



FOOD RESCUE US

Welcome to the new Food Rescue US software!

This document will provide instructions on how to:

- A. Sign Up** for a Rescue
 - a. Claim an individual rescue, or
 - b. Adopt a weekly rescue
- B. Cancel** a Claimed or Adopted rescue
- C. Close** your completed rescue

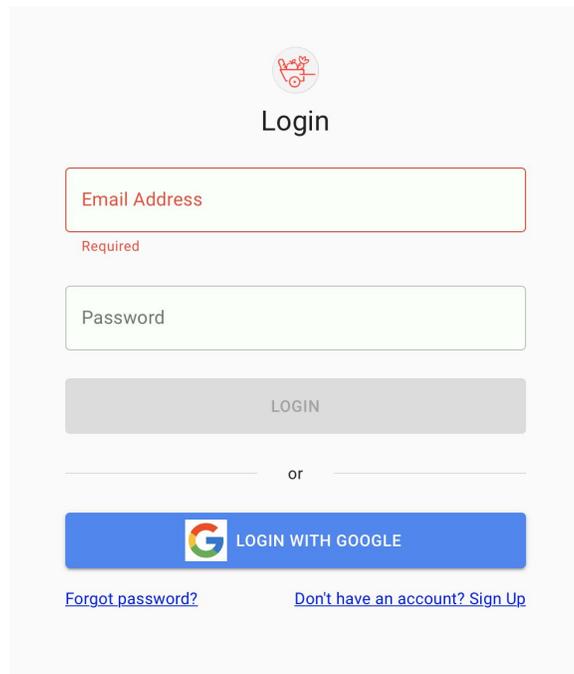
Creating a User Account is the first step.

1. Use the invite you received by email or visit the [Food Rescue US software](#) to register.
2. Be sure to complete the registration process by verifying your email and phone number. This is an important step in maintaining consistent communication regarding your rescues. Rescues are not accessible until you verify both your email and phone number.
 - a. *In the instance that you are attempting to verify your email and don't see the invitation to complete the registration, please check your spam folder. If you try to verify your phone number and aren't getting a phone call, please check whether you've blocked the number that sends you Food Rescue US text messages.*

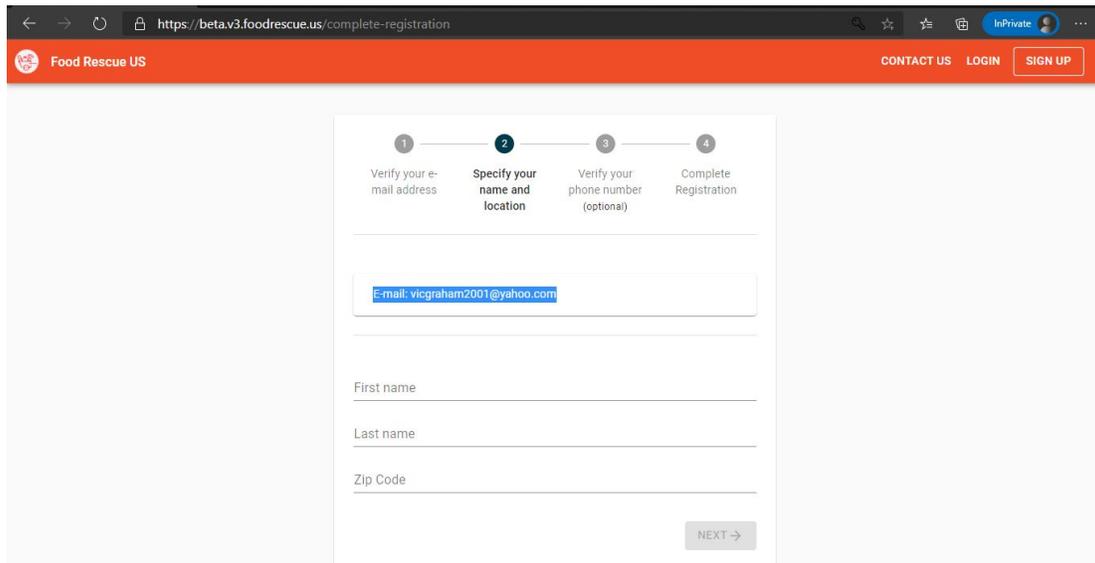
Desktop View of Sign Up:

