



Food Rescue Requirements

A guide to help you through the requirements of participating in Food Rescue

Table of Contents

- 1 | What is Food Rescue?
- 2 | General Requirements
- 3 | Onboarding Requirements Checklist
- 4 | Food Rescue Expectations
- 5 | Recurring vs. Real-Time Pickups
- 6 | How to Receipt
- 7 | Types of Receipting
- 8 | Timeline Overview
- 9 | Partner Portal Resources

Introduction to Food Rescue

At Feeding San Diego, we strive to connect every person facing hunger in San Diego with healthy food. So how can we achieve this goal? It's simple – through food rescue.

More than 38% of food produced in the U.S. goes to waste every year. Feeding San Diego rescues high-quality, nutritious, surplus food from all types of food donors, such as farms and grocery stores. Then, we work with agency partners who distribute the food to people in their community.



General Requirements

Cold Storage Capacity

Refrigerator and freezer units are required in order to properly store cold/frozen rescued food.

Dry Storage Capacity

Dry Storage such as shelves or racks are required to safely store dry good at least 6 inches off the ground

Vehicle Capacity

Must have access to reliable transportation. For large quantity food rescue pick-ups, a van or truck might be needed. If picking up from a location more than 30 minutes away, a refrigerated vehicle is required.

Volunteer/Staff Support

To support with pick-ups, sorting, and weighing products.

Technology

A mobile device or computer is needed to submit receipts on MealConnect

Distribution Frequency

Decide which distribution frequency is best for your agency and community (Weekly, bi-weekly, etc).

Onboarding Checklist

These are action items to be completed in order to participate in Food Rescue

- ✓ Food Rescue Training Videos
- ✓ Food Rescue Quiz
- ✓ Set up MealConnect Account
- ✓ Receiving food rescue equipment from your Partnership Coordinator
- ✓ Attend first roll-out meeting
- ✓ Submit donated pounds receipt on MealConnect

Food Rescue Expectations

EXPECTATIONS

WHAT TO DO

PICK-UPS

- Arrive on time
- Bring food safety equipment (freezer blanket and therma-pen)
- Be respectful with store personnel

RECEIPTING

- Weigh donations from each individual pickup
- Report pounds on MealConnect within 7 days
- If you had a last minute missed pick up, still submit a receipt as "pick up not attempted"

COVERAGE

- If you are unable to take all donations due to transportation capacity, call your Partnerships Coordinator
- If you need coverage for a pick-up, submit a Temporary Coverage Request under the [Food Rescue Request Form](#)

FOOD SAFETY

- Ensure product is transported within food safe temperatures
- Report any food safety concerns or feedback immediately to your Partnerships Coordinator

RealTime vs. Recurring pick-ups

REALTIME	RECURRING
One time temporary pickup	Same pickup every week
Accept opportunity on MealConnect	Pre-established, recurring schedule
Submit receipt within 2 days	Submit receipt within 7 days

HOW TO RECEIPT

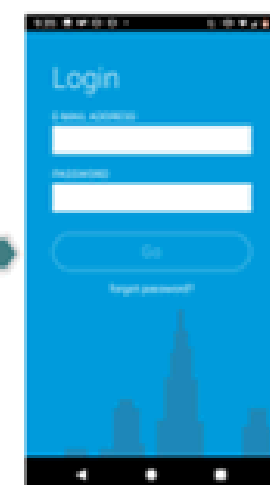
[CLICK HERE FOR A STEP BY STEP GUIDE ON HOW TO SUBMIT RECEIPTS ON MEALCONNECT](#)

You may come across different types of pickups; the following slide will differentiate between the four different situations

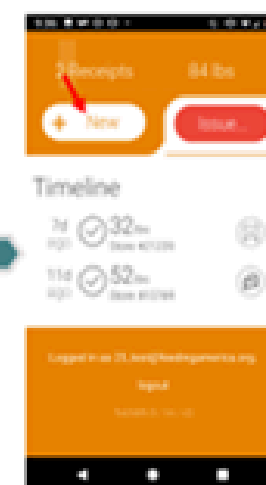
Reporting After Pickup:



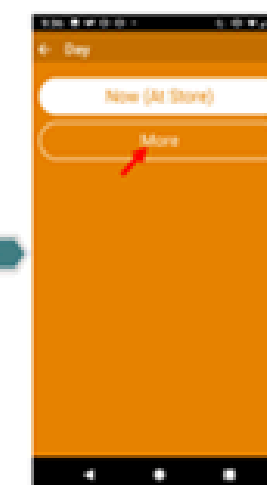
Download the Meal Connect App on your Smartphone, and select "Sign In"



Enter your account email address and password



On the homepage, select "New" to report for a store



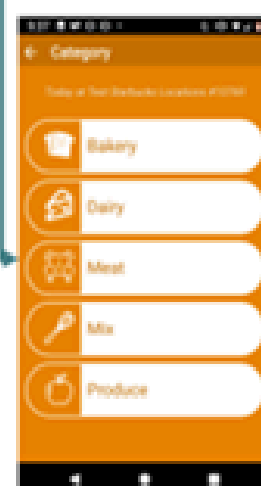
Select "More" to report for a store after the pickup has occurred



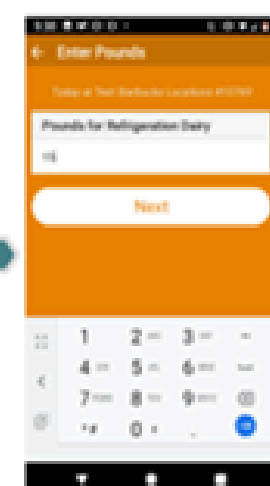
Select the appropriate pick up date



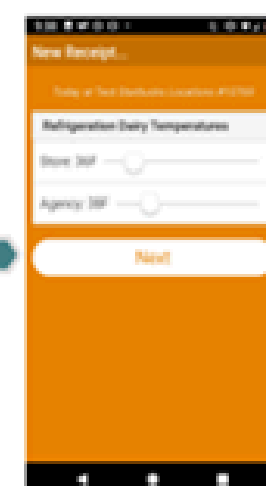
Select one of your assigned stores that you are reporting for



Select the category to report weights (and temperatures if perishable)



Enter in your poundage for that category



If category is perishable, use the range slider to record your sample temperatures



Select "Add Another Line Item" and repeat this process for other categories received from the store



When you've entered all of your categories, select "Save" to create a receipt for this pickup



Your receipt will now appear in your Timeline

RECCURING PICKUP RECEIPT

- Submit receipt within **7 days** of pickup
- Store connection is saved in MealConnect
- Receipt includes the day of pickup, the specific store, the donation categories, weight, and temperature of refrigerated items
- Every pickup need its **own** receipt; ie if you pick up from the same store two times a week, you'll need to post two separate receipts

REAL-TIME RECEIPT

- Submit receipt within **2 days** of pickups
- Receipt includes the day of pickup, the specific store, the donation categories, weight, and temperature of refrigerated items
- Accepted Real-Time posts **estimate** total weight only, submitted receipts need to include accurate weights collected from the scale

