

2-1-1 Arizona & DoorDash

Last Mile Delivery Program

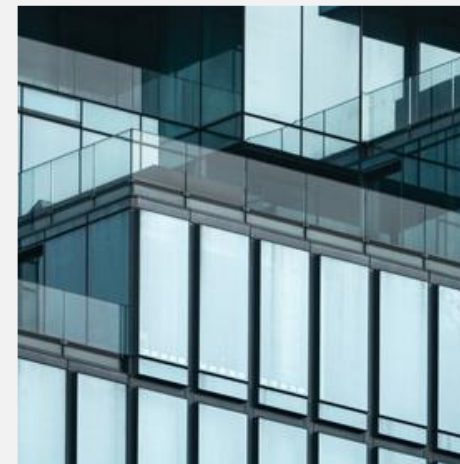
Acceptance and Set-Up Assistance

Congratulations!

Your organization has been successfully vetted by United Way and DoorDash!

Today we will:

- Identify the pick-up location and instructions
- Review delivery specifications
- Review options for submitting orders, including the process for calling 2-1-1 for orders needed sooner than 2 days
- Review the Economy Order Form (to be completed 2 days in advance for all orders)
- Fill out the Follow-Up Form and go over next steps



Identify and Set Up DoorDash Pick-Up Location



Identify Location

Locate the main entrance to and location for the DoorDasher to pick up the food box. Provide details in the written description and a picture of each location to help.



DoorDash Signs Available

Please feel free to utilize DoorDash signs at the pick-up locations to direct the door dashers.



POC & 2-1-1 Phone for Assistance

Confirm the phone number for the DoorDasher to call if there are any issues. We will keep a record of each location's hours of operation and any other relevant information to ensure that callers are referred appropriately.

Delivery Specifications

Within 10 Miles



All deliveries need to be within 10 miles of the facility.

This is to help keep the average time of delivery at 1.5 hours but no more than 4.

10 Deliveries per Dasher



Need to fit ~10 deliveries in a car.

Food boxes come in many different shapes and sizes. DoorDash will accept various types, though placing in boxes is best.

Client Names



The DoorDasher will have a list of names.


Organizing boxes by name for the DoorDasher will help with pick up and delivery coordination.

Marking Deliveries



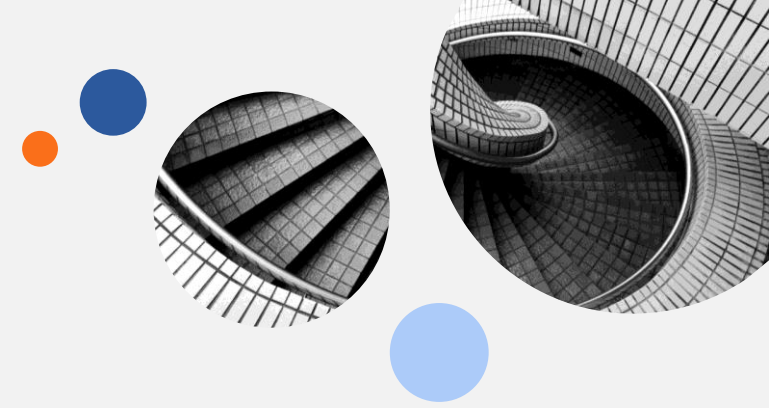
Different and multiple orders should be marked.

If delivering more than one item per location, please label using item numbers (e.g. 1/2 and 2/2). For different orders, please label with the client's name.

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- Three ways to submit orders:
1. Fill out the Economy Order Form
 2. Set up a recurring order
 3. Call 2-1-1 for same-day delivery

Options to help make things easy.

Options for Submitting Orders



Economy Order Form

- Preferred way for DoorDash to coordinate deliveries, especially for deliveries greater than 10.
- Great for weekly or monthly recurring orders or people who call in.
- Needs to be submitted to DoorDash at least 2 business days in advance.
- Coordination and support available through 2-1-1 via email or phone 8am-5pm daily.

2-1-1 Phone Call

- Client or food bank calls 2-1-1 to request a delivery.
- Good for one or two deliveries or those that need to be picked up as soon as possible.
- Will be used to refer 2-1-1 callers for a food box delivery. We will initiate a warm transfer, if possible.
- May need to call to confirm initial deliveries to ensure effectiveness.



Blocking or Preferring DoorDash Drivers

We can let DoorDash know!



