



New Partner Ordering Policies

Why: As many of you know, our warehouse space is limited, impacting how we move current items in inventory and accept new product. To improve efficiency in the ordering process Dare to Care has established new ordering policies for agency partners.

The goal of these policies is to address the following:

1. Increase amount and variety of food offered.
2. Decrease time that product is in the warehouse.
3. Improve equitability of distribution among the partner network.

When: These policies will go into effect on **January 3, 2024**. We will use the month of January to observe how the changes are working, ask for feedback, and make adjustments as needed.

What Will Change: There are two areas of the ordering process that will be affected: 1) the length of the ordering window 2) and how far in advance an order can be placed.

1. Ordering Window

- OLD POLICY: Partners have eighteen (18) hours to start and submit an order.
- NEW POLICY: Partners will have (8) hours to start and submit an order.

1. Scheduling Orders

- OLD POLICY: No restrictions on how far in advance an order can be placed.
- NEW POLICY: Orders must be placed no more than five (5) business days in advance.
 - *The business day count does not include weekends or days when the office is closed.*

Reminders:

- An order still needs to be placed 2 business days in advance of the pick-up date. The system will pre-load the earliest date you can pick up your order.
 - *Example: Ordering after noon (12pm) on Monday is the same as ordering before noon (12pm) on Tuesday, so it will push your earliest pick-up date back.*
- Weekends and days when Dare to Care is closed (holidays, weather events, etc.) are NOT included in the 2-business day window.
- Produce pick-ups will not be impacted by these changes. You can still come as needed to pick up bread and produce without an appointment, as long as the dock is open.
- Please continue to arrive only 15 minutes in advance of your scheduled dock time to minimize parking lot congestion.
- Please pick up your whole order at one time.
- Let Dare to Care know if you cannot make your scheduled dock time or are running late.

Hope starts here.