The screenshot shows a web browser window with the URL <https://beta.v3.foodrescue.us/signup>. The page has a red header with the Food Rescue US logo and navigation links for CONTACT US, LOGIN, and SIGN UP. The main content area is white and features a 'Sign up' heading with the Food Rescue US logo. Below the heading are three input fields: 'Email Address', 'Password', and 'Repeat password'. The Password field has a note: 'At least 8 characters including a number and a uppercase letter.' Below the input fields is a grey 'SIGN UP' button. Underneath the button is the word 'or' and a blue button with the Google logo and the text 'SIGN UP WITH GOOGLE'. At the bottom of the page, there is a link that says 'Already have an account? Login'.

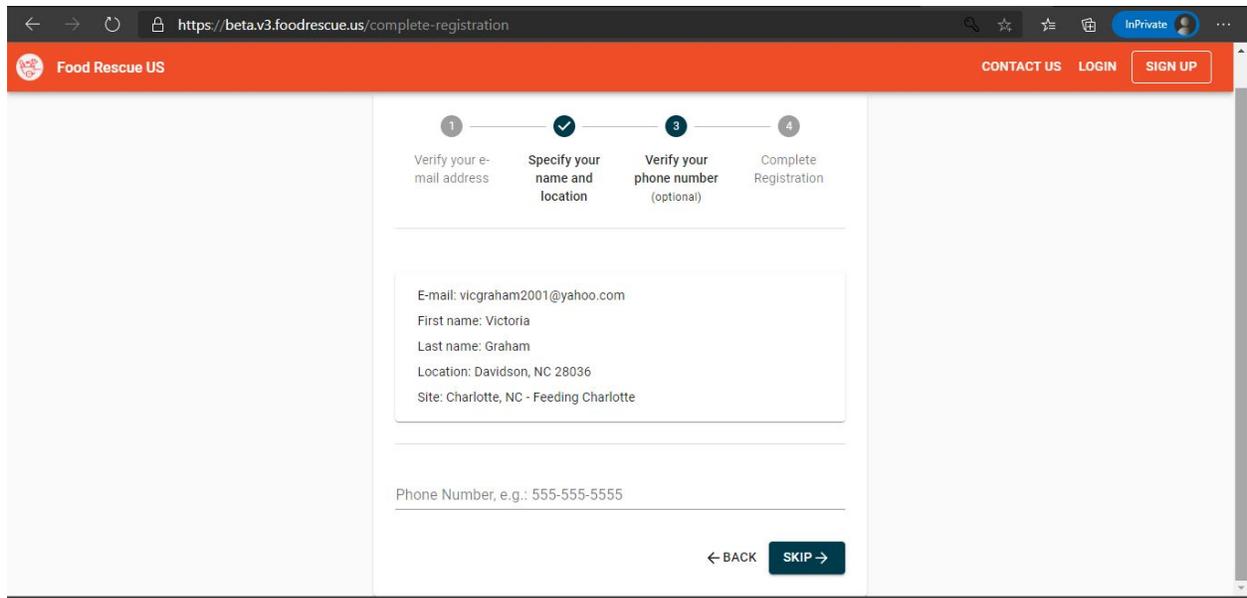
Mobile View of Sign Up:



The image shows a mobile view of a login page. At the top center is a red circular logo with a white shopping cart icon. Below the logo is the word "Login" in a bold, black font. There are two input fields: the first is labeled "Email Address" in red text and has a red border; below it is the word "Required" in red. The second input field is labeled "Password" in black text. Below the password field is a grey button with the word "LOGIN" in black. Underneath the button is the word "or" centered between two horizontal lines. Below that is a blue button with the Google logo and the text "LOGIN WITH GOOGLE". At the bottom, there are two links: "Forgot password?" and "Don't have an account? Sign Up", both in blue text.