Economy Order Form



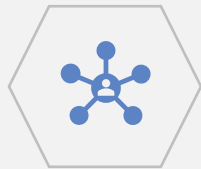
Pick-Up Location/Store ID

Will always be the same for your location!
The Store ID will be emailed to you.



Item Code(s)

F = Food box. Can have more than one code if on approved item list.



Send to 211Transporation@solari-inc.org

Form must be submitted at least 2 business days prior to delivery (8am-5pm daily). We will submit the form to DoorDash at the beginning and end of the day.



Pickup Window Start/End

Needs to be at least a 2-hour window on the hour. (e.g. 9am-11am) with a 15-minute buffer before and after.

20+ orders require a 3-hour window.



Name/Address/Phone

Similar to a taxicab or other courier service.



Drop-Off Instructions

Clear, concise instructions on how to locate the client's address and where to leave the items. If the client does not have a cellphone to receive a picture of the delivered order, please provide a landline number to call. 250-character limit.

Economy Order Form

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Pick up Location / Store Name*	Store ID* (Found of the)	Date of Delivery*	Pickup Window Star	Pickup Window End	Client First Name*	Client Last Name	Client Street Address	Client Unit	Client City*	Client State*	Client ZIP*	Client Phone*	Dropoff Instructions	Item Code(s)*	Number of Items*
2																
3																
4																
5																
6																
7																
8																
9																

Grayed columns should be filled out on an as-needed basis, such as a unit/apartment/suite number or specific drop-off instructions. The client's last name is not required but may help with order entry and delivery. If necessary, the last name field can be left blank.

Approved Item	Description/ Example	Keyword	Item Cod
Food Boxes/ Bags	Pre-packaged boxes/ bags of groceries/individual meal items.	Food	F
Pet/ service animal food & supplies	All animal-related items	Animal	A
Prepared/ Hot Meals	Ready-to-eat prepared/ hot meals	Meal	M
Emergency preparedness supplies & PPE	Hand sanitizer, masks, cleaning supplies, etc.	PPE	P
School supplies and school work packets, incl. educational items to support remote learning as a result of COVID-19 impacts	Homework, backpacks, notepads, technology, etc.	Education	E
Baby/ infant supplies	Formula, diapers, car seats, etc.	Baby	B
Senior supplies	Incontinence supplies, non-prescription medical equipment, small mobility aids, etc.	Senior	S
Hygiene items/ feminine care products	Toilet paper, pads, tampons, etc.	Hygiene	H
Special Thanksgiving	Turkeys/ hams/ chickens, special meals/ meal items, toys/ gifts, gift cards that specifically support Thanksgiving.	Thanksgiving	T
Special December Holiday	Turkeys/ hams/ chickens, special meals/ meal items, toys/ gifts, gift cards that specifically support December Holidays.	-	X
Gift cards for clients to purchase essential items	Not store dependent.	Gift	G
Mental health kits/ items	Gardening kits, adult coloring books, stress-relief items, etc.	Kit	K
Weather appropriate clothing/ goods	Socks, coats/ jackets, blankets, sheets, shoes, towels, etc.	Cold	C

Delivering Hope in Different Ways

- Pet supplies
- Emergency preparedness supplies and PPE
- School supplies
- Baby supplies
- Senior supplies
- Hygiene and mental health kits
- Holiday and seasonal events
- Gift cards
- Clothing
- Hot/prepared meals

Next Steps

You

- Fill out the Follow-Up Form either electronically or in person to complete registration with DoorDash and United Way.
- Inform your staff about DoorDash picking up food boxes.
- Place DoorDash signs as needed.
- Get ready to start deliveries in less than a week!

2-1-1

- Will upload the Follow-Up Form and pictures.
- Email confirmation will be sent, including the Store ID number and Economy Order Form.
- 2-1-1 staff will continue to be available for support and questions.

The Future

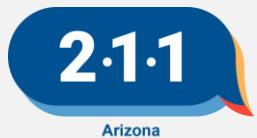
- After the confirmation email has been sent, we are ready to begin deliveries.
- We will provide resources to the community with information on participating locations.
- We will receive your orders and submit them to DoorDash using our portal.
- DoorDash will come to your location to pick up the food boxes and deliver them!



Ready to Deliver!

Thanks to your commitment and dedication, we will be able to help individuals and families in need.

We value your partnership and look forward to working together!



Joe Hicks - Manager, 211 Contact Tracing Operations

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