** 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 program coordinator and submit payments to the supplier, 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 Coordinators on any media coverage of the program.

**Membership Database**: The Distributor accepts and retains applications for CFS membership and records all pertinent data to the Monthly Member Order Tracking form. The distributor agrees to take the necessary steps to ensure that membership information remains confidential.

**Distribution**: The Distributor will support the pick-up of the food bags and endeavor to ensure that all bags are picked up 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 complaints and questions, issues credits when appropriate, and provides the CFS Coordinators 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 provides the member with a receipt confirming the financial transactions and records the order to the Monthly Member Order Tracking form. 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.

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

**Community Food Smart** will provide a yearly calendar of payment dates and produce pick-up dates. Members agree to pick up their orders at the same Distribution Center location that accepted their order. Pick-up on the scheduled date is between the hours of 1:00 pm and 4:00 pm.

  Distributor Application Form

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

Hours of operation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Delivery Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City, Municipality \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Postal Code: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Contact Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position/title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fax Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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 might benefit from access to nutritious, affordable fresh produce bags
* accept completed membership forms and record information to a membership database
* accept payments for memberships, sponsorship and food orders and issue receipts

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

* collect returned food bags and issue $1 fee if bags are not returned when the order is placed
* submit a summary order form electronically on the order due date
* remit all money collected for orders, bag fees and memberships to the CFS Coordinator
* provide space for pick-up of bags by members on the designated delivery day and contact members who are delinquent in pick-ups
* provide one or two volunteers to assist with packing and delivery of food bags to your offices
* respond to individual member inquiries and complaints, and issue credits when appropriate
* participate in surveys and evaluations led by CFS

Should you have any questions, please contact: Susanne White at 262-0842 or mswhite@nb.sympatico.ca , or Jessica Hughes at 451-7791 or Jessica@unitedwaycentral.com.

Completed Distributor Application forms can be faxed to **506-451-1104**.

**Office Only:**

**Date Received:**

**Application Accepted: Date:**

Revised: March 2015