Food Recipient Guidelines

Thank you for registering as a food recipient partner in ChowMatch. We hope to provide your organization with nutrient-dense meals that can feed your community's bodies and souls. *Food is love, not waste.*

Important information about Feeding Charlotte:

- We rescue freshly prepared meals only, not "ingredients." For a source of fresh produce or dairy products, check out The Bulb.
- We are a *food rescue* organization, which means we only pick up surplus meals that would otherwise go to waste. Due to the nature of food rescue, we cannot guarantee a certain amount or type of food for deliveries. Food is primarily packaged in large catering trays.
- We hope to save your organization time and money by bringing you surplus, prepared meals. Please report back to us as often as possible and let us know the impact on your organization!

How ChowMatch Works:

- Once you fill out the registration form in ChowMatch, you will receive an email with a link to confirm. If you do not see an email, please check your junk mail folder. Click on the link in the email to complete your registration.
- It is essential that you fill out your **operating days and hours** (this tells the system when you are available to accept food) and the minimum and maximum **amounts of food** you can accept in one delivery. These are the two pieces of information the system uses to automatically match a food donation to a receiving organization.
- In the "General Instructions" box, please enter instructions for the volunteer food rescue driver, including a phone number to call upon arrival, where to park, what door to go to, etc.
- Once a food donation is matched to your organization, an alert will be sent to all registered volunteers that a rescue is available. When a volunteer signs up to transport the food, you will receive an email that includes the volunteer's contact information.
- After the delivery is complete, please log back into ChowMatch and go to "My Food Runs" in the recipient drop-down menu to confirm the donation with your electronic signature (checkmark) and edit the donation (pencil) if a different amount of food was received than what is posted.