation. We have included 3 guides below: “Donation box/container inspection,” “Signs of cross contamination,” and “Signs of infestation.”

### Donation Box/Container Inspection

As mentioned before, the first person to open the box can determine if the product is unsafe:

When Examining Boxes / Containers
<b>Exterior Signs of contamination or infestation</b> <ul style="list-style-type: none"><li>• Rips</li><li>• Tears</li><li>• Dry or liquid spills</li><li>• Gnaw marks, etc.</li></ul>
<b>Interior Signs of contamination or infestation</b> <ul style="list-style-type: none"><li>• Toxic substances or any chemicals that might be harmful or fatal if swallowed (e.g. poison, paint, charcoal, lighter fluid, pesticides, oven cleaner, drain cleaner, cologne, hair spray)</li><li>• Open pet foods</li><li>• Rodent droppings and urine (use a black light to help identify urine)</li><li>• Insects: active or carcasses</li><li>• Mold</li><li>• Broken glass</li><li>• Sour or rotten odors (evidence of bacteriological spoilage)</li><li>• Spilled cleaning products</li><li>• Stains caused by contaminants or other hazards, such as cooking oil, tomato juice, sauces, etc.</li></ul>
<p>If any of these signs are found, it is likely that the <b><u>entire box and contents should be discarded.</u></b></p> <p>Clean and sanitize the box. If the box cannot be cleaned (cardboard material) dispose of the box in an outside trash container immediately.</p> <p>See the following sections on “Signs of cross contamination” and “Signs of infestation” to determine if product can be cleaned.</p>

## Discard Sorting Process

The following packages may be sanitized:

- Canned goods
- Aseptic packages
- Retort pouches
- Some plastic-wrapped items

Check seals for:

- Bagged or boxed products
- Products in cardboard containers

Item	Action
Toxic Materials	<p>Discard any toxic product that is leaking, or has a puncture, broken seal, or missing cap.</p> <p>The presorting storage area for toxins must be at least eight feet from food storage.</p>
Cleaning Products	Discard any leaking liquid products.
Pet Foods	<p>Discard any pet foods that may be contaminated. Place open bags in tightly covered containers to discard.</p> <p><i>Note: Pet foods are harbors of infestation that can quickly and easily spread to food products.</i></p>
Food Items	Discard obviously contaminated products and place in pre-selected areas by types and condition.
<b>Miscellaneous Products</b> (paper products, personal care items, and food service items)	<p>Set aside for proper evaluation.</p> <p>These items should be examined as if they are food.</p>

## Signs of Cross Contamination

Cross contamination is the transfer of harmful bacteria to food from other foods, cutting boards, utensils, etc., if they are not handled properly. This can occur at any time and it is important to look for the signs:

Potential Signs of Cross Contamination			
<ul style="list-style-type: none"> <li>• Product is improperly stored (meat product stored above produce)</li> <li>• Food product is stored in areas with household items and cleaners</li> <li>• Product has a wet or greasy appearance</li> <li>• Product has granules on surface</li> <li>• Product surface shows signs of toxic substances</li> </ul>			
Product Container Type	Definition	Examples	Action
Not in a container	Product has no manufactured protective barrier	Fresh produce	Discard if showing any sign of contamination (including stains)
Permeable	Any composition that allows a substance to pass from one side to the other	Paper sacks Cardboard boxes Most light plastic wraps	
Non-Permeable	Any composition that does not allow a substance to pass from one side to the other	Cans Retort pouches Semi-rigid containers (i.e. nylon, polyester film, coated aluminum)	In many cases, the container can be cleaned
		Glass jars	If a glass jar has any signs of cross contamination, discard it. Contaminants can lodge under the lid and get inside when the jar is opened.

## Signs of Infestation

Rodents, insects, and other creatures can find their way into donation containers:

Potential Signs of Infestation			
<ul style="list-style-type: none"> <li>• Rat or mouse droppings and urine. Use a black light to identify dried urine. Dispose of the product if you are unsure</li> <li>• Insects, active or carcasses</li> <li>• Gnaw marks</li> <li>• Pin-sized holes are signs of insect bores. Flour, grains, and pastas are especially susceptible to infestation</li> <li>• Due to the nature of a salvage/reclamation program, product may be infested if they have been stored above 70°F for more than 30 days. Carefully inspect any such product</li> </ul>			
Product Container Type	Definition	Examples	Action
Not in a container	Product has no manufactured protective barrier	Fresh produce	Discard
Permeable	Any composition that allows a substance to pass from one side to the other	Paper sacks Cardboard boxes Most light plastic wraps	
Non-Permeable	Any composition that does not allow a substance to pass from one side to the other	Cans Retort pouches Semi-rigid containers (i.e. nylon, polyester film, coated aluminum)	Discard or sanitize as appropriate
		Glass jars	If a glass jar has any signs of cross contamination, discard it. Contaminants can lodge under the lid and get inside when the jar is opened.

