

Inventory Processes

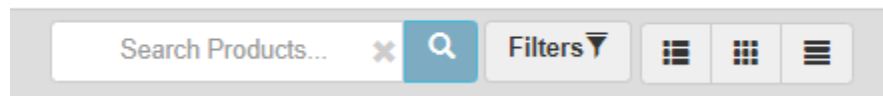
Accurate and effective inventory management is a focus area for Great Plains Food Bank. We strive to ensure that our partner agencies have access to a variety of products that best fit the needs of the unique area they serve. Below are inventory definitions and activities that we are focused on to improve the overall experience of partners when ordering and receiving products.

- Turn of Inventory
 - Great Plains Food Bank (GPFB) gets in trucks every week, on top of our weekly trucks we have USDA scheduled trucks, then there are random donations. Inventory is constantly moving and changing. That's why each week has something different, none of our donated items are handpicked.
 - When we highlight products it's to make sure it has been noticed, sometimes we have a lot of items on the shopping list. Even highlight new stuff so it's front and center for all of you.
- Product Limits
 - GPFB wants to make sure every agency gets an opportunity at the various products coming in. To keep it equitable we place product limits on low stock items, meat, and/or USDA. We partner with agencies across North Dakota and Clay County MN, and we want to make sure everyone gets an opportunity.
 - Limits are either reduced or increased to a full pallet, specific cases, or per pallet row. These options make it easier for the warehouse staff to pick the order and logistics in loading the trucks.
- Allocations
 - COMING SUMMER 2024: Allocation process. This process is to ensure everyone gets a piece of the pie. All agencies should have a chance at the product that we receive in. The first rollout will be for USDA products. If all goes well, we will begin allocating donated items. The amount allocated to you is a calculation based on how many households you serve. So, it is important to enter your statistics accurately and timely!

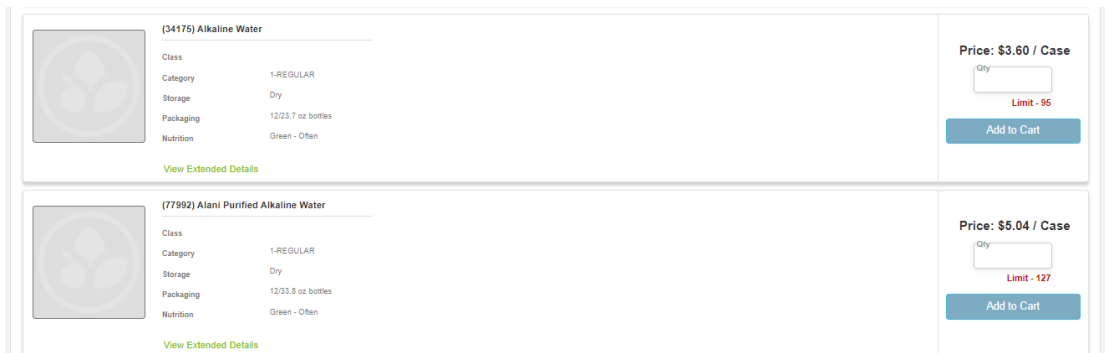
- Shortage/Overages
 - As much as any company doesn't want an overage or shortage to happen, they do. It is important to inform Hope (contact below) if your agency receives more or less than what you ordered. Due to the large-scale operation and limited staffing, unknown mistakes cause a trickle effect impacting the next order window and eventually affecting your agency down the line. Agencies will not be charged when receiving additional items. We appreciate all the communication!

PWW

- View
 - When you log into PWW, there are three layout options: Grid, List, and Tile. We believe the best layout to utilize is **List**. You can see all the details about the product in a clean fashion.



- Search Feature
 - The search button is helpful if you want to look for a highlighted or specific product. You can search by product name or the product code.



- Descriptions/Details
 - When purchasing a full pallet, you will need to know how many cases there are per row. Click View Extended Details in bright green letters to show Ti/Hi. The Ti/Hi represents cases per row and number of rows high.

The example below shows that the pallet will be 4 rows high and 18 cases per row equaling 72 cases.

(77992) Alani Purified Alkaline Water

Qty/Tier (TI)	18
Tiers/Pallet (HI)	4

9.5+ ph

[View Extended Details](#)

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- The other useful reason to check View Extended Details is regarding variety packs. We do try our best to give you more information about the product there. Below is an example of water that lists all the flavors in the pack.

(11606) Nestle Splash Flavored Water

Qty/Tier (TI)	12
Tiers/Pallet (HI)	6

Grape, Mandarin, Wild Berry and Lemon flavors

[View Extended Details](#)

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Billing Process

- Delivery Fees
 - If your order is being delivered, you will have a delivery fee which is calculated by weight. USDA items will never be included in that calculation. The breakdown is included in your agency handbook (page 19-20) as well.

Agency Partner Fee Grid



Product Type	Delivery Fee	Shared Maintenance Fee	In-Town and Truckload Fees	Miscellaneous Delivery Fees
ND USDA (ND TEFAP)	\$0	\$0	In-Town Cass/Clay County (Fargo, Moorhead, West Fargo only)	\$50/load (Unless MN ARPA or USDA products on order, in that case, the fee is \$0)
MN USDA (MN TEFAP)	\$0	\$0	Truckload	\$500 (If full semi load or the \$.10/lb fee is higher than \$500.)
Purchased	\$.10/lb	\$0	In-Town Pickup (Agency partner picks up at the warehouse.)	\$0
Donated	\$.10/lb	\$.18/lb		
MN ARPA (Grant)	\$0	\$0		
LFPA (Grant)	\$.10/lb	\$0		

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Program	Delivery Fee	Shared Maintenance Fee
School Pantry	\$0	\$0
CSFP (Senior Food Box)	\$0	\$0
Health and Wellness Program	\$0	\$0
Backpack Program (Statewide and Rural Cass and Clay Counties)	\$.10/lb	\$0
Backpack Program (Local)	\$0	\$0

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Credits

- Inventory Credit
 - In the event you did not receive exactly what you ordered; Hope will process the issue as a credit. Once processed, there will be a new and separate invoice created as it does not reflect directly in PWW.
 - You can find the new invoice containing any credits under Documents on PWW. Look for: credit memo. When downloaded, it will show the cases that were credited back, the amount, and original order it was from.
 - These credits do not include delivery fees and do not apply to USDA or donated products.

Point of Contact

RSM: Kayla (West Side) - kbeck@greatplainsfoodbank.org

RSM: Nicole (East Side) - noutka@greatplainsfoodbank.org

- Anything involving your site – applications - agreements
- Entering Statistics
- Mobile Prep – Volunteering
- PWW Account – log in issues – ordering window
- Agency Information that needs to be updated
 - Questions on yearly Agency Fee
 - Point of Contacts for Agency

Accounting: John M - jmorrison@greatplainsfoodbank.org

- Balance on account
- Financial Questions
- Dollar Credits

Inventory: Hope – holson@greatplainsfoodbank.org

- Overages and Shortages on order
- Delivery fees on order
- Questions on a product

Delivery of Order:

First: Eric – eswanson@greatplainsfoodbank.org

Second: Office Coordinator – info@greatplainsfoodbank.org

Third: RSM: Kayla (West Side) - kbeck@greatplainsfoodbank.org

RSM: Nicole (East Side) - noutka@greatplainsfoodbank.org