Glennis Kitzrow – Sr. Manager Nutrition and Contract Services

- Anything Regulatory or Contractual
- USDA Procurement Resources
- Communication on company and industry updates
- Customer Reviews
- Consulting for IFD SFA Cooperatives

Heather Yanta – Nutrition Services Manager

- K12 Team Lead
- IFD K12 Customer Communications
- K12 New Product Evaluation and Introduction
- Customer Reviews
- Nurturing Partnerships with SFA's

IFD K12 Segment Specialists

Rose Einberger Larson, Michelle Rassbach, Kari Beutell, Jared Zemke, Sarah Suleski

- Day to day communication on outs and substitutions
- Scheduled visits in person or virtual
- Credits and Return Authorizations
- Product questions & ideas, introduce new items
- Finding the right products for your applications
- Shop IFD (online ordering) assistance

Kristen Anderson - School Program Assistant

- Nutrition Services Resource Portal
- K12 Listings – CN, WG, Smart Snacks, CACFP, etc.
- Loyalty programs – Cool School Café, Schwan's Kitchen Circle
- ServSafe® Registration
- MSFBG Commitments

Vanessa Bechel – K12 Commodity Specialist

- Direct Diversion – NOI/FFS – Wish List and Life Jacket
- **IFD Commodities: commodities@callifd.com**
    - USDA Direct Delivery orders, "Brown Box"

Customer Service

(customerservice@callifd.com)

- Placing orders if account cannot do it online
- Key Account Assistance
- Remove item from submitted orders
- Moving submitted orders to another date

Administrative Contacts:

- Reports@callifd.com – Submit Menu Reporting Form (cc: your Consultant)
- Nutrition@callifd.com – Questions/concerns about Nutritional Data on Shop IFD

Order Add On (orderaddons@callifd.com)

- Moving orders to next day delivery before 10:00 am
- Adding additional items to existing orders for the next day delivery before 10:00 am

IFD Bookings (bookings@callifd.com)

- Booking order submission and follow up questions

Nutrition Services Resource Portal (NSRP)

https://nutrition.callifd.com

- CN Book, Smart Snacks, Life Jacket, CACFP, Buy American, Cool School Café, Schwan's Kitchen Circle, SEPDS & Calculators, Thursdays Together, Manufacturer K12 Product Guides

www.callifd.com

- If you need nutritional information on an item:
  - https://www.callifd.com/how-to-order.html/#nutritionalrequest
- How to place an order in Shop IFD
  - https://www.callifd.com/how-to-order.html
- K12 Upcoming Events
  - https://www.callifd.com/education.html#K12UpcomingEvents
- ServSafe® Registration and Class Info
  - https://www.callifd.com/servsafe.html

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