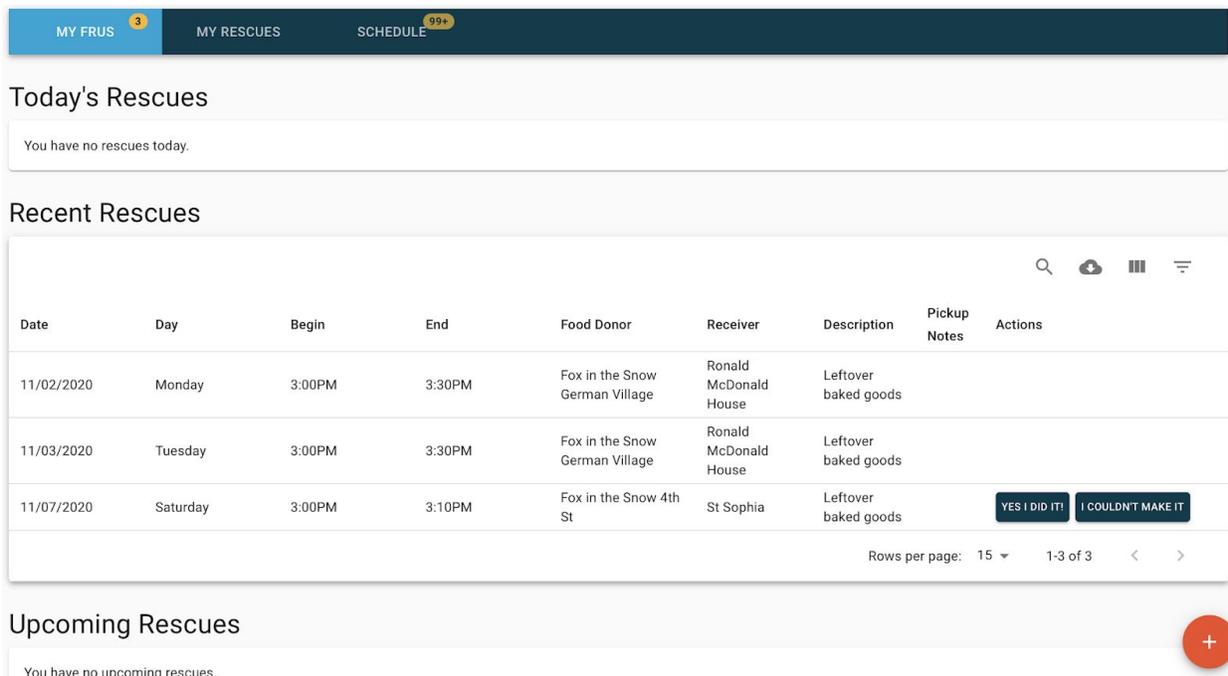


The image shows a desktop view of a registration page in a browser. The browser's address bar shows the URL "https://beta.v3.foodrescue.us/complete-registration". The page has a red header with the "Food Rescue US" logo on the left and "CONTACT US", "LOGIN", and "SIGN UP" links on the right. The main content area features a progress indicator with four steps: 1. Verify your e-mail address, 2. Specify your name and location, 3. Verify your phone number (optional), and 4. Complete Registration. Step 2 is currently active. Below the progress indicator is a form with the following fields: "E-mail: vicgraham2001@yahoo.com" (pre-filled), "First name", "Last name", and "Zip Code". A "NEXT →" button is located at the bottom right of the form.



When you log in, you will see your Food Rescuer Dashboard with a list of your activity. If you haven't completed any rescues yet, there won't be anything displayed. Activity includes:

- *Todays Rescues* (scheduled for today)
- *Recent Rescues* (have been done in the past)
- *Upcoming Rescues* (rescues you have claimed for future weeks)



A. How Do I Sign Up For a Rescue?

1. Click on the “Schedule” tab (either at the top of your computer screen or the bottom of your phone screen)
 - *If you're using a phone* the tabs show up at the bottom of the screen.

- **PLEASE NOTE:** If you cannot see the three tabs: “My FRUS,” “My Rescues,” and “Schedule”, try pressing the “X” in the upper left corner of the pop up at the bottom of your screen that asks you to add the site to your home screen. The **profile** menu includes an option “add to home screen” which will install the web-based software on your mobile device.

2. The “Schedule” shows the list of available rescues

- You can **filter your search** by your particular preferences of day, food donor, receiving agency, etc. Filter preferences can be saved.
- Click on any particular rescue** to see all relevant details including:
 - Where to pick up the food (Food Donor address)
 - Where to drop off the food (Receiving Agency address)
 - Approximate amount of food in the rescue so you know if it will fit in your car.
 - Any special instructions relating to the rescue i.e where to park, whom to contact on-site, etc.

