

F5K Agency Info

Feeding the 5000 started by feeding 70 people at Lamb of God. Working together, we have grown into the largest Thanksgiving relief program in the region— with over 6,250 meals in 2014 and 45,000 meals since our mission began.

Each we look to improve our purchase programs, food preparation, safety systems, address and routing software, and efficient use of volunteers.

A key reason for our growth and success is working with your agency! We hope this video will provide tips to make our work together even more successful.

Drivers are critical. We need over 200 volunteer drivers.

- We aim to get them on the road by 10:30 am and back to their families by 12:00 pm.
- We've reduced driver wait time to get meals and made the loading of meals easier.

The majority of meals are delivered smoothly, but our drivers have identified some problems...

Problems encountered:

- Invalid addresses
- No one home
- Didn't order a meal
- Recipient moved

So... how can you help?

1. When the recipient calls, confirm the number of meals and get their current contact information. Address and phone are most important.
2. Confirm the recipient won't be receiving a meal from another source.
3. Do not allow recipients to sign up other recipients. Call the individual to confirm need and contact details.
4. Ask recipients to advise you if their address changes or if they want to cancel their request. Then, notify us ASAP.
5. Have a representative from your agency available to help with any issues as meals are being delivered on Thanksgiving Day.

So, here's how it works: The Process for Agencies

- Step #1 - **Sign up for an Agency Account** on the F5K website
- Step #2 A - **Manually register recipients** on the F5K website
- Step #2 B - OR **bulk upload recipients** using our example spreadsheet on the F5K website

From there... we take each registration and eliminate duplicates, establish delivery routes based on location and assign drivers to make deliveries.

Our agency partnerships have brought the spirit of Thanksgiving to so many, and we hope these tips will allow us to do an even better job in the future.

Register now at www.feedingthe5000.net

Questions? Visit www.feedingthe5000.net/contact