



Distribution Center Orientation

How to Pick Up Food from the Distribution Center

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Distribution Center Orientation

Authorized Shoppers

An agency partner may designate up to **six people** as authorized shoppers for their organization. Each authorized shopper is issued a Hawai'i Foodbank (HFB) agency ID badge. The agency ID badge indicates the name of the authorized shopper, the agency name, and the agency partner number. On the back of the ID badge is the phone number for the Agency Relations Department. Please check to **make sure that you have your HFB agency ID badge** with you before you come to the HFB warehouse. People who do not have their HFB agency ID badge will not be allowed to shop. If you need a replacement badge, please contact agencyrelations@hawaiifoodbank.org.

Authorized shoppers are allowed to **bring up to two other individuals to help them shop**, for a maximum of three shoppers per agency. Helpers will be issued a temporary ID badge that must always be worn in the warehouse.

When your agency needs to replace or add on a new authorized shopper, your program contact needs to send a letter or email to the Hawai'i Foodbank. The letter or email must be on agency letterhead or verified email address and should outline the change(s) in authorized shopper(s). Please send changes 24 hours prior to your shopping appointment.

What are king tides and how does it impact your visit to Hawai'i Foodbank?

The Māpunapuna area surrounding Hawai'i Foodbank is impacted by [king tides](#) which is when there are exceptionally high tides due to the gravitational pull of the moon and the sun. While king tides happen throughout the year, they are more frequent during the summer, leading to saltwater flooding the road near the intersections of Kakoi Street & Kilihau Street and Ahua Street & Kilihau Street.

If you decide to drive through the saltwater, know that saltwater is highly corrosive and can lead to long-term vehicle issues if preventative actions are not taken. This article titled "[What to Do After Driving Through Salt Water](#)" provides actions you may take to ensure your vehicle remains in top condition.

If you would like to plan around the king tides, here are some steps you can take:

1. **Download Tide Charts:** Available for both Apple and Android devices.
2. **Check Tide Heights:** Look up the tide heights for the **Honolulu** area during the week you plan to visit Hawai'i Foodbank.
3. **Plan Accordingly:** Roads typically become fully submerged when tides rise above 1.6 to 1.7 feet, though this may change as sea levels rise.

Booking Your Appointment

Appointments are to be booked through the Calendly platform. For your convenience, you have three options for booking an appointment online:

1. Use the conveniently located iPad on the podium to book an appointment while visiting the warehouse.

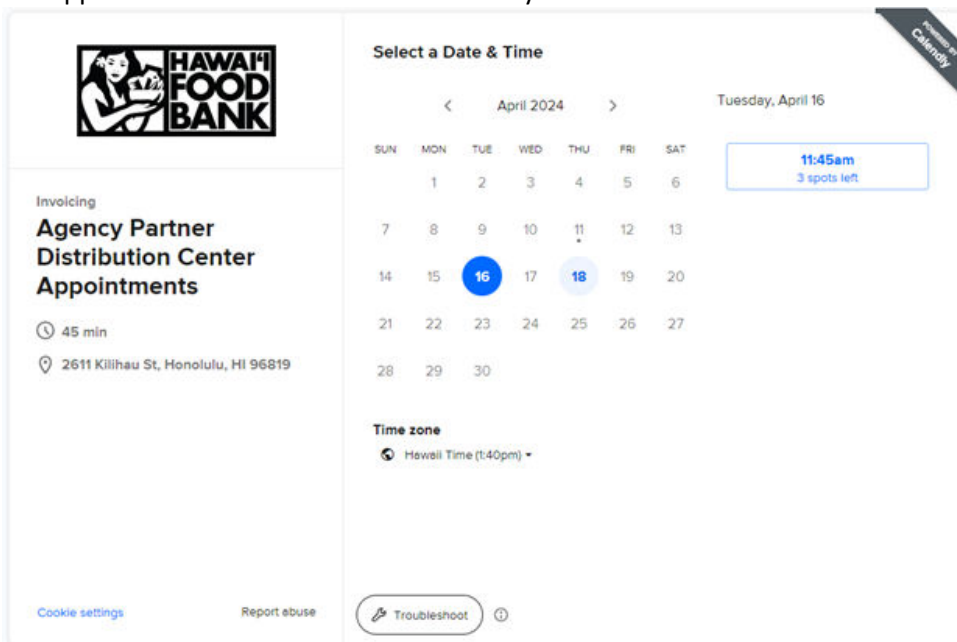
2. The link to the online appointment page can be accessed through the HFB [Agency Portal](#)
3. Bookmark this [link](#) on your computer or mobile device to easily access the appointment page at any time

The following guidelines apply to distribution center appointments:

- Appointments cannot be scheduled within 24 hours or more than one week in advance (appointments open exactly one week in advance of the time slot).
- Agency Partners may only visit the distribution center once per day and twice per week.
- Same day appointments are not allowed.
- If an authorized shopper arrives is late the time slot remains the same.
- If an authorized shopper is more than 15 minutes late, the appointment will be considered cancelled and must be rescheduled.

