** Distributors Agreement**

Community Food Smart’s mission is to improve the health of individuals and families in our local communities; by providing access to fresh, nutritious fruits and vegetables at bulk food discount prices delivered through a network of neighbourhood outlets; by providing information to develop food knowledge and skills; and by promoting and supporting the production of food by local farmers.

Distributors promote the services of Community Food Smart (CFS), recruit and sign-up members, accept payments for food orders and track order information, provide summary order information to the Area CFS Coordinator and submit payments in a timely fashion, support distribution of food bags and handle service interactions with members. Duties include the following:

**Promotions**: The distributor will promote the program benefits of CFS to clients and staff, using promotional materials supplied by, but not limited to, CFS. The distributor will coordinate with CFS Fredericton on any media coverage of the program.

**Membership Database**: The Distributor accepts and retains applications for CFS membership. The distributor agrees to take the necessary steps to ensure that membership information remains confidential. Membership fees are tracked separately and submitted monthly to the CFS Coordinator.

**Distribution**: The Distributor will support the pick-up of the food bags and endeavor to ensure that all bags are picked up by members on the same day that the food bags are received at their site.

**Customer Service:** The Distributor is the contact person for the CFS program. The distributor receives and accepts all service requests, resolves all member issues and questions, issues credits when appropriate, and provides the CFS Areas Coordinator with feedback on any problems with the quality of the produce.

**Product review:** The Distributor will provide membership information upon request to CFS. As well, the Distributor may be asked to track specific performance indicators to assist in program evaluation efforts.

**Transactions:** The Distributor accepts cash payments for memberships and food orders and adheres to the pricing schedule as set out by CFS. The Distributor may provide the member with a receipt confirming the financial transaction. The Distributor accepts the returned shopping bags and assists in their return to CFS by the packing date. The Distributor collects payments for unreturned bags.

**Ordering:** The Distributor submits a Distributor Order Form to the CFS Coordinator on the due date to confirm the amount of orders, money collected, and bags being returned for reuse.

**Network Information:** The Distributor agrees to have their location and contact information included in the reference list of all distributor locations unless otherwise requested.

**Community Food Smart** will provide a yearly calendar of payment dates and produce pick-up dates.

 Distributor Application Form

**Agency Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Hours of Operation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Primary Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact ( tel.no./ email):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

By applying to become a Distributor for Community Food Smart, your organization agrees to deliver on the following responsibilities:

* promote the bulk food buying service to clients who will benefit from access to nutritious, affordable, and fresh produce bags
* accept completed membership forms and record information to a membership database
* accept payments for memberships and food orders and issue receipts

Note: Personal cheques from members **are not** accepted

* collect returned food bags and collect a fee if bags are not returned or unfit for reuse
* submit a Distributor Order Form to the CFS Area Coordinator on the order due date
* remit all money collected for orders, bag fees and memberships to the CFS Area Coordinator
* **provide one or two volunteers to assist with packing and delivery of food bags to your offices**
* contact members who are delinquent in pick-ups
* respond to individual member inquiries and complaints, and issue credits when appropriate
* participate in surveys and evaluations led by CFS

CFS contact:

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Completed Distributor Application forms can be sent to CFS Area Coordinator

Susanne White [mswhite@nb.sympatico.ca](mailto:mswhite@nb.sympatico.ca)

506-262-0842

**Office Only:**

**Date Received:**

**Application Accepted: Date:**

Revised: April 2022