

Ordering Procedures

Six weeks prior to serving school provide venders

- Via e-mail, fax or phone
- Menu Planner (see attachment)
 - Products to be used
 - Quantity
 - Delivery date
 - Serving date

The school will provide venders Via e-mail, fax the Menu Planner six (6) weeks prior to the serving date. The following information must be included specific local product to be used, the approximate quantity needed, anticipated delivery date and approximate serving dates. This information will allow the venders to plan their crop production to meet the quantities necessary.

Vender confirmation

- Via e-mail, Fax or phone
- within three (3) business days
- receiving information
- Products Availability

Vender will not be able to meet the quantity needed, the vender shall notify the school within three (3) business days after information is submitted.

This is to provide time for the school to plan and adjust their menu for any shortage of product.

School order submission to vender

- Order form (see attachment)
- Via e-mail, or Fax
- By 3:00 p.m.
- Ten business days prior to delivery

Schools will submit orders via e-mail, or facsimile to the Vender no later than 3:00 p.m. Hawaii Standard Time (HST), ten (10) business days prior to the necessary delivery date.

Vender order confirmations to schools

- Via e-mail, Fax or phone
- within three (3) business days
 - Item
 - Quantity
 - Delivery date

Vender shall provide order confirmations to schools Via e-mail, Fax or phone within three (3) business days of receiving orders. If a vender is unable to deliver because product is temporarily out of stock, it shall be the vender's responsibility to notify the school of the shortages on the ordered items. All orders received by the vender during the contract period must be honored and the vender is obliged to deliver within the required delivery time established by the school.

Procedures if vender is unable to meet order

- The school may contact HCNP to discuss an alternative option.