## Perishable Sorting and Storage Guidelines

Perishable products are those likely to spoil or decay. This is especially true with products that require certain temperatures. Below are our guidelines for the sorting and handling of perishable products:

Type	Acceptable Condition	Handling and Storage	Non-Acceptable Condition
<b>Meat &amp; Seafood</b>	<p>In original packaging and frozen solid</p> <p>Only in contact with food grade packaging</p> <p>Appropriately labeled and dated</p>	<p>Freeze on or before the expiration date</p> <p>Store at 0°F or below</p> <p>Under no circumstances can the product be stored above 40°F</p>	<p>Kept in the danger zone more than two hours</p> <p>In direct contact with non food grade packaging</p> <p>Damaged or compromised packaging – can cause discolored or contaminated product</p> <p>Defrosted or has severe freezer burn</p>
<b>Dairy</b>	<p>In original packaging</p> <p>Only in contact with food grade packaging</p>	<p>Store refrigerated product at 40°F or below</p> <p>Store frozen product at 0°F or below</p>	<p>Damaged or compromised packaging – can cause the loss of protective sanitary barrier</p> <p>Egg cartons must not be reused</p>
<b>Fresh Produce</b>	<p>In original packaging or repacked into food grade packaging (produce boxes)</p> <p>Cut produce must be securely closed in food grade packaging with each vegetable or fruit packaged separately</p>	<p>Store in a cool, dry, clean area</p> <p>Whole produce may be stored at room temperature</p> <p>Store cut produce at 40°F or below</p>	<p>Signs of decay, mold, fungus, or rot</p> <p>Less than 80% edible</p>
<b>Baked Goods</b>	<p>Fresh or day-old bread, bagels, and other bakery items</p> <p>Only in direct contact with securely closed food grade packaging</p>	<p>Store in a cool, dry, clean area</p> <p>Store refrigerated baked goods (cream pies and pastries) at 40°F or below</p>	<p>Moldy or stale</p> <p>Damaged or compromised packaging – can cause the loss of protective sanitary barrier</p> <p>In direct contact with non food grade packaging</p>







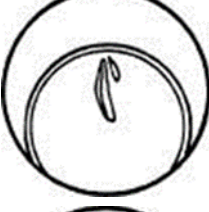
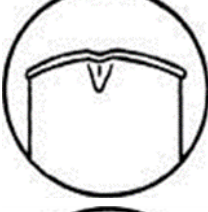
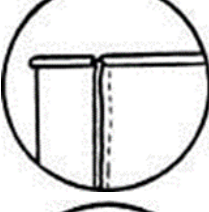
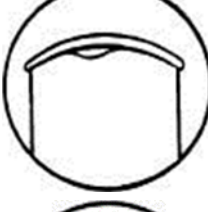


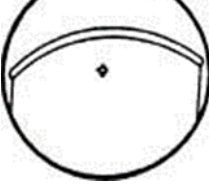

## Non-Perishable Sorting and Storage Guidelines

Non-perishable food products have a much longer shelf life and don't require refrigeration. However, the product is only as good as its container. Below are our guidelines for the safe sorting and handling of non-perishable products. We have also included a few guides on how to determine if a non-perishable container is safe.

Type	Acceptable Condition	Handling and Storage	Non-Acceptable Condition
Jarred/Canned Products	In original packaging with label intact	Store in cool, dry, and clean area  Store off the ground at least 6 inches away from walls	Not in original sealed packaging with label intact  Damaged or compromised packaging
Dry Goods, Shelf Stable	In original (internal) packaging with label intact		Not in original sealed packaging with label intact  Damaged or compromised (internal) packaging
Shelf Stable Non-Dairy Beverages			Discoloration or questionable odor  Swollen or bulging container
Baby Food and Formula	In original packaging with label intact  <u>Must be donated before date on package</u>		Not in original sealed packaging with label intact  Damaged or compromised packaging  <u>Expired product</u>

## Can Guidelines

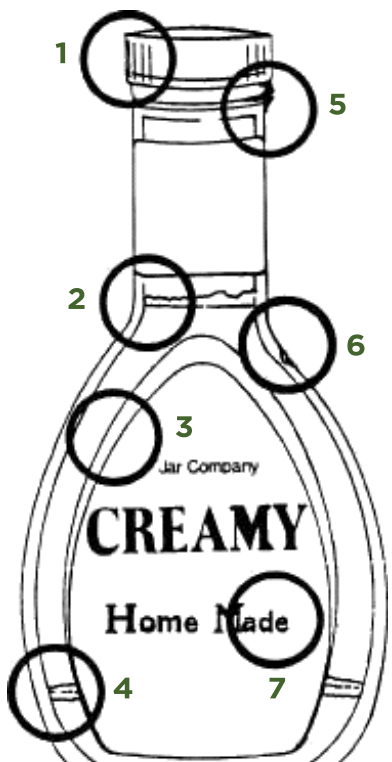
Discard items with the following:

Severe dents on side seams	1			8	Leaks
Sharp dents parallel to rim	2			9	Bulges or puffed ends
Sharp dents in the sides that prevent stacking	3			10	Ends that give or flip and bulge on the other end when pushed
Buckled or pinched tops and bottoms	4			11	Bent rims or severe dents on the rims or seams
Side seams incomplete, blown out, or defective	5			12	Cuts or defective rims and loose tops
Dirt under pull tabs	6			13	No labels
Pits or pinholes	7			14	Rust that won't rub off



## Glass Guidelines

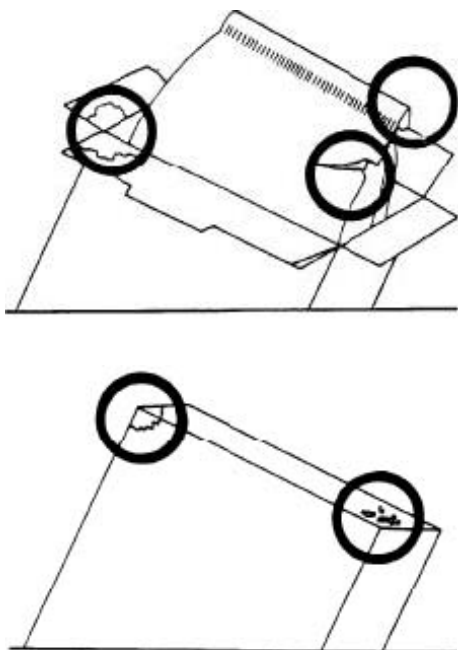
Discard items with the following:

Loose caps or bulged safety seals	1		5	Dirt, webs, insect skins, or evidence of submersion or leaks on screws
Foreign objects or unusual product separation	2			
Incomplete, missing, or illegible labels	3		6	Cracks or chips
Mold (can be long, stringy, clumpy, or ropy; is often white or dark)	4		7	Home canned goods

Examine	Discard if
Product Exterior	Jars have chips, cracks, or missing tops Jars with signs of leakage
Under All Lids	There are signs of dirt, mold, or contamination
The Cap	Cap is loose and seal is missing Cap is bulging, swollen, rusted, dented, or crooked

*Note: It is okay to wipe down the outside of a jar that has food from another container spilled on it. However, do not submerge glass jars to clean them. There is a risk that contaminated liquid can seep under the lid.*

## Boxed and Dry Packaged Guidelines



### Boxes with Inner Bag

- Look for contaminants on box
- Look at inner bag and discard if:
  - It is torn, leaking, or contaminated
  - It has imperfect or leaking seals
  - It has moldy or foreign objects inside
- To save good inner bags of food from a damaged box, place the inner bags into a plastic bag and label them.

### Boxes without Inner Bag

- Do not use if opened
- Look for contaminants on box
- Discard if there are signs of insects, insect skins, webs, chaff, or moving pieces

## Bagged and Sacked Guidelines

Discard items with the following:

Rips, tears, punctures or holes	1		4	Rodent gnaw marks	
Rodent droppings or urine stains (use black light)	2		5	Spills or stains from any unknown source or any contaminant	
Insect damage: <ul style="list-style-type: none"><li>• Bugs in seams</li><li>• Bore holes</li><li>• Movement or spots in products</li><li>• Insect skins or chaff in bottom of container</li></ul>	3		6	Missing or illegible label	

## Non-Food Items Guidelines

You may receive non-food items in your donations. Although they are not food, safe practices should be maintained. Below are guidelines for non-food items:

<b>Paper Goods and Food Service Items: Examine</b>
Paper products may generally be redistributed, but rules on contamination and infestation apply to them as well. A broken container can allow dirt in or provide harborage. <b>Examine carefully.</b> Tape all breaks and store away from food products.
<b>Cleaning Supplies: Discard When Appropriate</b>
Soaps and other cleaning supplies are important necessities for agencies. However, cleaning products are primary sources of cross contamination due to their toxic, abrasive, or liquid nature. <b>Discard:</b> <ul style="list-style-type: none"><li>• Leaking or broken containers of liquid soaps and other cleaning supplies.</li><li>• Torn containers of dry or powdered soap that cannot be taped.</li></ul>
<b>Personal Care and Other Non-Food Items: Discard When Appropriate</b>
Great care should be taken in evaluating these items. <b>Discard torn or broken containers of:</b> <ul style="list-style-type: none"><li>• Diapers</li><li>• Feminine hygiene products</li><li>• Toothpaste and mouthwash</li><li>• Aerosol cans or other containers that are pump-operated or pressurized, and are missing the outer cap.</li></ul>
<b>Prescription Drugs, Alcohol, Pesticides, &amp; Other Toxins</b>
These are never acceptable through the Retail and Foodservice Partnerships program.

## General Storage Food Safety Practices

- Food must be transported and stored in an area that is clean and free of dirt, bacteria, pests, and other contaminants.
- The storage area should be orderly and organized for efficient distribution and product rotation.
- Agencies must practice product rotation. We recommend a system of First-In, First-Out (FIFO) or First-Expired, First-Out (FEFO).
- Household products/cleaners must be stored in a separate area from food.
- Food Lifeline's Food Safety Committee has recommended Consumption Guidelines (Appendix M) for how long food is considered safe and wholesome to eat past the date on the package. Contact the RAFP team for copies of these guidelines in English or 8 other languages.
- Food Lifeline recommends that agencies use best judgment with food dating. **When in doubt, throw it out.**

## MEALCONNECT

MealConnect is an online tool used by food banks in the Feeding America network. Agencies use MealConnect to upload Retail and Foodservice Partnerships (RAFP) receipts directly into our database.

When an agency joins the RAFP program, the RAFP team sends an account login and password to the main point of contact. Your agency may have multiple accounts. Every account has the same administrator privilege.

## RECEIPTS

See Appendix N for instructions on how to submit receipts through MealConnect.

**Donation receipts for each month are due three business days after the last day of the month.** We strongly recommend submitting receipts weekly or biweekly to prevent the “end of the month” chaos.

You can combine donation receipts if they are from the same month, donor site, and donation category. Make sure to select a pickup date in the correct month.

## REPORTS

We submit summarized poundage reports to our corporate partners every month. When poundage is not recorded, donor staff and agencies receive no credit for their work to provide for the community and minimize waste.

If you do not receive any donations from a donor during an entire month, submit a “No Pounds” receipt. A month of missing reports shows up as zero pounds donated from the donor site.

