



2026 Direct Retail Donations (Agency Pickups)

Agencies may not participate in any Enabled Donor Pickup Program (known as retail rescue, direct retail, agency pickups) without documentation of a signed Agency Agreement with MANNA and approval of the Commodities and Retail Manager.

I. General Requirements

- a. Complete required training from the Commodities Retail Manager before beginning pick-ups
- b. Pick up from assigned stores only
- c. Accept entire donation
- d. Pick up product on the days and times agreed upon with the Food Bank and the donor
- e. Contact the Food Bank regarding any issues that arise with donors
- f. Work in partnership with the Food Bank and any other approved distribution partners assigned the same donor, if applicable
- g. Appropriately represent the Food Bank and the Feeding America Network to the donor
- h. Adhere to Food Bank policies and procedures provided to agency/program host site in training and other materials
- i. Handle and distribute all product obtained through this program in adherence with primary signed Agency Partner/Program Host Site Agreement
- j. Provide a point of contact for the Food Bank and the donor site to call for pick-up, scheduling, or other needs, and notify the Food Bank when contact information changes

II. Reporting and Food Safety Requirements

- a. Take and record sample temperatures of TCS, refrigerated, and frozen foods at pickup and the delivery site
- b. Transport frozen and refrigerated product using approved devices to maintain safe food temperatures including, for example, passive temperature control devices such as coolers and thermal blankets, or active temperature control devices such as a refrigerated vehicle or refrigeration unit
- c. Document the weight and product type; accurately submit retail pounds and temperatures in P2 before the end of the month the donations were received



- d. Ensure all staff and volunteers handling retail donations have food safety training, either MANNA training or an approved alternative

III. Closures & Changes

- a. Notify MANNA 30 days before stopping pickups
- b. If you have to miss a pick-up, please let the Commodities and Retail Manager know 7 days before, or as soon as possible so a substitute can be arranged
- c. Report missed pickups or emergencies immediately

IV. Reassignment and Termination

- a. MANNA can reassign or suspend retail partnerships at any time
- b. The Partner Agency or MANNA can terminate this Agreement with or without cause, at any time
- c. More than 3 late reports per year may result in removal from the Direct Retail Program