



Turkey Process 2022

FAQs for Second Harvest of Silicon Valley Partner Agencies

- When will I get my turkeys?
 - You will receive your turkeys on the date you requested on the Holiday Survey. This date is also confirmed and listed in the Second Harvest email that notified you of how many turkeys you will be receiving this year.
- When will I see the turkeys available to order online on AE3?
 - You will not see turkeys on AE3 for online ordering. Our Programs Team will be manually adding turkeys to all orders this year in accordance with the date you requested to receive them.
- Why can't I order my own turkeys?
 - Many agencies have transitioned to an Automated Menu instead of online ordering. To streamline and simplify this process for all agencies, we decided to manually add turkeys to all orders. You do not have to take any further action to receive your turkeys.
- Can I shop for turkeys in the warehouse?
 - No, turkeys can only be received via PICKUP or DELIVERY on a pre-arranged order.
- Can I change the date I am getting my turkeys?
 - To request a date change, please reach out to your Program Manager. We will do our best to accommodate these requests, however, please be advised that it may not be approved this late in the holiday season.
- Is it possible to get more turkeys later?
 - Some of you kindly informed us that you expect to be able to source turkeys elsewhere, and we are grateful for that. If we receive additional donated turkeys, we will prioritize providing these donated turkeys to partners who are not able to source turkeys elsewhere and are receiving less than 75% of the turkeys they requested.
- Can I get my turkey orders in separate months?
 - **For Pantry and Multi-Service Agencies:** Due to storage and logistical constraints, you are only eligible to receive your turkey allocations in one month (November or December). However, if needed, you can split your allocations into multiple orders within the same designated month. Please let your Program Manager or the Holiday Allocations team know which days you would like to split up your order within the same month.
 - **For Meals and Residential Agencies:** You are eligible to split your turkey allocations into two separate months, according to the dates your agency requested in the Holiday survey, and that was confirmed in your allocation email. Please contact your Program Manager if you are unsure about which dates in November and December you requested on the survey.
- Can I split my turkey order into separate deliveries or orders?
 - **For Pantry and Multi-Service Agencies:** Ideally, you should receive your entire turkey allocation in a single order on one date, in either November or December. However, if you don't have enough storage or cannot accommodate your entire



allocation in a single delivery, you can ask your Program Manager or the Holiday Allocations team to split your order into multiple deliveries within the same month.

- **For Meals and Residential Agencies:** You can split your orders into multiple deliveries and orders, in both November and December.
- I have a special holiday event, or I am distributing turkeys on a day outside of my normal delivery. Can I receive my turkeys in a separate delivery than my normally scheduled deliveries?
 - Our Transportation and Operations teams are not typically able to do separate deliveries for turkeys unless this has been pre-approved by your Program Manager. Let your Program Manager know as soon as possible if you would like your turkeys delivered on a day apart from your normal delivery and we will do our best to accommodate your request.
- Why aren't all partners getting turkeys?
 - Second Harvest purchased 15,000 turkeys for this holiday season, which is less than previous years due to inflation, avian flu, and supply chain issues. 15,000 turkeys is not enough to allocate turkeys for all partners. We hope to receive donated turkeys as we get closer to the holiday season and will allocate donated turkeys as soon as we receive them.
- Why can't a Free Grocery get turkeys?
 - Free Grocery programs are considered Second Harvest run programs and we prioritized providing turkeys to our agency partners rather than Second Harvest run programs. Instead, our Inventory team will be ensuring that there is a protein available at each of the Free Grocery sites.
- Are Free Grocery sites receiving whole chickens this year?
 - Clients were surveyed after last holiday season and a majority responded that they do not prefer whole chickens. Inflation, avian flu and supply chain issues also had an impact on chicken pricing and availability. For these reasons, Second Harvest opted to put funding towards more desired items.
- What if clients come to my agency asking for turkeys, but we do not have enough supply, or the application deadline has passed?
 - Your agency should have received a survey asking if you can take client referrals for your turkey and/or holiday distribution. If you specifically indicated that you **cannot** take referrals, our team will not refer clients to your holiday distribution. If a client comes to your distribution and you are not able to supply them with turkeys, please refer them to our Food Connection Hotline so that we can refer them to a distribution that has turkeys available: 1-800-984-3663.
- Where can I direct my clients to find an agency that distributes turkeys?
 - Our Food Connection Team can refer your clients to a partner that is distributing turkeys. They are available Monday – Friday, 8 am – 5 pm at 1-800-984-3663.
- Who should I contact if I have questions about the turkeys I am receiving?
 - If you have any questions about your allocations, please email your Program Manager and CC holidayallocations@shfb.org.