## APPENDICES

- Appendix A** : Retail and Foodservice Partnerships Manual Change Log
- Appendix B** : Partner Agency Agreement
- Appendix C** : Non-Compliance Process
- Appendix D** : Equipment Agreement
- Appendix E** : Good Samaritan Laws
- Appendix F** : Food Lifeline Badge
- Appendix G** : Retail and Foodservice Partnerships Receipt
- Appendix H** : Store Donation Guidelines
- Appendix I** : Cancellation Memo
- Appendix J** : Conflict Resolution Procedure
- Appendix K** : Donation Green Sign
- Appendix L** : Stacking Guide
- Appendix M** : Consumption Guidelines
- Appendix N** : MealConnect Guide

## A. RAFP MANUAL CHANGE LOG

Date	Section; Subsection	Change
10/7/2020	Whole Manual	Updated program name to Retail and Foodservice Partnerships (RAFP)
10/7/2020	Whole Manual	Merged Retail and Foodservice Partnership program manuals
02/18/2020	Program Requirements; Agreements	Added information about 30 day transition for schedule changes
02/10/2020	Appendices	Replaced appendices with more up-to-date documents
02/10/2020	MealConnect	Added information about combining receipts
01/23/2020	Agency-Donor Relationship; Store Personnel	Added Corporate Contacts description
01/23/2020	Program Requirements; Agency Check-Ins	Added Agency Check-Ins subsection
12/04/2019	Whole Manual	Clarified language; edited formatting
12/04/2019	Program Requirements; Badges	Updated badge policy to include agency badges
12/04/2019	Appendices	Replaced appendices with more up-to-date documents
	Official Release	
03/28/2019	Appendices	Replaced the appendix with more relevant documents
03/07/2019	Program Requirements; Training	Added Good Samaritan Law
03/01/2019	MealConnect Reporting; Reports	Change receipts due date policy to 3 business days after months end.
03/01/2019	Program Requirements; Food Worker Card	Clarified policy on when a Food Worker Card is needed
03/01/2019	Sorting and Storage	Added guidelines for cross contamination, infestation, and nonperishable.

## B. PARTNER AGENCY AGREEMENT

### PARTNER AGENCY AGREEMENT

#### Grocery Rescue Program



The Grocery Rescue Program is a Food Lifeline program designed to increase the volume and variety of food and grocery donations received by Food Lifeline and its member agencies while meeting the customer service and food safety expectations of grocery retailers. As a partner agency in the Grocery Rescue program

\_\_\_\_\_ ("Agency")  
will be picking up product directly from a specified retail grocery "partner" store(s) and transporting it to  
\_\_\_\_\_ ("address").

Acting in this capacity, the Agency agrees to the following:

#### 1. Agency

- a. Agency will have on file and be in compliance with both the current Food Lifeline Partner Agency Agreement and the Grocery Rescue Partner Agency Agreement.
- b. Agency has received, reviewed and understands all program requirements as outlined in the Grocery Rescue Program Manual and Grocery Rescue Training certification video (in-person or video training).
- c. Agency will use Grocery Rescue program equipment and Partner Agency representation materials (identification badges, etc.) only at the partner store(s) with which they have been linked by Food Lifeline.
- c. Agency will notify Food Lifeline of any primary and/or reports contact changes.
- d. Agency acknowledges that any changes in the pickup schedule between agencies and stores will be facilitated by Grocery Rescue staff. Agency will contact Grocery Rescue staff if changes are needed.
- e. Agency agrees to weigh all donations using a scale and record weights according to Food Lifeline donation categories on Grocery Rescue Receipts provided by Food Lifeline.
- f. Agency will submit Grocery Rescue Donation Reports to Food Lifeline, recording product totals received from all partnered locations (does not include any permanent customer donation bins).
- g. Agency will submit the reports weekly to Food Lifeline via MealConnect.org.

#### 2. Vehicle and Facility

- a. Agency commits that the vehicle(s) used to accomplish Grocery Rescue donation pickups is able to transport average projected donation amounts in one trip.
- b. Vehicle(s) used to accomplish Grocery Rescue donation pickups is maintained according to a regular cleaning schedule.
- c. Agency facility has been verified as having adequate cooler and freezer space to immediately store all temperature-sensitive products.

815 S. 96<sup>th</sup> St. Seattle, WA 98108 | DIRECT 206-492-5523 | TEL 206-545-6600  
EMAIL [groceryrescue@foodlifeline.org](mailto:groceryrescue@foodlifeline.org) | WEBSITE [foodlifeline.org](http://foodlifeline.org)

### 3. Safe Food Handling

- a. Agency agrees that staff and volunteers picking up and delivering Grocery Rescue product will have completed the Grocery Rescue Agency Training (in-person or video training) in safe food handling and customer service. It is recommended that the agency's lead Grocery Rescue person also have a current food handler's permit.
- b. Agency staff and volunteers will wear Food Lifeline issued identification badge when collecting donations from locations partnered through the Grocery Rescue Program.
- c. Appropriate equipment (insulated pallet cover, thermal blanket or refrigerated truck) will be used to keep product temperature safe throughout transport.
- d. Agency agrees to follow all terms as outlined in the Grocery Rescue Equipment Agreement. Agencies will receive equipment and sign contract at the start of each retail partnership. (A copy of this contract can be obtained by contacting a Grocery Rescue staff person)
- e. Transportation time of Grocery Rescue donated product from donor location to agency location will not exceed 30 minutes.
- f. All donated Grocery Rescue product not meeting the program's delineated Food safety standards will be discarded. (Sorting and Storage guidelines can be found in the Grocery Rescue Program Training Manual and certification video)
- g. Refrigerated and frozen product will be immediately placed in freezers or refrigerators upon delivery to partner agency location.
- h. All products will be used within a safe timeframe and First in-First out (FIFO) methods will be used unless First Expired-First Out (FEFO) applies.
- i. A partnered agency may share food obtained through Food Lifeline and its programs with another partnered agency providing:
  - That agency is in good standing with Food Lifeline
  - The product being sub-distributed is in excess to the normal distribution, needs to be distributed to maintain quality, or be distributed while it is safe for human consumption.
  - Product may only be re-distributed once
  - All sub-distributions must be tracked accurate by the agency to facilitate trace and recall procedures, and
  - No fees are charged in relation to sub-distribution.
- j. Dry and canned salvage products will be sorted according to Feeding America/FDA Salvage guidelines as taught in the Grocery Rescue Training Manual and certification video.
- k. Agency agrees to record the temperature of one freezer and one cooler product at the time of leaving the store and upon returning to the agency. A log will be kept to be reviewed by Agency Relations staff at monitors.