The following screenshots will direct you through the online booking process:

After clicking on the "Oahu Schedule Online" button within the Agency Portal, you'll be taken to the page below. Days with openings will be highlighted in blue. When you click on the day you'll be able to see appointment times available for that day.



After selecting a time, click "next" and complete the information on this page.

HAWAII FOOD BANK

Invoicing
Agency Partner Distribution Center Appointments

45 min
 2611 Kilihau St, Honolulu, HI 96819
 11:45am - 12:30pm, Tuesday, April 16, 2024
 Hawaii Time

Enter Details

Name *

Email *

Phone Number *

Agency Partner Name *

Agency Number *

By proceeding, you confirm that you have read and agree to [Calendly's Terms of Use](#) and [Privacy Notice](#).

Schedule Event

[Cookie settings](#) [Report abuse](#)

Once you click the blue "Schedule Event" button, you will be taken to this confirmation page and a confirmation email will be sent to the email provided.

✓ You are scheduled

A calendar invitation has been sent to your email address.

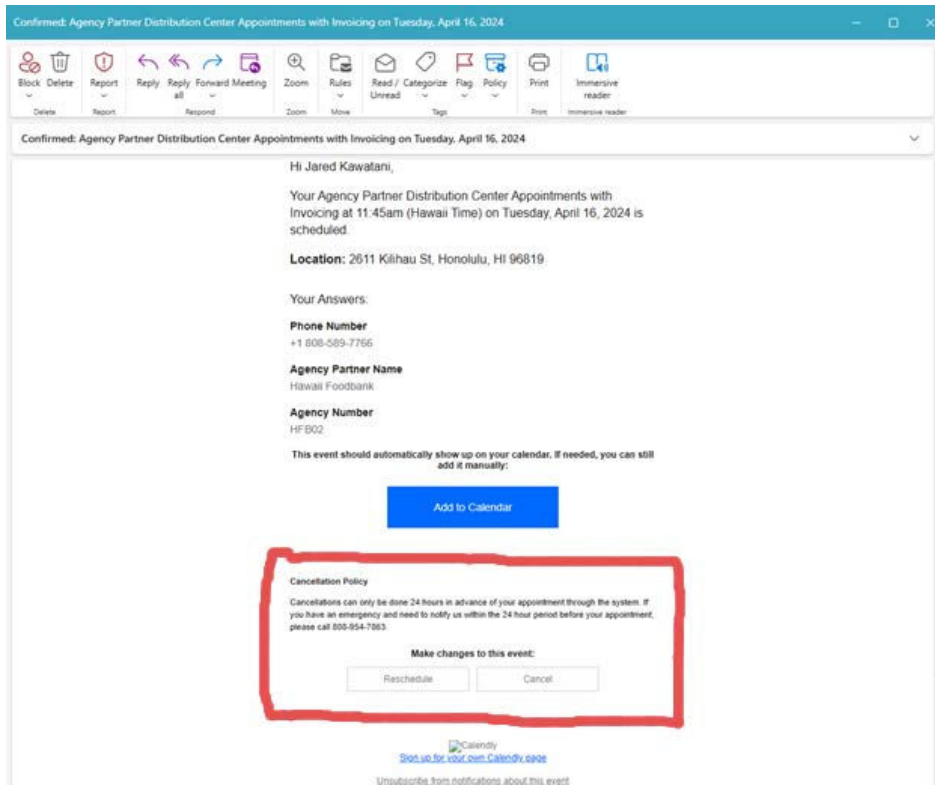
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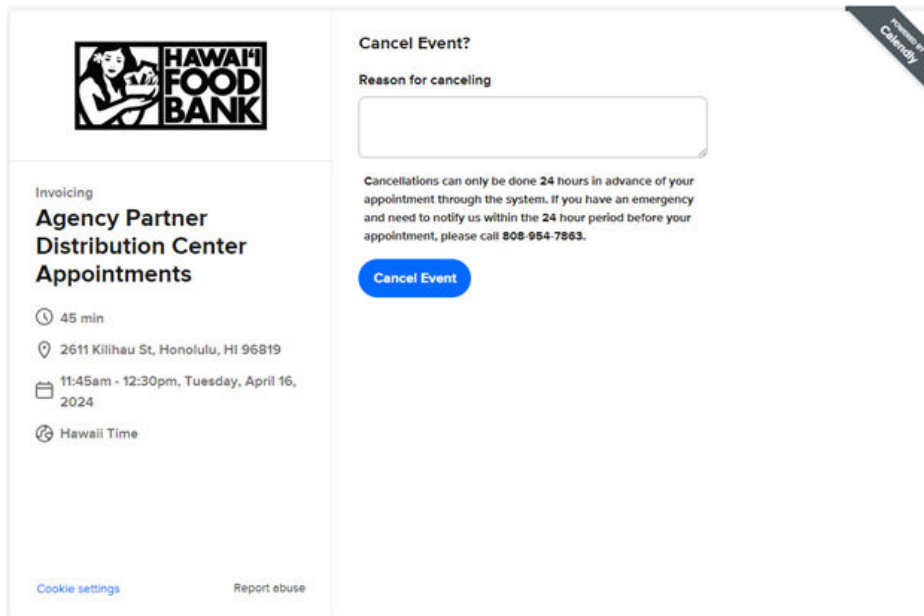
[Cookie settings](#)

