



## FAQ for School Commodities

### **Allocations:**

Q: When will I see product in my TX-UNPS account?

A: Allocations begin on August 17<sup>th</sup>, 2017. *Disclaimer: you may not get product allocated to your every week. The Texas Department of Agriculture (TDA) handles those allocations.*

Q: How often do allocations happen?

A: Weekly, every Thursday afternoon and will be seen in your account early Friday mornings. *No allocations happen during the week of Thanksgiving or Christmas.*

### **Orders/Deliveries:**

Q: How early do we have to place our order?

A: In order to better serve you, SAFB requests orders submitted 3 business days prior to delivery by noon 12PM Central Time. (11AM for El Paso). Example: If your order is on the first Monday of the month, place that order by the Wednesday before at noon. For the ordering schedule, that can be found on the San Antonio Food Bank Website here: <https://safoodbank.org/partner-agencies/agency-resources/partner-agency-forms/> under "quick links" labeled "School Commodities - (MONTH) Ordering Schedule"

Q: When do deliveries start?

A: For Region 4 schools, deliveries can start when you place an order after allocations begin. For Region 7, deliveries will begin September 6<sup>th</sup> and follow the delivery schedule.

Q: Where can I see the monthly schedule for deliveries?

A: That can be found on the San Antonio Food Bank website here: <https://safoodbank.org/partner-agencies/agency-resources/partner-agency-forms/> under "quick links" labeled "School Commodities – (MONTH) Delivery Schedule Region 4". Region 7 delivery schedule will be available on the website at the latest August 22<sup>nd</sup>, 2017.

Q: Is there a minimum amount of cases that needs to be ordered for delivery?

A: If your school is over 100 miles away from the San Antonio Food Bank, there is a minimum of 40 cases that must be requested or you will be subject to being charged for 40 cases. For your regions pricing, please contact the School Partnership Coordinator at 210-431-8323.



Q: What is the delivery window?

A: The delivery window is from 7AM-2PM. If your driver has not delivered product in that window, you want an ETA, or you want to confirm you are on the schedule please contact Sophia Rangel 210-431-8465 or Aja Leija 210-431-8323.

**Contacts:**

Q: How do I know who to contact?

A: Depends on what information you are trying to find. Below is each person's specialty.

Aja Leija, School Partnership Coordinator, 210-431-8323, [aleija@safodbank.org](mailto:aleija@safodbank.org)  
Overall Program questions, any issues, scheduling

Sophia Rangel, Distribution Order Clerk, 210-431-8465, [srangel@safodbank.org](mailto:srangel@safodbank.org):  
Ordering and deadlines

Chris Berrellesa, Accounting Coordinator-A/R, 210-431-8417, [cberrellesa@safodbank.org](mailto:cberrellesa@safodbank.org)  
Payments, balances

Still not sure? Contact Aja Leija, the Coordinator of the program, she can direct you where you should go.