



# REDWOOD EMPIRE FOOD BANK

707-523-7900 | [refb.org](http://refb.org)

3990 Brickway Blvd., Santa Rosa, CA 95403

## Partner Handbook

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## Introduction

Thank you for being or thinking about being a valued partner of the Redwood Empire Food Bank, providing hunger relief to Northern California. This document outlines membership requirements and benefits, how to acquire food for your organization, and assistance in navigating our systems and processes.

- Please visit the [Partner Portal](#) to access all partner resources referenced below.
- To navigate multi-departmental communication, please see our [Partner Communication List](#).



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## Membership Requirements

Here are the basic requirements for Partnership (For a more detailed list of requirements please see the [Partnership Agreement](#)):

- Provide food without requiring the recipients to pay, work, or pray to receive food or a meal in a distribution setting. In addition, selling, exchanging, or using food or products for money, other goods, or services is prohibited as well as redistributing food to other charitable groups or organizations.
- Undergo biennial monitoring (every two years) to ensure a clean and secure food storage site with monitored pest control and are subject to unscheduled inspections at all times.
- At least one lead person must maintain a current [CA Food Handler Certificate](#).
- Adhere to Accounts Payable policies, including the annual agency fee of \$50 from your partner organization.
- Complete the [Monthly Partner Survey](#) each month to ensure eligibility to shop and place food orders.
- Ensure that the food bank is notified of any changes within your organization including changes in staff contact information. Please use the [Partner Portal](#) to report changes.

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## Membership Benefits

As a partner of the Redwood Empire Food Bank, you will have access to shop both in our Food Connections Marketplace and online, have access to food resources and nutrition information support for your people, food rescue assignments (if applicable) through our affiliations with retailers and grocery stores, and exposure to a diverse network of other organizations to learn from and work with at our annual Partner Organization Conference.



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## Acquiring Food

You may access goods for your program through online ordering (with pick up by a freight company or curbside delivery if you are within our range) and/or shopping in person if you are within driving range. If you are in the latter group, the best way to get the most food in the least amount of time is to coordinate FC Market shopping appointments by picking up an online order at the same time.

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## Shopping in Person

Our easy-to-use **Appointy** program allows one email per program only to be associated with making shopping appointments and can be accessed on the [Partner Portal](#). Click on the **Food Connections Market Shopping** icon and enter your **email address**. You may make up to two appointments per week. Appointments are one hour in length and are offered on the hour Monday-Friday from 7-10 AM and 12-2 PM. The Market is closed from 11 AM-12 PM.

You may have 2 shoppers from your organization per appointment. You must wear closed-toed shoes and bring your bags or boxes to haul away merchandise. If your program is cleared for cooled items and you intend to obtain refrigerated and frozen foods, all cooled items must be temperature-controlled and contained via coolers with ice packs, cooler bags, or thermal blankets, regardless of the weather.

Upon arrival, you must sign in. All products available in the market are donated and range from free (produce, bread, and tortillas) to \$.03 (beverages and items in glass) or \$.19 (all other foods and non-foods) per pound. There is also a list of purchased goods available for ordering on the spot located by the register. If interested, orders should be placed before you start shopping to allow for fulfillment to conclude by your end time. The biggest advantage of shopping in person is having access to smaller choice loads that will never appear online, such as highly desired refrigerated and frozen items, as well as shelf-stable and non-food items. Additional items are also available in the warehouse behind the market, which you may inquire about through the market clerk.



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## Placing Online Orders/Viewing Invoices

You may order online for pick up (any size, no minimum), or for pre-approved delivery, provided your order is at least 400 lbs. To check on possible days for regular delivery to your location, please email Erika Carstensen at [ecarstensen@refb.org](mailto:ecarstensen@refb.org) or **707-523-7900 #131**.

Pick-up/Delivery Day:	Order By 2 PM:
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

To allow for planning, staging, and ensuring product quality, the Redwood Empire Food Bank has a hard line cut-off time of 2 PM two business days prior to pick up or delivery. If ordering for Tuesday pick up/delivery and Monday is a holiday, order no later than 2 PM on Thursday.

Our online ordering system is not compatible with Apple/Mac software. Email [order@refb.org](mailto:order@refb.org) to place orders. If you have any questions, please call 707-523-7900 #101, which will connect you to multiple Operations office phones. Please click here for [Food Ordering Instructions](#).

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## Billing

Accounts Payable invoices for orders are provided at the time of product pick up from the Redwood Empire Food Bank warehouse or at the time of delivery. Partner organizations agree to pay invoices as stated after the 24-hour reporting window. Standard terms are Net 30 days from invoice date. Payments must be made with a company check. **We do not accept personal checks, cash, credit, or electronic fund transfers.**

Statements are available by mail and on our online portal by the 7th of the month for the previous periods of activity. Invoices are also available online as described above. Past-due invoices may subject the partner organization to suspension or termination upon written notice. Credit limits may be set based on a partner organization’s demonstrated ability to keep their account current. If an account is suspended due to a past-due balance, full payment of the outstanding balance is required. Terminated accounts will require a reinstatement fee of \$50. The Redwood Empire Food Bank reserves the right to dissolve a partnership not in compliance with Accounts Payable policies. The accounting department can be reached at [accounting@refb.org](mailto:accounting@refb.org) or **707-523-7900**.



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## Monthly Partner Survey

Partner organizations will fill out a [monthly survey](#) as a courtesy of the partnership with the Redwood Empire Food Bank. By filling out this survey you will receive your allotted amount of free shared maintenance, good towards donated foods and beverages.

Please report your metrics no later than the 10th of each month to be eligible to shop and place food orders. Failure to complete the survey each month will lead to suspension of your account.