In the confirmation email, if you need to reschedule or cancel your appointment click on the respective button at the bottom of the email.

Please note that cancelations need to be done 24 hours in advance of your appointment through the system. If you have an emergency and need to notify us within the 24 hour period before you appointment, please call 808-954-7863.



When you click the button on the confirmation email to cancel, it will take you to this page.



All distribution center appointment time slots will be 45 minutes long. Partner agencies are responsible for monitoring their scheduled appointment time and must see the scalers to check out by the end of their allotted 45 minutes. If your agency has been placed on hold, any scheduled appointments will be automatically canceled. If your distribution center appointment is canceled by our staff, your agency will receive a notice by email that will indicate the reason for cancellation. Please

remember to communicate within your organization any changes in your agency partner’s status to avoid scheduling appointments while your agency is on hold.

Distribution Center Rules

Food products picked up from Hawai’i Foodbank are to be used exclusively for the agency you represent to provide for needy individuals and/or households. It is **NOT** to be used for personal consumption, to feed staff or volunteers, for fundraising, sale, compensation, transferring or bartering of other products or services.

- No pets, smoking, eating or drinking is allowed inside the warehouse.
- No food testing is allowed inside the warehouse.
- Children under the age of 16 are not allowed inside the warehouse.
- Women over 6 months pregnant are not allowed to shop in the warehouse.
- All shoppers must wear a shirt and **closed toed and heel shoes**.
- Do not open case lot items (sealed cases).
- For your safety, lift items with your legs bent, not with your back hunched over.
- Be aware of your surroundings at all times. This is a working warehouse.
- Maximum of three people per agency and at least one must be an authorized shopper.
- Follow distribution center product allowances.

Product Allowances

In our ongoing effort to provide equitable access to available products in inventory, Hawai’i Foodbank has **implemented a tiering system** that will determine the amount of product each agency partner is eligible to receive when visiting the Distribution Center. Each agency partner in our network is unique in the services they offer and establishing a tiering system will help Hawai’i Foodbank ensure that inventory limits better reflect the services an agency partner provides to the community.

Tiers are assigned based on the number of clients an agency partner serves, the programs that you participate in, and the frequency of your services. This information is based on the **Monthly Agency Activity Report** that your agency submits each month. Please understand that this system will continue to evolve and will be updated periodically to reflect the information submitted in your monthly report.

