



### **NEW Order Cut-Off Deadlines for All schools**

Due to the ongoing Supply Chain Disruptions, IFD has adjusted order cut-off and response times beginning October 1, 2021. This change is essential for IFD to effectively manage disruptions and keep product efficiently moving through IFD operations.

### **EFFECTIVE OCTOBER 1<sup>st</sup> – Order Cut off Times\***

- ALL schools will be required to include a SKIP DAY when ordering (example Thursday @ 4:00 pm for Monday delivery; Monday @ 4:00 pm for Wednesday delivery).
- Small (couple of cases) add-on or deletion requests can be sent to [orderaddons@callifd.com](mailto:orderaddons@callifd.com) by 10 am the day before delivery. Please include your account number and item number with this request.
- If your order add-on is more than a couple of items, you can enter those items for your next available delivery date THEN email [orderaddons@callifd.com](mailto:orderaddons@callifd.com) and we will move them as long as it is before 10:00 am. In this situation, please provide the order number so we can locate it correctly and move it.
  - Add-on requests placed after 10:00 am will be moved to your next scheduled delivery.
  - Items added the day before delivery may not be reviewed for outs and offered substitutions.
- Responses to outs emails need to be completed by 2:00 pm each day.
- PRODUCE – Check eInFoLink for lead times on specific products.
  - Sliced Apples – 8 days
  - Cut IW produce – 3 business days
- MILK
  - 3 business days if we do not have a milk contract with you.
- MN Commodities – that we pick up weekly
  - Spreadsheet sent out Friday morning for items ready to be shipped out starting Monday of following week.
  - Cut off time is 3:00 pm Friday for Monday deliveries –There MUST be a regular grocery order in the system to ship commodities.
- All orders need to meet the minimum for delivery. Contact your IFD rep if you have any questions on your minimum order requirement.

\*IFD has identified certain routes which load early each day. Your IFD rep will contact you if your Order Cut Off Times are different than those listed above.

In these unprecedented times it is critical that we all work together to continue the goal of providing nutritious meals to your communities. We want to thank you for your patience and understanding as together we maneuver the bumps and potholes in the road ahead.

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**When our Customers are satisfied...We succeed!**

