

Feeding America Receiving and Rejection Policy

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Feeding America National Office (FANO), Regional Cooperatives, Partner State Associations (PSA), and Partner Food Banks (PFB) must adhere to the following policies, processes, and guidelines when addressing quality issues with a load. These policies, processes, and guidelines apply whether requesting partial credit or rejecting an entire load. Non-compliance may void claims and be out of alignment with the Perishable Agricultural Commodities Act (PACA) if applicable.

Our Structured Framework

The framework offered in this document ensures clarity, consistency, and adaptability in achieving our collective goals. Policies set the principles and expectations that guide our mission. Procedures detail the steps to carry out these policies. Guidelines establish requirements that must be followed to ensure consistency and effectiveness in all situations. Together, this framework ensures alignment, accountability, and responsiveness across all aspects of our work.

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Definitions

- **Donated** – No handling fees - "**Donated**" refers to food and grocery items that are given to food banks at no cost by retailers, manufacturers, farms, distributors, or individuals.
 - See Appendix E: L-Section 170 (e)(3) Requirements. 2.1 Donated Product, page 83 of the Partner Food Bank Agreement.
- **PPO – A Pick and Pack Out (PPO) Fee** refers to the cost associated with selecting (picking), packaging, and preparing products for shipment. This fee covers labor, materials (such as boxes and pallets), and handling expenses.
 - See Appendix E: K-Section. 1.4 Value Added Processing (VAP) & Pick and Pack Out (PPO) Fees, page 81 of the Partner Food Bank Agreement.
- **VAP – Value Added Processing**, which involves enhancing raw products through processing, packaging, or other modifications to increase their value.
 - See Appendix E: K-Section. 1.4 Value Added Processing (VAP) & Pick and Pack Out (PPO) Fees, page 81 of the Partner Food Bank Agreement.
- **Purchased – Purchased** refers to food that a food bank **buys** rather than receives as a donation.

1. Immediate Steps Upon Arrival

- **Document the Findings:** Take detailed notes and photographs of any shifted or damaged product. Record the number of pallets involved and their specific conditions.
 - **Notify FANO:** Contact appropriate FANO team immediately if issue is identified
 - Produce: freshproduce@feedingamerica.org
 - Grocery: groceryprogram@feedingamerica.org
 - Donation: scs@feedingamerica.org
 - Provide detailed information about the situation, including photos, damage, and any potential safety or quality concerns. [See documentation list below](#). **Do not send the truck away!**
 - **Unload Carefully:** If necessary, carefully unload and re-arrange the product to prevent further damage or disruption. Ensure that no product is disposed of or lost without proper documentation. In some instances, deliveries may need to be offloaded by hand.
 - **Rejection of Unusable Loads:** If a significant portion of the load is compromised, >50% pallets, consider rejecting the load in full. Follow standard FANO rejection procedures in [Section 2](#) for documentation and reporting.
 - **Carrier Responsibility:** If the shifting occurred due to poor handling or transportation, the carrier may be responsible for compensating for the loss or arranging for the return of the product. Any claims for trucking credits will be determined by the FANO Transportation Director or a designee.
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2. Feeding America Receiving and Rejection Documentation Process

Submit the following documentation to a FANO representative upon arrival of the load. These reporting requirements are for all receiving issues or problems:

- Bill of Lading ([BOL](#))
- [FANO Receiving Inspection Form](#).
- Data from the carrier's temperature recorder or temperature logger (not a reefer download) if applicable.
- Pulp temperatures from multiple pallets or bins if applicable.
- A minimum of 12 detailed photos is required documenting the quality concern or issue. Photos should be representative of the overall condition to support the rejection. (More evidence is better.)
- For insect infestations, FANO requires video that clearly shows the live infestation. This is in addition to photographic evidence.
- This process applies to all incoming loads and deliveries, and the receiving and rejection documentation procedures must be strictly followed.
- Once information is collected, please forward all documentation to:
 - Produce: freshproduce@feedingamerica.org
 - Grocery: groceryprogram@feedingamerica.org
 - Donation: scs@feedingamerica.org
- For full or partial rejections, the supplier must be notified within 24 hours of receiving the delivery.
- **Do not send the driver and truck away** with or without the product until instructed by the shipper or a FANO representative.