Shopping lists will now be personalized for each agency partner to reflect their assigned tier and eligibility for program (identified by blue tags in the warehouse) or purchased (identified by green tags in the warehouse) products. The shopping list personalized to your agency will be provided to you upon your arrival at the Distribution Center. At the top right-hand corner of your list, you will find your assigned shopping tier that will determine the limits for your agency.

| HER | | Description | F AND | Storage | Mkt Loc | US/CS | SKU | Var. Qty |
|------------------------------------|--|-------------|-------|---------|---------|-------|-----------|----------|
| Stokely's Green Beans, 14.5 Oz Can | | VEG | Dry | | | Cs | RUD02653 | |
| Margaret Holmes Collard Greens, | | VEG | Dry | | | Cs | RUD10211 | |
| Del Monte Cut Green Beans, 14.5 | | VEG | Dry | | | Cs | RUD16286 | |
| YELLOW SPLIT PEAS, DRY, PAPPY'S | | VEG | Dry | | | Cs | RUD81486 | |
| SUN VALLEY RAISINS | | SNACK | Dry | | | Cs | RUD005287 | |

Tier Limits per visit:

| Shopping Tier | Cases |
|---------------|-------|
| Tier 1 | 30 |
| Tier 2 | 20 |
| Tier 3 | 15 |
| Tier 4 | 10 |
| Tier 5 | 5 |

For the **Green Cart (Purchase and Program)**, product limits are based on the food categories broken down below:

1. Meat Proteins
2. Plant Based Proteins
3. Meals
4. Fruits
5. Vegetables
6. Grains (rice, pasta, cereal, etc.)
7. Dairy

Example: If you are in tier 5, you may take a maximum of 5 cases of protein in any combination. If tuna and chicken are available in the protein category, you may select chicken and/or tuna in any combination, but you cannot exceed the 5-case limit for the meat protein category. For all other items in the marketplace, please follow the limits indicated in yellow. As we implement the new personalized shopping lists, please note that some items that appear on your shopping list may not be available.

If you would like to meet regarding these changes or the tier you have been assigned, you may schedule an appointment with the Food Partner Network Manager. Any changes to an Agency's tier will go into effect at the next scheduled Distribution Center visit as no same-day adjustments will be made to tier levels. To make an appointment with Food Partner Network Manager, please use this [link](#).

Distribution Center Procedures

1. Park only in designated area marked **"Agency Parking" (Stalls #11-21)**. Maximum of two vehicles per agency partner.



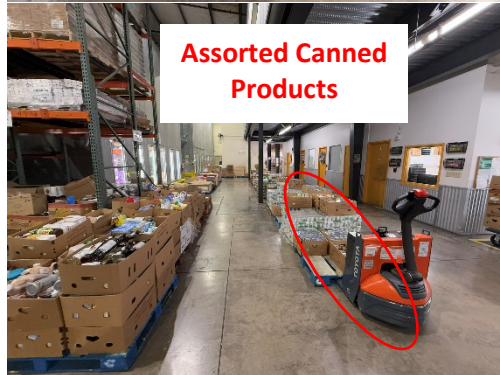
2. Bring your own boxes if you plan to shop in the "loose" section of the warehouse.
3. Please wait in your vehicle until it is your shopping appointment time.
4. Check-in by signing in on the clipboard. Authorized shoppers should be wearing their ID badge and helpers will need to be issued a temporary ID badge that must always be worn in the warehouse (see the Agency Services Coordinator for a helper badge).



5. Review the information board for limits and restricted frozen products before you begin shopping.
6. Carts are available for use by shoppers while shopping at the Distribution Center. Because of limited availability, **max three carts per agency**.
7. We have designated colored carts for different types of products. Please do not mix items together, as our staff need to weigh them according to their respective categories. If specific-colored carts are unavailable, grab a different colored cart but continue to separate the products into the three different cart categories.
 - a. **Green Cart** – Purchase / Program Products (ie. TEFAP/USDA = Blue Signs, Purchase Products = Green Signs) *The items for the green cart can be found in the front area of the warehouse and should remain in this area until your agency is ready to checkout.*