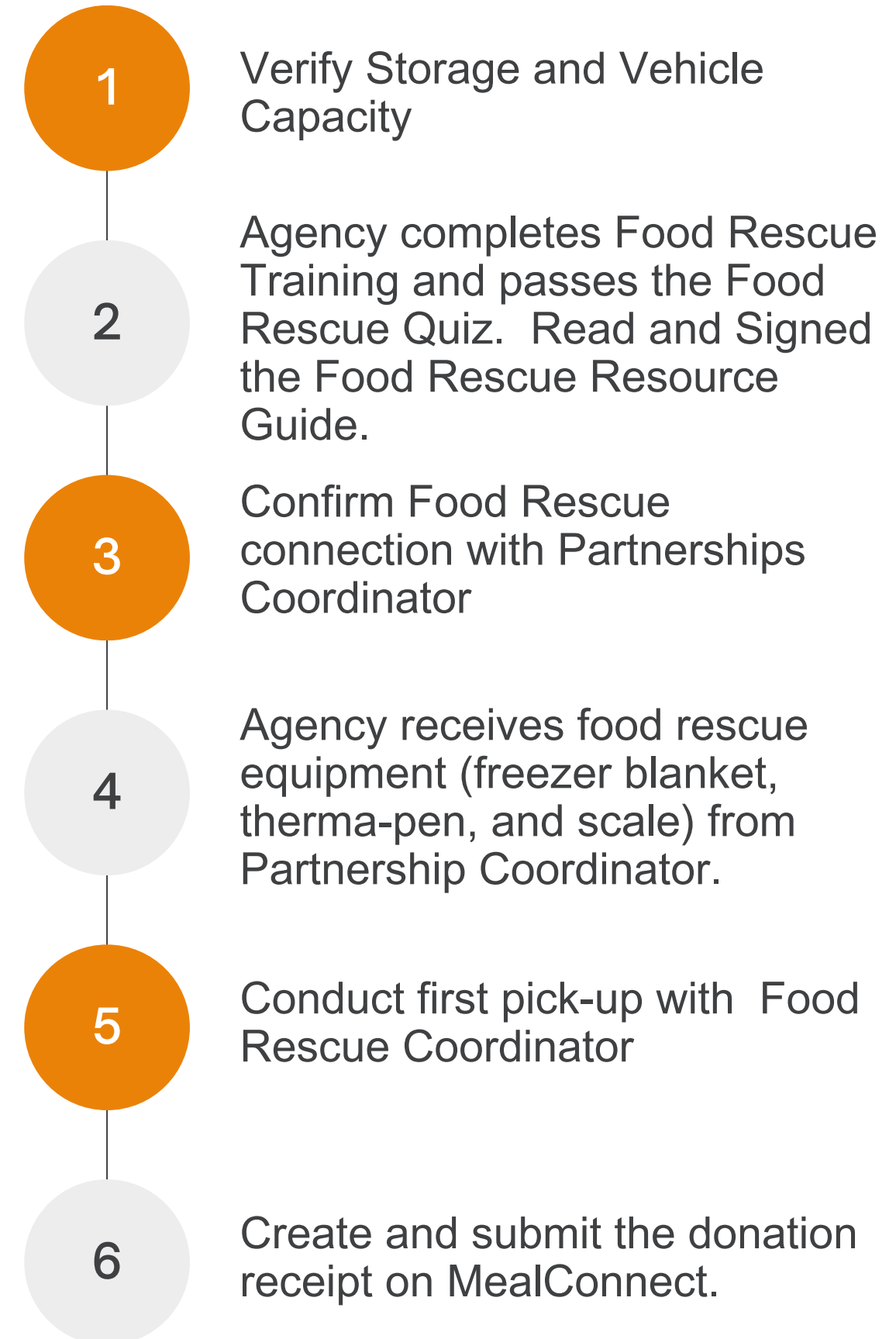
REPORTING NO PICKUP

- If you were unable to pick up for any reason (vacation/agency closure, experienced vehicle issues, your driver called out sick, etc.) please contact your coordinator as soon as possible.
- You will still need to report a receipt for the pick up, check the box "**Scheduled Pick Up Not Attempted**" and type the reason why the pick up was skipped by typing it into the box.

REPORTING NO DONATIONS

- Unfortunately, there may be times when stores have zero donations available. If this is the case, please reach out to your coordinator and report it on MealConnect by clicking the box, "**No Pounds.**"
- This will alert our food rescue team to reach out to the donor to figure out why there were no donations.

Timeline Overview



Free Resources

Visit our Partner Portal for more
resources and Partnership
Coordinator contact information!

<https://feedingsandiego.org/partner-portal/>



**QR Code to Partner
Portal**



Looking forward to working with you,

Agency Partner!