### 4. Customer Service

- a. Agency staff and volunteers will follow guidelines established by the partner store for donation pickup.
- b. Agency staff and volunteers will be courteous in picking up donations.
- c. Agency staff and volunteers will be on-time and maintain a pre-arranged schedule.



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**5. Conflict Resolution**

- a. Agency will resolve any issues as outlined in the Grocery Rescue Conflict Resolution Procedure. The Conflict Resolution process is reviewed with all Agency Directors, staff and volunteers during the Grocery Rescue Agency Training.

**6. Ending the Partnership**

- a. This Agreement may be ended with 30-day notice by either party, unless any of these terms are violated, in which case the contract may, at the sole discretion of Food Lifeline, be terminated immediately with written notice to agency.
- b. Agency agrees to return all equipment to Food Lifeline in good condition within 30 days of termination of this agreement or termination of any retail partnership.

**7. Partnered Store(s)**

- a. This contract replaces all previous Grocery Rescue Partner Agreements and/or contracts and applies to all existing and future retail relationships facilitated by Food Lifeline. Existing relationships include:

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As a partner agency in the Grocery Rescue program, the Agency named agrees to the responsibilities outlined above.

Date: \_\_\_\_\_

By: \_\_\_\_\_  
Signature (Agency Executive Director)

By: \_\_\_\_\_  
Signature (Food Lifeline President/CEO)

Print Name \_\_\_\_\_

Print Name \_\_\_\_\_

A copy of this contract will be mailed to your agency location,  
please print your mailing address below.

Street Address \_\_\_\_\_

City, State ZIP \_\_\_\_\_



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Updated: MM/YYYY  
Reviewed: 02/2020

## C. NON-COMPLIANCE PROCESS

### FOOD LIFELINE CONTRACT NON-COMPLIANCE PROCESS



	Programs (online ordering, Retail and Foodservice Partnerships, Mobile Food Program, TEFAP)
<b>1st Step</b>	Discussion & e-mail, issue-specific training
<b>2nd Step</b>	Discussion & e-mail, retrain if applicable
<b>3rd Step</b>	Written warning sent to agency's Executive Director and primary contact by Food Lifeline manager.
<b>4th Step</b>	Final written warning sent to agency and agency Board by Director of Agency Programs and Network Development
<b>End of Partnership</b>	Food Lifeline will end its partnership with the agency if they remain out of compliance.
<b>Agencies Can Re-apply</b>	After 1 year

If an agency is unwilling or unable to return to compliance during any step, they will immediately escalate to the next step until the partnership with Food Lifeline is ended.

90-day probation: once agencies return to compliance, a 90-day probation period begins. If the agency demonstrates any non-compliance with any terms of the agency contract or program agreement during this period, Food Lifeline reserves the right to terminate the contract or program agreement.

ADDRESS 815 S. 96<sup>th</sup> St. Seattle, WA 98108 WEBSITE [foodlifeline.org](http://foodlifeline.org) TEL 206-545-6600  
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Updated: 01/2021  
Reviewed: 01/2021

## D. EQUIPMENT AGREEMENT

### EQUIPMENT AGREEMENT



\_\_\_\_\_ has received the following equipment:  
AGENCY

EQUIPMENT	AMOUNT ISSUED	DATE DELIVERED
Thermal Blanket	_____	_____
Scale	_____	_____
Thermometer	_____	_____
Insulated Pouch	_____	_____
Reusable Container	_____	_____
Ziplock Donation Bag	_____	_____

I assume responsibility and maintenance for the equipment Food Lifeline has issued to my agency for use in the Retail and Foodservice Partnerships program.

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

**ADDRESS** 815 S. 96<sup>th</sup> St. Seattle, WA 98108 **WEBSITE** foodlifeline.org **TEL** 206-545-6600  
**EMAIL** retailfoodservice@foodlifeline.org **DIRECT** 206-492-5523

*Updated: 12/2020  
Reviewed: 12/2020*

## E. GOOD SAMARITAN LAWS

### GOOD SAMARITAN LAWS



#### THE GOOD NEWS ABOUT “GOOD SAM” LAWS

Good Samaritan laws that protect donors, nonprofit food banks and meal programs from liability for the foods and other essentials they donate and provide are now uniform throughout the country. For many years, Washington State has given donors and nonprofit food providers great protection from liability, and The Bill Emerson Good Samaritan Food Donation Act of 1996 makes it even easier to donate. You and your company can donate without fear of liability in the unlikely event something happens to the donated product once it leaves your control.

