

Retail Donation Pick up Information

How to Report

After picking up retail donations, weigh and categorize the donations and make note of these details for each store that you picked up from. The donation categories are as follows:

- Bread/Baked Goods
- Assorted Refrigerated Goods
- Assorted Grocery Foods
- Assorted Grocery Non-Foods
- Assorted Frozen
- Assorted Meat Products
- Assorted Produce

Categorize the donations as close as possible to these categories.

Once the donations have been weighed, you can enter this information into PWW.

1. Log into Primarius Web Window (PWW) using your Agency Reference ID number, Username and Password
2. Click on “Agency Pick UP” tab. This button should be to the right of the “Home” tab
3. On the bottom right side of the screen, click the button “Add New Receipt”
4. Click the drop down menu for “Donor:” to and select which store you are reporting
5. Select the date donations were picked up on the “Pickup Date” calendar
6. Enter the donation pounds for each category
 - a. If no retail donations were picked up, fill categories with 0’s and leave a comment in the box for the reason why no donations were picked up
7. Click “Process Receipt” to complete the pounds report

Why We Report

As stated in the contract, the responsibility of reporting donation pounds falls on the agency that picks up the donations. While this may seem like a lopsided relationship, it is, in a certain perspective, balanced in that retailer stores help Feeding America partners with donations, it is then up to the agency to help the retail store by giving them credit for their help.

This is positive for a couple of reasons. One, the store is able to get full credit for their donations. Additionally, we are able to more accurately track how much food is going into food assistance programs which is tied to data we use for community needs assessments, grant reports, and additional food supports.

Feeding America National (FANO) can’t tell the complete story to the donors (retailers) when pounds aren’t reported. Network data can tell a powerful story not only for FANO tracking, trending, purchasing planning and forecasting purposes, but also to our retail partners.

FANO compiles the data submitted to generate reports which the retail donors use to:

- Capture category data (donations by department) on a regular basis to monitor store participation especially with departments such as meat/protein. Donors like Costco, Target and Walmart take a very close view into category data.
- Monitor performance by District or Region
- Measure not only donation program success but also how they are tracking against sustainability goals.
- Gain federal tax credits.

Information About Scales

Because the task reporting donated pounds falls on the agency, it is important to have the tools needed to properly gather that information. Agencies should use a scale to make note of how many pounds of food were donated from the retailer. Scales can vary in size and their weight capacity. We have seen agencies use bathroom scales, food scales, and postal scales.

Below are some provided options for scales:

- Galaxy RS220LB 220 lb. Low-Profile Digital Receiving Scale with Remote Display
 - This scale costs around \$60 and has a max capacity of 220 lbs.
- Taylor TR250 250 lb. Mechanical Receiving Scale – Briefcase
 - This scale costs around \$80 and has a max capacity of 250 lbs.
- AvaWeigh RSB250T 250 lb. Digital Receiving Scale with Built-in Handle and Treaded Platter
 - This scale costs around \$90 and has a max capacity of 250 lbs.
- AvaWeigh RS400T 400 lb. Digital Treading Receiving Scale with Remote Display
 - This scale costs around \$95 and has a max capacity of 400 lbs.
- Taylor TE400 400 lb. Digital Receiving Scale with Remote Display
 - This scale costs around \$125 and has a max capacity of 400 lbs.
- AvaWeigh RS400 400 lb. Digital Receiving scale with Remote Display
 - This scale costs around \$120 and has a max capacity of 400 lbs.

All these options can be found and purchased on webstaurantstore.com, some may also be found on Amazon.

FAQs

Q: What if my store is missing on PWW?

A: If the store is missing from Donor drop down menu, this means the store has not been linked to your Primarius profile, to solve this, contact FAWM and let us know that you are picking up from that location.

Q: I can't report my pounds because the date is too far back, what do I do?

A: Our system does not allow reporting to be done two months past today's date.

Q: What do I do if I have a problem with the store?

A: Any store feedback regarding donations, the store, or the pickups themselves should be brought to the attention of the Retail Partnership Specialist.

Q: What can I expect to receive from stores?

A: Donations will vary from store to store as well as pickup to pickup.

Q: How often should I report our retail donations?

A: Agencies should report retail donations weekly at minimum. Ideally, reports would be done within 48 hours of picking up the donations.

Q: I made an error entering my pounds but discovered it after I hit "Process Receipt". What should I do?

A: Please call or email our Retail Partnership Specialist ASAP

Q: I entered in the same donation poundage twice. What should I do?

A: Please call or email our Retail Partnership Specialist ASAP.