Date	Day	Begin	End	Food Donor	Receiver	Description	Actions
11/19/2020	Thursday	3:00PM	3:10PM	Fox in the Snow 4th St	St Sophia	Leftover baked goods	I'LL DO IT ADOPT
11/19/2020	Thursday	3:00PM	3:05PM	Schneider's Bakery	Central College Food Pantry	Doughnuts and pastries (use bins!)	I'LL DO IT ADOPT
11/20/2020	Friday	1:00PM	1:30PM	Kolache Republic	Commons at Buckingham (National Church Residences)	Leftover kolache pastries	I'LL DO IT ADOPT
11/20/2020	Friday	11:00AM	3:30PM	Katzinger's Deli (German Village)	Stowe Mission	Leftover bread, etc.	I'LL DO IT
11/20/2020	Friday	1:00PM	5:00PM	Little Caesars Stygler Rd	St Sophia	Frozen pizzas	I'LL DO IT ADOPT
11/21/2020	Saturday	12:00PM	2:00PM	Bruegger's Bagels (Campus)	OSU Star House	Leftover bagels	I'LL DO IT ADOPT
11/21/2020	Saturday	2:00PM	2:30PM	Kolache Republic	Ronald McDonald House	Leftover kolache pastries	I'LL DO IT ADOPT

PLEASE NOTE: the software only displays AVAILABLE rescues--when someone has claimed a rescue and/or adopted it, it doesn't show up in your dashboard. This doesn't mean the rescues aren't happening! Rescues get unclaimed and/or added to the system every week, so just because you don't see a rescue in your area doesn't mean we aren't picking up/delivering food nearby--feel free to ask us if you have questions and check back regularly.

3. Once you decide which rescue you want to do, you have two options:

- Select “I’ll Do It” to claim that rescue to do just once.
- Select “Adopt” to commit to doing that rescue every week. This option is a great way to build consistency in your volunteerism.

What does it mean to “Adopt” a rescue?

If you can commit to completing a rescue every week--i.e. you know you can pick up food from the same place at the same time every week--you can “adopt” the rescue.

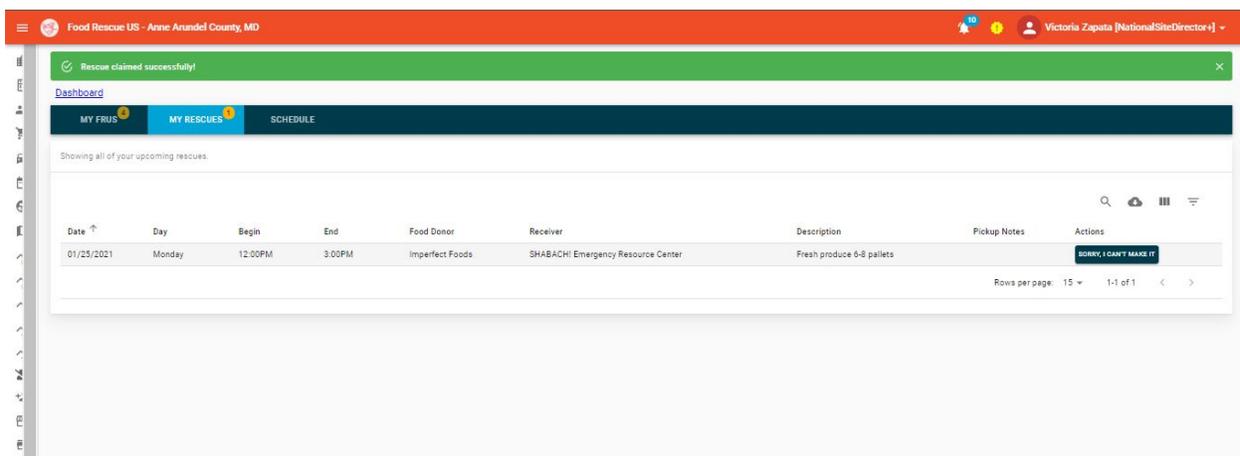
Instead of having to sign up repeatedly for the same rescue, you will be automatically assigned that rescue in the system.

