**Delivery Discrepancy Policy**

1. **Inspection of Deliveries**

* Inspect all deliveries immediately upon receipt to identify any discrepancies, such as missing, damaged, or incorrect items.

1. **Reporting Discrepancies**

* Submit a completed **Discrepancy Report Form** within **24 hours** of receiving the delivery.
* Provide all necessary supporting documentation:

A copy of the delivery invoice.

Photos of the issue (if applicable).

* Email the form and documents to:

**Darla Walters**: [dwalters@allfaithsfoodbank.org](file:///C:\Users\dwalters\Documents\dwalters@allfaithsfoodbank.org)

**Ana Hernandez**: [ahernandez@allfaithsfoodbank.org](file:///C:\Users\dwalters\Documents\ahernandez@allfaithsfoodbank.org)

1. **Record-Keeping**

* Retain accurate records of all deliveries, including invoices and communications related to discrepancies.

1. **Compliance**

* Ensure all staff involved in receiving and reporting deliveries are trained on this policy.
* Failure to report within the required timeframe may result in unresolved discrepancies.

By accepting deliveries, agency partners agree to follow this policy.

**Discrepancy Report Form**

**All Faiths Food Bank**

This form is to report any issues with a delivery. Please complete all sections and email the form, along with any supporting documents, to both Darla Walters at [dwalters@allfaithsfoodbank.org](mailto:dwalters@allfaithsfoodbank.org) and Ana Hernandez at [ahernandez@allfaithsfoodbank.org](mailto:ahernandez@allfaithsfoodbank.org).

**Agency Information**

* **Agency Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Contact Person:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Phone Number:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Email Address:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Delivery Details**

* **Invoice Number:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Delivery Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Delivery Time:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Driver’s Name (if available):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Issue Details**

* **Type of Issue:**
  + ☐ Missing items
  + ☐ Damaged/unusable items
  + ☐ Incorrect items delivered
  + ☐ Pricing discrepancies
  + ☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Description of Issue:**  
  *(Include as much detail as possible, e.g., product name, description, and quantity affected)*

**Supporting Evidence**

(Please attach the following to your email submission):

* ☐ Copy of the invoice
* ☐ Photos of the issue (if applicable)

**Additional Notes**

*(Optional: Use this section to provide any other relevant details about the issue)*

**Acknowledgment**  
By submitting this form, I confirm that the above information is accurate, and the issue was identified within 24 hours of delivery.

**Submitted by:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_