Date: 3-15-93       Reference #: 93-7

To: Recipient Agencies & Commercial Distributors

Subject: Commercial Deliveries of Commodities

The following information outlines responsibilities of commercial distributors and recipient agencies for ordering, allocating and delivering commodities under the commercial delivery system.

COMMERCIAL DISTRIBUTORS:

- Notify recipient agencies **weekly**, of commodity arrivals and allocations.
- **Deliver** commodities to all sites **weekly**, on regular, repetitive, pre-scheduled days of the week, for orders totalling 40 cases or more, and at least **monthly**, for orders totalling less than 40 cases.
- Offer recipient agencies the option to pick up commodities at the commercial warehouse or to have them delivered to a designated site(s).
- **Deliver** commodities to the recipient agency between the hours of 6:30 a.m. and 3:00 p.m.
- Notify recipient agencies of changes in delivery schedules **2 weeks** before implementation.
- Call recipient agencies if deliveries **will not be made** at receptor sites on the pre-scheduled day or **will not arrive** before 3:00 p.m.
- For any product that was in stock, but not issued or delivered (unless other arrangements are agreed to by the recipient agency), make delivery on the following scheduled delivery day, at no extra charge.

RECIPIENT AGENCIES:

- Review all allocation notices/orders sent by the commercial distributor to ensure they are correct. (The person designated by the recipient agency to receive/confirm orders should be knowledgeable of the recipient agency’s commodity needs.)
- Submit to the commercial distributor one order form per delivery site or pick-up.
- Designate, in advance, whether commodities will be delivered by the commercial distributor or picked up at the commercial warehouse. **This decision will be in effect for 30 days unless the commercial distributor grants a waiver.**
- **Schedule pick-ups** of commodities between the hours of 8:00 a.m. and 3:00 p.m.
- Submit **changes** of delivery to the commercial distributor **within 48 hours** of the scheduled delivery or pick-up. **NOTE:** Changes to orders may not be made at the time of delivery. If all or part of an order is refused at time of delivery, and the commercial distributor has complied with all of the requirements for notification of order and delivery, the commercial distributor may charge for the delivery.

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