#### THE BILL EMERSON GOOD SAMARITAN FOOD DONATION LAW:

- Protects donors from liability when donating to nonprofit organizations
- Protects donors from civil or criminal liability if the donor believes, in good faith, that the product is okay at the time it is donated
- Requires establishment of “gross negligence” or intentional misconduct before a donor is considered liable for harm caused by a donation
- Establishes a minimum standard throughout the country (no more multi-state research for companies doing business in more than one state)
- Recognizes that donation of food close to the date of recommended retail sale is not, in and of itself, grounds for finding gross negligence

#### STATE LAW ALSO COVERS:

- Non-food grocery products
- Prepared and perishable food donations

Food Lifeline is prepared to handle your donation safely and efficiently under the state and federal Good Samaritan laws. In fact, our Product Recovery Center was designed and operates in compliance with standards set by the National Food Processors Association. Our prepared and perishable programs also meet federal food handling and safety regulations.



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Updated: 01/2021  
Reviewed: 01/2021

## F. FOOD LIFELINE BADGE



## G. RETAIL AND FOODSERVICE PARTNERSHIPS RECEIPT

<b>FOOD LIFELINE</b> <small>HUNGER DOESN'T HAVE TO HAPPEN</small>	Donor: _____		Agency: _____	
	Address: _____		Date: _____	

Product/Description	Pick Up Temp (F)	Drop Off Temp (F)	Pounds (lb)
Bakery			
Canned/Dry Goods			
Coffee Kiosk			
Dairy/Juice/Alt. Dairy			
Frozen Foods			
Meat			
Nonfood			
Non-Meat Protein (eggs, tofu)			
Prepared/Perishable			
Produce			

Donor Signature \_\_\_\_\_  
 Food Lifeline/Agency Signature \_\_\_\_\_  
Food Lifeline | (206) 492-5523 | foodlifeline.org

**Total:**

## H. STORE DONATION GUIDELINES

### DONATION GUIDELINES SUMMARY

Retail and Foodservice Partnerships



INELIGIBLE LIST		
<ul style="list-style-type: none"> <li>Product that has damaged or compromised interior packaging</li> <li>Product that has insect activity, mold, fungus, discoloration, or odor</li> <li>Product that has been served or placed in self-serve areas</li> <li>Product that is not in food-grade packaging or labeled with ingredients</li> <li>Product that is not in original sealed packaging</li> <li>Product that is stale or dried out</li> <li>Refrigerated/Frozen required product that is out of temperature</li> <li>Frozen required product that was unfrozen past the DOP (date on package)</li> <li>Frozen product that has been defrosted and refrozen</li> <li>Frozen product that has severe freezer burn</li> <li>Items that can be returned for vendor credit</li> </ul>		
PRODUCT	STORAGE	DO NOT DONATE IF
BAKERY	Baked Goods: Shelf-stable Biscuits, bread, cakes, confections, cookies, pastries, pies, rolls, scones, tortillas	Refer to Ineligible List
	Baked Goods: Refrigerated Batter cheesecakes, cream pies, pudding	
	Bulk: Dry Product Customer facing or self-serve	NOT ELIGIBLE FOR DONATION
DAIRY	Dairy: Liquid Milk, eggnog, half & half	Refer to Ineligible List
	Dairy: Solid Butter, cheese, yogurt, whipping cream	
	Juice Orange juice, apple juice	
	Non-Dairy Products: Refrigerated Soy milk, coconut milk, soy yogurt, margarine	
	Non-Dairy Products: Shelf-stable Rice milk, oat milk, soy milk	25% or more of packaging is damaged Dirty or cracked eggs Not USDA certified Refer to Ineligible List
	Eggs: In Shell	
	Eggs: Hard Cooked	
FROZEN	Eggs: Pasteurized Egg Substitute	Product has thawed Refer to Ineligible List
	Frozen Food: Packaged by the Manufacturer Frozen fruits and vegetables, prepared meals	

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PRODUCT		STORAGE	DO NOT DONATE IF
PREPARED	Deli Product: Packaged by Manufacturer Cheese, dips, fully cooked deli meat, sausages	Chilled at 40°F or below	Refer to Ineligible List
	Deli Product: Packaged by Retailer Salads, sandwiches, soup		
PREPARED ON SITE	Chilled Product: Not served, Unopened Salads, sandwiches, catered product	Depends on Pickup Frequency	Hot prepared product unfrozen 24 hours past the date of preparation  Refer to Ineligible List
	Hot Prepared Product: Not served, Unopened Soups, catered products	Frozen at 0°F or below	
	Previously served or opened product Soups, salads, sandwiches, catered products		NOT ELIGIBLE FOR DONATION
MEAT	Meat Product: Packaged by Manufacturer Bacon, fully cooked lunch meat, hotdogs, sausages	<u>Before DOP:</u> Chilled at 40°F or below	Refer to Ineligible List
	Meat Product: Packaged by Retailer Beef, pork, poultry, seafood	<u>Past DOP:</u> Frozen at 0°F or below	
	Meat Substitutes: Refrigerated Tofu, tempeh, seitan	Chilled at 40°F or below	
PRODUCE	Produce: Bulk	<u>Unrefrigerated product:</u> Cool, dry, and clean area  <u>Refrigerated product:</u> Chilled at 40°F or below	Cut or previously sampled
	Produce: Packaged by Retailer		Excessively damaged
	Produce: Packaged by Manufacturer Bagged produce, bagged salads, cut produce, sliced apples		Trash in donation boxes
	Salad Dressings, Fruit and Vegetable Dips		Refer to Ineligible List
DRY	Dry Foods, Shelf-stable Beans, canned foods, candy, cereal, cookies, crackers, flour, jarred foods, oats, pasta, rice, sugar, tea, whole bean coffee	Cool, dry, and clean area	Customer facing or self-serve product  Glass is broken or chipped
	Beverages: Shelf-stable Juice, rice milk, soda		Refer to Ineligible List
	Opened Returned Product		NOT ELIGIBLE FOR DONATION
NON FOOD	General Merchandise Paper products, household goods, toys, books	Cool, dry, and clean area	Cold medicine
	Health and Beauty Product Body care and supplements		Opened returned items
	Household Cleaning Products Detergent, cleanser, bleach, fabric softener		Refer to Ineligible List
	Pet Food		
	Over-the-Counter Medicine		NOT ELIGIBLE FOR DONATION