- If you've adopted a run and something comes up that means you won't be able to complete the rescue on a particular day, you can unclaim the rescue for the particular day(s) you're going to miss and someone else can pick that day up. Unclaiming the rescue is the easiest way to make sure we know that rescue has to be covered in your absence.
- If you adopt a rescue and discover that you can no longer commit to completing the rescue regularly, you can simply “**unadopt**” the rescue in the system and it will no longer be automatically assigned to you. You will still be able to claim that rescue on a day-by-day basis.

B. What If I Need to Cancel a Claimed or Adopted Rescue?

If you realize you can no longer make this rescue, you can unclaim the rescue by clicking on either of the two options:

1. **“Sorry I can't make it”** - If you are canceling a single rescue (either in a series or a solo rescue)
 2. **“Unadopt”** - If you are canceling all occurrences of your Adopted Rescue.
- *Whenever you cancel a rescue, it goes back into the schedule for other people to claim. This means that even if you accidentally un-adopt a rescue, you can always go back to adopt it again.*



D. How Do I Close Out My Rescue After I'm Done?

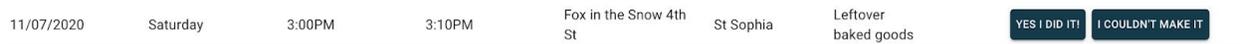
Every time you finish a rescue, *even if there was no food donated or if you couldn't make it to pick up the donation but did not unclaim the rescue*, you need to “Close the Rescue” so Food Rescue US can track the quantities of food rescued and delivered to better understand and report impact. This is also where you have the opportunity to provide important feedback on the rescue experience so that necessary adjustments can be made. As the front line worker, your feedback is invaluable.

- *It is easiest to close a rescue as soon as you drop off the food, so you don't forget any details.*
- *PLEASE NOTE: if it has been more than a couple of days since the run was scheduled, you may not be able to close out the run! That's another good reason to do it ASAP--the system doesn't let you "close" runs after more than 2-3 days.*

1. Go to the "My FRUS" tab and locate the rescue in your list of recent rescues.

There will be two options: "Yes, I did it!" or "I couldn't make it."

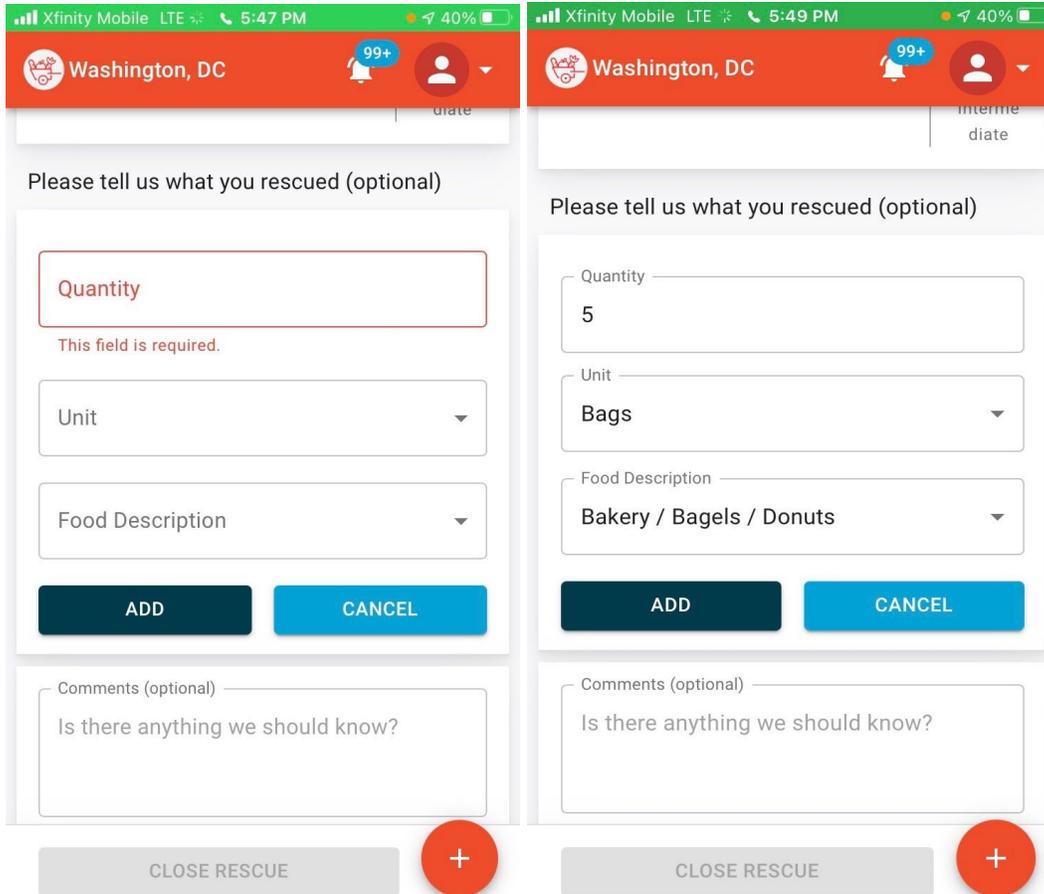
- Click "I couldn't make it" ONLY if you did not go to the food donor at all.
- Click "Yes, I did it!" even if there was no food when you got to the food donor. This will take you to a screen where you can indicate that there was no food donation which is very important information.