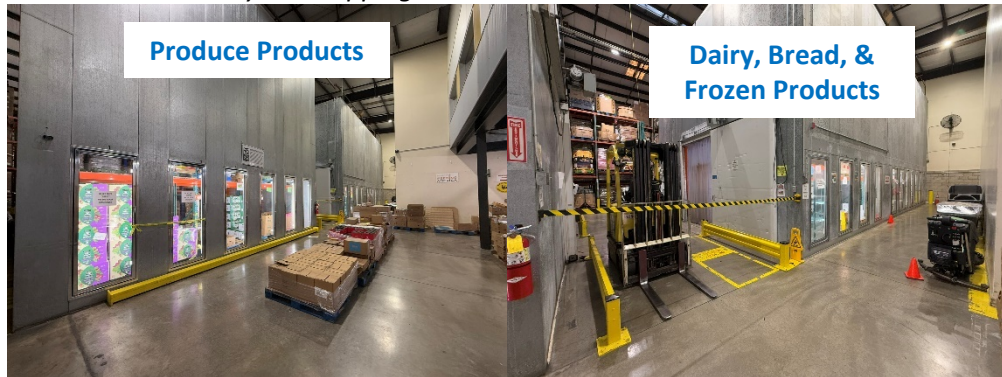


- b. **Red Cart** – Dry / Cans / Drink / Non-Food Products

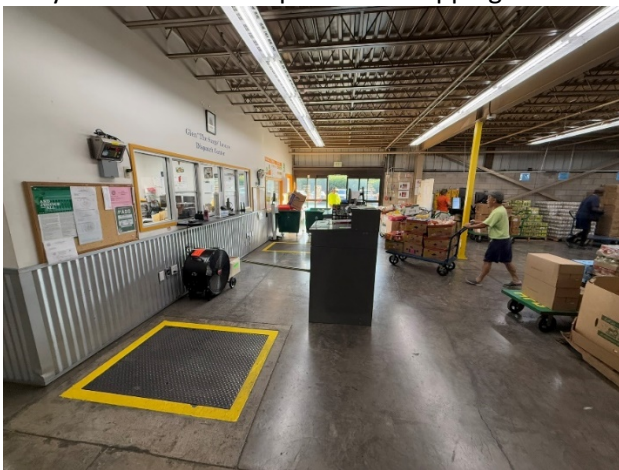




- c. **Blue Cart** – Refrigerator / Freezer Products
 Please note that frozen TEFAP/USDA products must be requested with one of the warehouse support staff members at the entrance. Available items are listed on the white board and on your shopping list.



8. To help prevent accidents, we strongly encourage all shoppers to stack carts safely. Avoid placing heavy or fragile items at the top, as they can fall while pushing the cart. Instead, place heavier and glass items at or toward the bottom for improved stability and safety. Additionally, please ensure that banana boxes are not stacked higher than four boxes.
9. Check out by taking your shopping cart to the scales to be weighed. Operation staff will weigh out your carts and complete the shopping list.



10. Review your shopping list for accuracy and sign the bottom, the Agency Services Coordinator will then prepare and print your invoice while you are loading your vehicle.

11. Once you are done loading your vehicle, please return to the Agency Services Coordinator to sign and receive a copy of your invoice.



Product Codes

Regular Food

Refrigerated/Frozen Products

1. CHXXXXX – Chilled Products
 - a. Fresh Fruits, Produce, Prepared & Perishable Foods, Non-Meat Protein, etc.
2. FRXXXXX – Frozen Products
 - a. Complete Meals, Entrée, Soup, Desserts, Meat, Fish, Poultry, etc.

Non-Perishable Products

3. NPXXXXX – Unrestricted Non-Perishable Products
 - a. Canned Foods, Dressing, Spices, Condiments, Sauces, etc.
4. NPPXXXXX – Value Added Product (HFB purchases food and offers at half cost)
5. NMXXXXX – Unrestricted Non-Meat Protein
6. NFXXXXXX – Assorted Non-Food Product
 - a. Cleaning Products, Health and Beauty Care, Paper Products, Pet Food/Care
7. DRXXXXX – Dry Product
 - a. Baby Food, Beverages, Bread, Snacks, Cereal, Desserts, Grain, Rice, Pasta etc.

Program Food

Restricted Products

8. RUXXXXXX – Restricted TEFAP/USDA Product
9. RMXXXXX – Restricted TEFAP/USDA Mitigation Product
10. RSEFAPXXXXX – SEFAP Product
11. RTXXXXXX – Restricted TANF Product
12. RCXXXXX – Restricted CSFP Product

Product Delivery Requests

Upon request, HFB offers delivery free of charge. Please ensure your agency is following the procedures below:

1. Schedule your Distribution Center Appointment

2. Once you have your confirmed appointment; you must arrange for a delivery with the Transportation Manager (ryan@hawaiifoodbank.org or 808-954-7862) prior to your appointment.
 - a. The delivery must be delivered within 48 hours of your scheduled Distribution Center appointment.
 - b. If an observed holiday or scheduled closing falls in between when your pallet is built and when you would like it to be delivered, you will have to make other arrangements to receive it earlier or take the product with you when you shop.
3. When you arrive at your Distribution Center appointment, shopper(s) must request a pallet from our staff and pack the items on that pallet after being scaled out.

If you would like to set up a regularly scheduled delivery, please contact the Agency Relations Team at agencyrelations@hawaiifoodbank.org.