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Updated: 01/2021  
Reviewed: 01/2021

## I. CANCELLATION MEMO



To: All Donor Staff  
Re: Food Lifeline Cancellation  
Date: \_\_\_\_\_

This memo is to inform all Food Lifeline donors that Food Lifeline will be unable to pick up donations on:

[Day of the week, date]  
[reason, if applicable]

Donation pickups will resume:

[Next pickup date]

Thank you for your continued support and flexibility!

For any questions or concerns  
please contact us at 206-492-5523

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EMAIL [retailfoodservice@foodlifeline.org](mailto:retailfoodservice@foodlifeline.org) DIRECT 206-492-5523



## J. CONFLICT RESOLUTION PROCEDURE

### CONFLICT RESOLUTION PROCEDURE



Food Lifeline's Retail and Foodservice Partnerships team facilitates and oversees partnerships between grocery stores, foodservice donors, and member agencies. Misunderstandings or problems may arise in these relationships. Often, issues can be addressed by working directly with store personnel.

This conflict resolution procedure is to be followed if the issue cannot be resolved between the agency representative and the store employees. Note that complaints pertaining to these issues shall be made without fear of reprisal.

#### 1. First Step

Complaints regarding unfair service or poor food quality from the store should be directed to the director of the agency that is picking up product.

#### 2. Second Step

The director of the agency should work with the store department manager or store manager, as appropriate, to resolve the issue.

#### 3. Third Step

If the director of the agency feels the issue needs Food Lifeline's assistance, the director should contact the Retail and Foodservice Partnerships manager at 206-545-6600.

#### 4. Fourth Step

If the Retail and Foodservice Partnerships manager is unable to resolve the issue, a written complaint should be submitted by the program manager to the store's corporate office.

#### 5. Final Step

If the issue is significant and a satisfactory resolution cannot be found, consideration will be made to end the relationship with the possibility of the agency being re-partnered with another store.

The final step should be taken only when there are no other options to resolve the issue. A notice of 30 days must be given to the Retail and Foodservice Partnerships staff prior to the dissolution of partnership and/or discontinuation of pickups from a partner store.

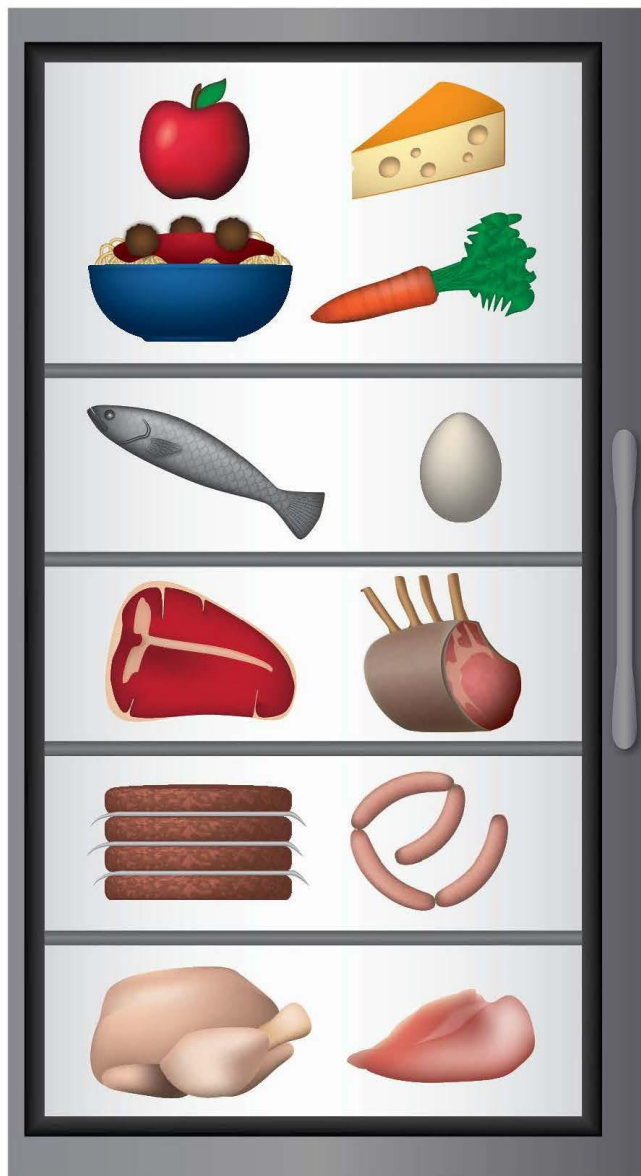
**ADDRESS** 815 S. 96<sup>th</sup> St. Seattle, WA 98108 **WEBSITE** [foodlifeline.org](http://foodlifeline.org) **TEL** 206-545-6600  
**EMAIL** [retailfoodservice@foodlifeline.org](mailto:retailfoodservice@foodlifeline.org) **DIRECT** 206-492-5523