- When you click "Yes, I did it!" you'll be taken to this screen where you can enter important information about your rescue.

d. Click on "Add Rescue Item."

- Drop-down menus guide you to enter specific information on the food Quantity (number of items), Units (boxes, bags, etc.) and Description (types of food i.e. produce, bread, prepared foods, etc.).
 - If the receiving agency can weigh the food, please ask them for the weight of the food you've dropped off and record that number in the "Comments" section.
 - You may sometimes need to make your best estimate on the quantity and description of the food your pick up. Try to be as accurate as possible.



- ii. In the “Comments” section, please provide any additional information about the rescue that would be helpful. Your feedback is invaluable as the front line worker. Some examples include:
1. Changes in the pickup or drop off instructions.
 2. Whether you had to drop off the food to more than one location.
 3. Any recommendations made to you by the food donor or receiving agency that would improve the experience.

Saturday, 7 Nov

3:00PM - 3:10PM

• Fox in the Snow 4th St

• St Sophia



Compact

Please tell us what do you rescued (optional)

Quantity



Unit



Food Description



ADD

CANCEL

Comments (optional)

Is there anything we should now?

e. Click on “Close Rescue” to complete the process.

If you have any questions about the new software, feel free to contact your Site Director or send us an email at info@foodrescue.us.

On behalf of Food Rescue US, thank you for everything you do. We appreciate your help in our movement to fill plates, not landfills.

[Food Rescue US Locations](#)



FOOD RESCUE US®

Food Rescue US FAQs

1. What is food rescue?

Food rescue is the practice of collecting edible food that would have otherwise gone to waste from restaurants, grocers and other food establishments and distributing it to local hunger relief agencies. Food rescue is extremely effective because it simultaneously gets food to those who need it, reduces food waste, and minimizes the number of toxic emissions from food waste in landfills.

2. Is it safe to donate, transport, and/or receive rescued food?

Yes. The Bill Emerson Good Samaritan Act passed into law by Congress in 1997 states that donors are protected from both civil and criminal liability when donating food in good faith to a non-profit organization even if the donated food later causes harm to a recipient. This law was created to encourage the donation of food and grocery products.

3. What type of food is acceptable for donation?

Food Rescue US focuses on the rescue of fresh, healthy food not marketable at retail due to nearing expiration dates or slight defects such as bruising or misshaping. We are uniquely able to deliver the food directly from the Food Donor to the Receiving Agency, we can provide access to fresh foods not typically accessible to food-insecure families due to high cost and inconsistent availability.

4. Who can donate to Food Rescue US?

Food Rescue US rescues excess fresh food from restaurants, grocers, bakers, caterers, farmer's markets, company cafeterias and other local food establishments.

5. Who receives the rescued food?

Food Rescue US delivers food to local "Receiving Agencies" that serve food-insecure families. These include community soup kitchens, food pantries, shelters and other hunger relief organizations.

6. What is unique about Food Rescue US?

There are three distinctive elements of the innovative Food Rescue US model.