3. Receiving Scenarios

Rejection of Full Truckload (FTL) Guidelines

FTL rejection could occur under the following circumstances:

- **Product Decay:** 41% or more of the product is deemed unusable.
- **Temperature Issues:** The product arrived frozen, too cold, not properly chilled, or too warm.
- **Significant Load Shift:** A significant (>50%) portion of the load shifted during transit.
- **Pest Infestation:** The product shows evidence of pest infestation.
 - [Pest Management Guidelines](#)
- Packaging Failure

FANO Procedure:

- Submit the following to FANO by emailing the appropriate team:
 - Produce: freshproduce@feedingamerica.org
 - Grocery: groceryprogram@feedingamerica.org
 - Donation: scs@feedingamerica.org
 - Copy of original BOL.
 - FANO Receiving Inspection Form.
 - The percentage and root cause of the rejection.
 - Data from the carrier's temperature recorder or temperature logger (not a reefer download) if applicable.
 - Pulp temperatures from multiple pallets or bins if applicable
 - A minimum of 12 detailed photos documenting the quality concern or issue. (More evidence is better.)
 - For insect infestations, include a video showing live infestation documentation as well as photographic evidence.
- Carrier Handling:
 - If rejecting FTL, reload all product back onto the delivery truck, have them close doors and pull away from the dock. Inform the driver of the rejection and have them hold for disposition.
 - **Do not release the delivery truck** until you have received directions from a FANO representative.
 - Do not sign the BOL until you have received directions from a FANO representative.

Short Weight Process – Produce Loads

When receiving fresh produce deliveries, PFBs must ensure the weight matches the shipping documentation. 10 percent or less weight variation is acceptable and will not be credited.

- Inspection & Documentation:
 - Weigh the Load: Each pallet must be weighed to confirm the weight of the received items against the BOL or shipping documentation. *Average weight is not acceptable.*
 - Record Shortfall: Note the weight discrepancy and document the shortfall clearly, indicating the difference between the expected and actual weight by pallet.
- Notification to FANO and supplier:
 - Immediate Notification: Inform the supplier immediately (within a 24-hour window) if a short weight is identified.
 - Provide Documentation: Share the recorded weight discrepancy, BOL, and any additional evidence (e.g., scale reports, photographic evidence if applicable).

- Specify Shortfall Amount: Clearly state the weight discrepancy and request clarification or action on the matter.

Credit Issuance: If replacement is not possible, request a credit for the value of the missing weight if greater than 10 percent if applicable. Zero cost loads are not eligible for credit. [Go to Section 4 for requesting credits.](#)

Shifted Load Receiving Process

When a load shifts during transit, it can cause damage or make products hard to access and unload. These steps outline how to identify, document, mitigate, and request credit for issues caused by shifted loads.

When a load has shifted, please contact the appropriate FANO team and provide evidence of the shifting by sending photos. This could be less than 12 photos.

- Produce: freshproduce@feedingamerica.org
- Grocery: groceryprogram@feedingamerica.org
- Donation: scs@feedingamerica.org

Per FANO policy, a shifted load is, by definition, a load where at least 50% of the load has shifted on a full truck load. When at least 50% has shifted, regardless of commodity, it is required that the receiving team unload the product regardless of extra time needed. Under no circumstances will a receiving PFB reject a shifted load without contacting FANO. If a shifted load is rejected without notification, the receiving PFB will be responsible for all associated accessorial fees.

Generally, FANO **does not** provide lumping/restacking services for shifted loads. Under certain circumstances, with proper notification, communication and documentation FANO will work with receiving PFBs including issuing credits on invoices for extra work that may be involved in unloading a problematic delivery.