*Updated: 01/2021  
Reviewed: 01/2021*

## K. DONATION GREEN SIGN



## L. STACKING GUIDE



Ready to eat foods



Raw fish and eggs



Raw steaks, roasts,  
and pork



Raw ground meat and  
tenderized meat











Raw poultry



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## M. CONSUMPTION GUIDELINES

 <b>RECOMMENDED CONSUMPTION GUIDELINES</b>		
	PRODUCT	CONSUME BY*
 <b>BAKERY ITEMS</b>	Fresh or Refrigerated	On or before
	Frozen	Use best judgment
	Tortillas	2 weeks
 <b>BEVERAGES</b>	Fresh (Refrigerated)	21 days
	Shelf-Stable, Plastic Bottle	Indefinitely
	Stimulant Drinks, Shelf-Stable	9 months
 <b>DAIRY &amp; ALTERNATIVE DAIRY (REFRIGERATED)</b>	Butter and Hard Cheese	3 months
	Eggs, in Shell	1 month
	Eggs, Hard Cooked	On or before
	Eggs, Pasteurized or Egg Substitute	10 days
	Ice Cream	Indefinitely
	Liquid Dairy (Milk, Half & Half, Whipping Cream)	10 days
	Soft Cheese, Yogurt, Sour Cream, Cottage Cheese	14 days
	Non-Dairy Liquid (Rice Milk, Soy Milk)	10 days
	Non-Dairy Solid (Soy Cheese, Soy Yogurt)	14 days
	Non-Dairy Spread (Margarine)	6 months
 <b>DRY &amp; CANNED GOODS</b>	Shelf-Stable Milks (Dairy & Non-Dairy)	1 year
	Acidic Canned & Jarred Foods (Tomatoes, etc.)	12-18 months
	Baby Food	On or before
	Canned Foods	Indefinitely
	Cereal, Crackers, and Prepackaged Foods	2 years
	Dressing, Mayonnaise	1 year
	Dried Goods (Beans, Pasta, Rice, etc.)	Indefinitely
	Jarred Foods, Shelf-Stable	Indefinitely
	Pouched Foods	1 year
	Bulk or Packaged Produce	Use best judgment
 <b>FRESH PRODUCE</b>	Melons, Cut	On or before
 <b>MEAT &amp; ALTERNATIVE MEAT</b>	Meat, Poultry, Seafood (Refrigerated)	On or before
	Meat, Poultry, Seafood (Frozen)	Use best judgment
	Meat Substitutes (Tofu, etc.) (Refrigerated)	5 days
	Meat Substitutes (Tofu, etc.) (Frozen)	1 year
 <b>PREPARED FOODS</b>	Deli-prepared, packaged by store	2 days
	Pre-packaged prepared, packaged by manufacturer	14 days (refrigerated) 1 year (frozen)
	Pre-packaged prepared with dairy, packaged by manufacturer	7 days
<b>WHEN IN DOUBT - THROW IT OUT</b>		
Product labels must contain: What product is, ingredients (if more than one) *This poster outlines the amount of time past the date on the package that food should be safe and wholesome to consume as considered by Food Lifeline's Food Safety Committee. These recommendations assume that all product has been handled properly. Please use your best judgment, and <i>when in doubt, throw it out.</i>		
<a href="http://www.FoodLifeline.org">www.FoodLifeline.org</a>   <a href="mailto:info@foodlifeline.org">info@foodlifeline.org</a>   206-545-6600   815 South 96th Street, Seattle, WA 98108 		

## N. MEALCONNECT GUIDE

### MEALCONNECT GUIDE

#### How to Submit Receipts



#### To access MealConnect:

1. Go to <https://mealconnect.org/Login>.
2. Enter your login information under the Partner Login section at the top right.

If you need a user ID and password, contact the Retail and Foodservice Partnerships team.

#### To Submit MealConnect Receipts:

1. Select New Receipt from the options in the left column.
2. Fill in the following information:
  - 2a. Pickup Date
  - 2b. Donor
  - 2c. Category
  - 2d. Storage
  - 2e. *Optional: Description*
  - 2f. Pounds
3. Click Add.

ADDRESS 815 S. 96<sup>th</sup> St. Seattle, WA 98108 WEBSITE [foodlifeline.org](http://foodlifeline.org) TEL 206-545-6600  
EMAIL [retailfoodservice@foodlifeline.org](mailto:retailfoodservice@foodlifeline.org) DIRECT 206-492-5523

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RECORD NEW RECEIPTS

START GUIDED TOUR

Add New Receipt

01/14/2020

Fred Meyer (13)

☐ Scheduled Pickup Not Attempted ☐ No Pounds

Category	Storage Requirement	Product Description	Pounds
Dairy	Refrigeration	milk, yogurt, eggs	28

Delete Edit

Add Another Line Item

Add Receipt and Review

4. Optional: click Add New Line Item to add receipts for pickups from the same date and donor.

5. Click Add Receipt and Review.

Please ensure you submit your receipt(s) after review.

RECEIPTS READY FOR SUBMISSION

Pickup Date	Donor	Number of Items	Total Pounds	Status
01/14/2020	Fred Meyer (13)	1	28	New

Delete Edit

Add New Receipt

Submit Receipts

6. Optional: click Add New Receipt to add receipts for pickups from different dates and donors.

7. Click Submit Receipts.

For more information, select the [Help Resources](#) tab on the bottom left to access training videos.

If you have any additional questions or concerns, please contact the Retail and Foodservice Partnerships team at [retailfoodservice@foodlifeline.org](mailto:retailfoodservice@foodlifeline.org) or 206-492-5523.



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Reviewed: 12/2020