



FOOD BANK
OF NORTHEAST GEORGIA

NEW SHOPPER TRAINING

2025–2026

HOW TO BECOME A REGISTERED SHOPPER

To finish your onboarding and become a registered Shopper with your organization, you must complete each of the following:

1. Review the New Shopper Training
2. Review the Civil Rights Training.
3. Review the Food Safety Training.
4. You must sign and date your agency's Volunteer Log.
5. Your agency's director must notify your county Food Access Coordinator for approval and a Shopper's Card prior to your first shopping appointment

COMMON FOOD BANK TERMS

Neighbor

An individual experiencing food insecurity who we have the opportunity to serve with nourishing food.

Member

An organization that has partnered with the Food Bank to provide local food distributions (also referred to as “agency”).

Sharing Floor

A space dedicated for displaying donated food so Members may shop for smaller quantities of foods. Every active Member has access to both branches of the Food Bank by appointment.

Food Access Coordinator

Food Bank staff dedicated to coordinating, training, and ensuring Members within a county region meet compliance standards. This staff are your main contacts within the Food Bank.

COMMON FOOD BANK TERMS

Primarius (P2)

The online ordering system of the Food Bank that Members use to place bulk orders for pickup or delivery, submit monthly statistics reports, and review invoices and statements.

Member Reference Code

Also known as “Agency Reference Code,” this is a shorthand code assigned to Members for login access and scheduling purposes - usually a letter followed by a dash and three numbers, e.g. M-411.

SHARED MAINTENANCE FEES

Shared Maintenance Fees (SMF) are the Member's contribution toward the indirect costs of sourcing and maintaining large quantities of food. It is not a charge for the food, itself.

SMFs are weight-based, **not to exceed \$0.19 per pound**, and assist the Food Bank in funding the cost of operations, which includes acquiring, moving, receiving, sorting, storing, and distributing food to our Members. The cost does not correspond to the retail or wholesale value of items.

In the case where the Food Bank has purchased product from more costly sources, we will pass along the savings our buying power gives us and Members will pay wholesale.

WHAT IS THE SHARING FLOOR?

The Sharing Floor resembles a small grocery store and is located inside each branch of the Food Bank. They are comprised of a variety of donated items including, but not limited to, food (shelf-stable, fresh, and frozen), personal hygiene, and paper products.

Items are weighed by category, and each category has a corresponding Shared Maintenance Fee. Items must be grouped as follows: snacks, drinks, grocery, freezer, dairy, bakery, produce, and non-food. Examples will be provided in this training.

All Members have access to the Sharing Floor at both locations. Appointments are required and will not be available during quarterly inventory, staff events, or holidays. Please review the current year's [Food Bank Sharing Floor and Online Order Closure Dates](#), available on the Food Bank's Member webpage.

SHARING FLOOR AND ONLINE INVENTORIES

The Sharing Floor is made up solely of donated items and, due to high turnover, cannot be ordered online. The Sharing Floor is ideal for small, diverse orders.

Program food, such as USDA (TEFAP), and GNAP foods are only available through online ordering. Online items are in bulk packaging.

We encourage our Shoppers to pair an online order pickup with their Sharing Floor appointment to make the most of their visit.

SCHEDULING A SHARING FLOOR APPOINTMENT

Appointments are required.

Although we do our best to be accommodating, there are no exceptions to this requirement in an effort to maintain an organized and fair experience. You may schedule your next appointment during checkout, by calling your Food Access Coordinator, or the by calling branch you wish to shop at. Both locations are available to all members.

Athens: 706.354.8191 ext. 106 Clayton: 706.782.0780

Appointments are made on the hour, and you will have one hour to shop.

Should you arrive early, you will be required to wait until your appointment time. Being late will cut your time short, not extend it.

REGISTERED SHOPPERS

Each Agency may have up to 5 registered Shoppers. Two (2) agencies are allowed per appointment. No time slot belongs to any one agency.

No more than two (2) people per agency are allowed on the Sharing Floor during an appointment. You may bring additional help if needed, but they must stay off of the floor due to limited space.

At minimum, one (1) registered shopper must be present with their Member's Card at the appointment. Additional volunteers may be unregistered.

Member's cards must be current and may not be shared. Renewal occurs each year between November 1st and December 1st. New cards will be issued once annual training has been completed. *Replacement cards will accrue a \$5 fee on the Agency's account.

RESPONSIBILITY AND PREPAREDNESS

Shoppers are responsible for knowing what is and what is not safe to consume, as outlined in the Food Safety portion of training.

Shoppers are expected to be cordial to each other and staff. Alert your Food Access Coordinator of any issues.

Shoppers are responsible for lifting the box(es) and/or bag(s) and placing them on a scale, in addition to loading their vehicle(s). Please bring appropriate assistance.

All items must be transported safely and securely. This includes, but is not limited to, tie downs, tarps, coolers, freezer blankets, or insulated bags.

Do not enter areas of the warehouse that are off-limits without expressed permission by staff.

SHARING FLOOR CATEGORIES

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(WITH EXAMPLES)

Grocery

Oil, flour, canned foods, cereal, seasoning, noodles, syrups, sauces, soups, boxed meals, and rice.

Snacks

Raisins, crackers, fruit snacks, granola bars, chips, cookies, popcorn, and candy.

Drinks (drinkable as-is or can be prepared into a drinkable beverage)

Water, soda, juice, dry milk, coffee, tea, and powdered drinks.

Freezer

All items from the freezer section.

SHARING FLOOR CATEGORIES

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(WITH EXAMPLES)

Dairy

Eggs, milk, yogurt, and cheese.

Bakery

Bread, muffins, donuts, cakes, and pies.

Produce

Fruits and vegetables.

Non-Food

Cleaning supplies, paper products, personal hygiene, holiday, and pet supplies.

CHECKING OUT

After weighing up each individual category, a total will be provided and printed on two copies of the Member's invoice. One copy is to be signed and submitted to Food Bank staff and the other is for the Member to keep a record of the charge. During checkout, the Member may also request to schedule their next Sharing Floor appointment.



CREDIT

All agencies have a \$500 opening line of credit

The goal is to provide enough purchasing power to cover one month's worth of invoices. Based on payment history and need, your credit can be increased. For all requests, please have the director contact your Food Access Coordinator.

NO PAYMENT IS REQUIRED AT CHECKOUT

If the credit limit has been met and an increase is not approved, a payment must be made before an agency will be allowed to shop or schedule a Mobile Pantry.



CONGRATULATIONS!

**YOU HAVE COMPLETED THE
NEW SHOPPER TRAINING**

**Record your completed trainings in your
organization's Volunteer Log and provide a
copy to your Food Access Coordinator**