

Agency Invoice & Payment FAQ's

Q: What ways can I pay my invoices for the agency membership fees & delivery fees?

A: At this time, the only acceptable forms of payment are agency/company checks or money orders. Cash, credit cards, and personal checks are unacceptable forms of payment. When making a payment, please write the four-digit number Feeding San Diego has assigned to your agency (please reach out to your coordinator if you can't find this number) and the invoice number on the front of the check. We hope to have an online option available in the future.

Q: When I submit my check for the invoices, what information should be included on the check?

A: Please indicate what invoice you are paying by having the invoice number on the check, along with your assigned agency number and organization name. One check paying multiple invoices is fine as long as the invoice numbers are on the check. If you do not know your 4-digit number, please reach out to your Partnerships Coordinator.

Q: If I have questions about my invoice, who should I reach out to?

A: Please reach out to your regional Partnerships coordinator. If they need more assistance, they will work with our Finance team to get your question resolved.

Q: What are the repercussions if I do not pay within 30 days?

A: All invoices must be paid in full within 30 days upon receipt. If your agency does not pay within the 30 days you will receive a 60-day notice, stating you have a 60-day grace period to pay. If no payment has been received within 90 days of initial invoice, your agency will be put on a hold which may result in limitations for receiving food and future opportunities.

Q: How are invoices sent - electronically or snail mail or both?

A: If you are receiving a delivery, it will be both. Hand delivered with your order and sent electronically. The invoice for the membership fee is solely electronic. If you have a specific email address you'd like your electronic invoices sent to that is not your primary or secondary contact, please contact your Partnerships Coordinator.

Q: If I reject the delivery on-site, will I still need to pay the delivery fee?

A: Yes, you will still be invoiced. The issue will be investigated and if it is found that your agency did not give at least 3 days' notice they will still be charged for the delivery. While we understand unforeseen situations arise, we also need our agency network to be mindful about cancellations you may know of ahead of your delivery date and to communicate that to us.

Q: If I cancel my delivery the same day, does I still need to pay the delivery fee?

A: Yes, you will still be charged the delivery fee (barring some extenuating circumstances).

Please also reference our agency handbook which states the following:

BILLING, INVOICING, PAYMENT TYPES*

Feeding San Diego provides agencies with order invoices upon order pick-up or delivery. Monthly statements are issued to agencies via email as a courtesy to let the agency know which invoices are outstanding. All invoices must be paid in full within 30 days. The only acceptable forms of payment are agency/company checks or money orders. Cash, credit cards, and personal checks are unacceptable forms of payment. When making a payment, agencies must write the agency account number and invoice number on the front of the check.

LATE OR MISSED PAYMENTS

1/10/2023

Feeding San Diego requires all agency account balances be paid within 30 days of the invoice date. After 30 days, the following may occur:

- Agencies with invoices unpaid, past 30 days will receive a reminder email notification
- **Agencies with invoices unpaid, past 90 days will be placed on product hold until the invoice is paid and the account is cleared.** Being placed on product hold means that an agency cannot access any product from Feeding San Diego through online ordering or through agency programs, including Mobile Pantries and Food Rescue
- If payments are late or missed more than three (3) times in a calendar year, the agency will be required to place a deposit on the account. Deposits will remain on the account for 6 months to ensure timely payments are made

Continued problems of this nature (e.g. negative account balances, late or missed payments, etc.) may result in loss of program privileges or even termination of partnership, as determined by the Finance Department and Director of Programs.

Please keep in mind, Feeding San Diego reserves the right to refuse service to any agency that has repeated late, missed, or bounced payments. It is in our community's best interest for Feeding San Diego and Partner agencies to work together as smoothly as possible, so please communicate any concerns or issues immediately. Feeding San Diego also reserves the right to charge a fee of \$25 for any checks returned by the bank for any reason.

If you need a copy of the Agency Agreement or Handbook, please reach out to your Partnerships Coordinator.