

Pickup Process & Customer Service Reminders



As an ambassador for Second Harvest, please keep the tips below in mind during each pickup.

PRIOR TO PICKUP

1. Ensure the pickup vehicle is clean.
2. Load passive temperature control device (ice chest or thermal cover), receipt book, and extra food grade boxes.
3. Put on your Grocery Rescue nametag.
4. Park in the designated area, out of the way of customers and delivery trucks.

TIMING IS EVERYTHING

- Be on time for your pickup. Call the store if you are running late or are unable to pick up.
- If your agency will be closed for a holiday or any other reason, please provide ample notice to your store.
- If you shop at the store, remove your name tag before shopping and do so separately from your donation pickup.

DURING PICKUP

1. Check in with the receiving clerk.
2. Pick up product from the designated locations in the produce, meat, dairy, deli, and bakery departments.
3. Ensure donations meet the Grocery Rescue Donation Guidelines.
4. Count the number of boxes per product category and record on donation receipt.
5. Ask the receiver to sign the donation receipt. Leave two copies for the store. Keep one copy.
6. Note perishable product temperatures. See Grocery Rescue Temperature Guide for detailed instructions.
7. Load vehicle and immediately cover perishables with the thermal cover.
8. Immediately transport product back to your agency (30 minute maximum transport time).

BE A GOOD GUEST

- If you're unsure if a product is intended for donation, ask department staff before taking it. If still in doubt, do not take the product.
- Be aware of the store's business activities and avoid interrupting customer interactions.
- Leave the store as neat and clean as you found it.
- If necessary, repack product at your vehicle instead of inside the store.

UPON ARRIVAL AT AGENCY

1. Unload product and segregate by product category.
2. Take product temperatures and weight product by category.
3. Record weights and temperatures on your MealConnect account. See Grocery Rescue Temperature Guide for detailed instructions.
4. Inspect, sort, and store all products based on the Grocery Rescue Program Training Manual guidelines.

A little gratitude goes a long way. Don't forget to thank grocery store staff for being a partner in feeding hungry people!

Questions? Contact the Grocery Rescue team at groceryrescue@shfb.org.