Partial Load Rejection

The receiving and rejection documentation process must be used:

- Submit the following documentation to the appropriate team:
 - Fresh Produce: freshproduce@feedingamerica.org
 - Grocery: groceryprogram@feedingamerica.org
 - Donation: scs@feedingamerica.org
 - BOL

- [FANO Receiving Inspection Form.](#)
 - Data from the carrier's temperature recorder or temperature logger (not a reefer download) if applicable
 - Pulp temperatures from multiple pallets or bins if applicable
 - A minimum of 12 detailed photos documenting the quality concern or issue. (More evidence is better.)
 - For insect infestations, include a video showing live infestation documentation as well as photographic evidence.
- **Carrier Handling:**
 - If rejecting a portion of the load, reload rejected product back onto the delivery truck, have them close doors and pull away from the dock. Inform the driver of the rejection and have them hold for disposition.
 - **Do not release the delivery truck** until you have received directions from a FANO representative.
 - Do not sign the BOL until you have received directions from a FANO representative.
 - **Accepted Product:**
 - Include tally on accepted product. Perform partial receipt for accepted product (Do not include rejected product).
 - **Credit Issuance:** If replacement is not possible, work with the appropriate FANO team on the next steps. [Go to Section 4 for requesting credits.](#)

Thresholds for Credit for Fresh Produce:

- **0–10% Loss:** No credit will be granted.
- **11–40% Loss:** Credits may be issued based on the percentage of total loss after sorting.
- **41% or Greater Loss:** Preferred approach is to accept the load, sort through it, and request applicable credits.

Incorrect Product Delivered

When incorrect products arrive on delivery, PFBs must send communication promptly to FANO to determine the next steps.

- Send notification to the appropriate team:
 - Fresh Produce: freshproduce@feedingamerica.org
 - Grocery: groceryprogram@feedingamerica.org
 - Donation: scs@feedingamerica.org
- Carrier Handling for Incorrect Product Deliveries:
 - **Do not release the delivery truck or sign BOL** until you have received directions from a FANO representative.
- Possible Resolutions for Incorrect Product Deliveries Include:
 - Returning product to supplier / to another location.
 - PFB receives in product (if determined to be distributable).

- Extra products have a determined cost that is agreed upon by supplier/PFB.
- Extra product confirmed to be donated/zero cost.
- o Disposal / compost.

All necessary steps will be taken to ensure the PFB is not burdened with any additional costs resulting from incorrect product delivery. Full cooperation will be required in these situations to maintain the integrity of the product until it can be returned to the vendor or otherwise properly disposed of.

Unscheduled Delivery

If a delivery arrives on an unscheduled delivery day or time, PFBs should make every effort to accommodate delivery through the PFBs' same-day work-in delivery process. If it is not possible to receive the delivery, promptly inform the driver and notify the appropriate FANO team:

- Send notification to the appropriate team:
 - o Fresh Produce: freshproduce@feedingamerica.org
 - o Grocery: groceryprogram@feedingamerica.org
 - o Donation: scs@feedingamerica.org

The carrier will be notified to coordinate any redeliveries and future deliveries in accordance with the Partner Food Bank's normal scheduling process. Collaboration among all parties involved will determine responsibility for any accessorial costs, such as additional mileage or layover fees.

4. Rejected Load Produce Credit Process

To request credit on a load, the following process must be followed:

- **Inspect and Sort the Load:**
 - o Regional Cooperatives, PSAs, and PFBs must completely inspect the delivery and calculate the total of unsalvageable/unusable product.
 - o [FANO receiving and rejection documentation process](#) Outlined in Section 2 must be followed.
 - o Claims for credit must be submitted within 48 hours of receiving or in cooperation with the supplier.
 - o Claims received after 48 hours are conditional upon supplier approval.
- **Thresholds for Credit for Fresh Produce:**
 - o **0–10% Loss:** No credit will be granted, as this falls within acceptable thresholds for donated product.

- **11–40% Loss:** Credits may be issued based on the percentage of total loss after sorting.
- **41% or Greater Loss:** While the load may be refused, the preferred approach is to accept the load, sort through it, and request applicable credits.

Failure to adhere to this process could impact timely resolution of any claim.

5. Resolutions

These are the three potential outcomes for a delivery, with final decisions made in collaboration with **all parties involved**.

- **Return:**
 - Send the product back to the supplier.
 - **New Location:**
 - Find an alternate location to send the product to.
 - **Dump:**
 - Find a dump location as a last resort.
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6. Additional Notes

Purchase Produce Products: Ensure adherence to [PACA standards](#) for any freight-related issues.

7. Resources

- [Terms and Conditions](#) – Updated version coming soon!
- [FA Inspection Form](#)
- [Pest Management Guidelines](#)
- [Partner Food Bank Agreement](#)