- a. **Direct Delivery**— since our volunteers drive the rescued food directly from the Food Donor to the local Receiving Agency, we can deliver fresh, healthy foods to food-insecure families that don't typically have access to it due to high cost and inconsistent availability. This healthier diet has a huge impact on the prevention of illnesses such as diabetes, and the ability of children to focus in school. Direct delivery by our volunteers also means we have no expensive warehousing and transport costs.

b. **Technology**— our award-winning break-thru software is the centerpiece of how we run our food rescue operation. All food rescue opportunities are listed on a daily, weekly, and monthly schedule. Volunteers simply login to the software and sign up for a rescue. The software provides all details of every rescue – how much food there will be, where to pick up and deliver, who to contact, etc. Our technology makes rescuing food simple and efficient.

c. **Volunteer Driven**— local community-minded volunteers use their own cars to transport all of the donated food. Our app empowers volunteers to engage in rescues that are convenient for them. Our volunteers repeatedly tell us how easy it is to rescue food thanks to the software, and how rewarding it is because the experience is so hands-on.

7. How often is food rescued?

Food is rescued seven days a week.

8. How long does it usually take to do a food rescue?

A typical food rescue takes about 30 minutes. Our food rescues are designed to be quick so that the food spends minimal time in transport.

9. As a volunteer, what is my time commitment?

The beauty of volunteering with us is that you design your own time commitment. Some of our volunteers rescue food several times each week while others rescue food sporadically during the year as it fits into their schedule.

10. Do I need to be “tech-savvy” to use your software?

No. The software is designed to be very user friendly.

11. Do I need a big car to transport the rescued food?

No. Our food rescues vary in size so you can choose the ones that work best for you. The scheduling information in the software gives you all the details about the anticipated amount of food you'll be rescuing.

12. Does Food Rescue US provide details on exactly where to go and what to do for every food rescue?

Absolutely. Every food rescue on the schedule lists complete details with the address of the Food Donor and the Receiving Agency you will be delivering to, the amount of food you will be rescuing, and any particulars about the rescue that are helpful for you to know.

13. Will I be able to park near the food pick-up and drop-off locations?

Yes. Food Rescue US works with Food Donors and Receiving Agencies to be sure there is ample parking for the volunteer food rescuer.

14. Will I get help loading and unloading my car?

Sometimes. One of our goals is to make the rescue and delivery of food as seamless as possible for the Food Donors and Receiving Agencies. We understand that their priority must be to run their businesses and organizations without distraction, so we try to make the amount of food reasonable for volunteers to manage themselves.

15. How will the food be packaged?

Food will typically be packaged in either cardboard cartons or aluminum trays, depending on the type of food being donated.

16. What if there's too much food for me to transport?

If there's too much food, take what you can. If you have time to do two trips, that's fantastic but if not, simply contact your Site Director and let them know. The Site Director may be able to assign an additional rescuer to help cover the rescue.

17. What if I call ahead/get to the donation location and there's nothing to pick up?

Even if you don't have anything to deliver, you still need to "close" the rescue in the system--please don't click "I can't make it" or "I didn't do it", because that might lead to someone else trying to pick up the non-existent food! Click "Yes I did it," and then, in the "Comments" section that comes up when you close the rescue, just mention that there wasn't any food to pick up

18. Can I bring my kids on a food rescue?

Yes, many volunteers do participate in food rescues as a family; however, we ask that you please keep safety top of mind as we are rescuing and delivering food during regular business hours and want to be the least disruptive as possible.

19. What if I get to the receiving agency and the donation is more than they can take?

If you are not familiar with your backup agencies please contact us to find out if there is another receiving agency that can accept the food you've picked up. If you have contacts/familiarity with another recipient site that might be able to accept the food, you are also welcome to take the extra food to that site, but please note that you have done so and why in the "Comments" section when you close the rescue. That helps us track the issue, particularly if it is a recurring one, and we can make adjustments if necessary.

20. What if I have questions during my food rescue?

Each of our geographic locations has a Site Director who can help you at any time with questions. Their names and phone numbers are listed by location on our website: www.foodrescue.us. In addition, our national office is available at 800-280-3298.

21. How do I give my feedback to Food Rescue US?

After each food rescue you do, we ask for your feedback through a feature on the app called "Close Your Run." You are the front line for our food rescue program and therefore we rely on your valuable input. Additionally, you can always contact your local Site Director or our national office at 800-280-3298 with any questions, comments or concerns.

22. Are there opportunities to get involved with Food Rescue US other than doing food rescues?

Always! Both our national office and our individual Site Directors have a variety of volunteer needs ranging from deskwork to marketing and promotion. Contact us at 800-280-3298 or be in contact with your site director to let us know if you have a particular area of interest.