

## MealConnect FAQs

- **I don't have access to MealConnect, who should I contact?**
  - Please contact your Food Rescue Coordinator to verify if there is an existing account, reset your password, or create a MealConnect account for you.
- **I'm ready to post my first donation! What kind of information should I include in my post?**
  - Your post should have the following information:
    - A point of contact
    - The hours and/or days you are available to facilitate the pick-up
    - Gate code if there's one, or any other necessary information that a driver could need to have access to the donation
- **What can I do to make my donation more appealing?**
  - Include pictures and a thorough description of the items you are donating in the Notes section.
  - Donations should be a minimum of 20 lbs, but the larger the better!
  - Provide flexible pick-up dates/times (Tip: most Agencies are active Monday-Friday, 7am-12pm).
- **What is the best time to post donations, and how long are donation posts active?**
  - The best time to post donations would be in the morning from 7am-12pm, Monday-Friday.
  - Posts remain active for 8 hours.
- **What do I do if my post expired?**
  - If the donations are still available, you can repost your donation on MealConnect. Feel free to contact your Food Rescue Coordinator with any questions about the post.
- **How will I know if an agency is coming to pick up my donation?**
  - You will receive a notification from MealConnect informing you of the agency that accepted your donation. This notification comes in the form of a text message and an email.
  - Tip: Please ensure the contact information on your MealConnect account is up-to-date to receive timely notifications!
- **Can we deliver the food directly to an agency partner?**
  - Yes! Please check out our Find Food map to determine which agency is closest to you: <https://feedingsandiego.org/find-food/>.
  - We recommend contacting them first to arrange your delivery.

- **An FSD agency picked up the donation and we'd like to work with them again. How do we set up a partnership with them?**
  - When you are happy with the way a transaction went, we can pair you up permanently with that Agency. Every time you post a donation in the future, the same Agency will be notified. Please notify your Food Rescue Coordinator if you are interested in making this type of arrangement.
- **My donation was picked up, how do I get a donation receipt?**
  - Log into your MealConnect account for donation receipts: please allow 48 hours to see the receipt and respective pounds reflected. If you do not see your receipt after 48 hours of the pick-up, please contact your Food Rescue Coordinator.
- **I posted my donation, but nobody came to pick it up and I need to get this out today. What are my options?**
  - Repost the donation
  - Share it with your employees or donate directly to the public! SB1383 allows you to donate any excess edible food to your team members or directly to the community. ***Please ask your jurisdiction about how to keep track of those pounds.***
  - Deliver the donations to a nearby Agency. We highly recommend calling the agency *before* driving over to confirm that they are open and able to receive it. Please refer to our Find Food Map to find an Agency close to you: <https://feedingsandiego.org/find-food/>.
  - Contact the Food Rescue Team for further assistance.

Please contact the FSD Food Rescue Team at ***fooddonation@feedingsandiego.org*** or ***(858) 500-7807***