



ABCD FOOD DELIVERY PROGRAM

Frequently Asked Questions (FAQ)

Greetings!

Thank you for participating in ABCD's Food Delivery Program. Through this program, you receive monthly deliveries of groceries from Stop & Shop. The food is delivered directly to your door. We wanted to send you the frequently asked questions for the program. We want you to know exactly how the program works and what to do if you encounter anything that you need assistance with.

Sincerely,

The ABCD Food Delivery Team

CONTACT US!

✉ foodelivery@bostonabcd.org

📞 617.348.6222

🌐 bostonabcd.org/foodelivery

How often will I receive deliveries?

You will receive a delivery once a month.

When do the deliveries start?

Deliveries start going out the second full week of the month. Expect a call or email from ABCD staff regarding your scheduled delivery. If you have not received a phone call reminder or email reminder regarding your food delivery scheduled date, Please call ABCD Food delivery program direct phone line 617.348.6222. One of the logistics specialists will be able to assist you.

How much food am I receiving every month?

You will be receiving several bags of groceries at approximately \$130 each month.

Will my dietary restrictions be accommodated?

Yes, we will accommodate your dietary restrictions. When you applied for the program, you indicated this in your application. If you'd like to inform us of your dietary restrictions, please contact us. We can then make sure your needs are accommodated. What we can provide depends on what is available in the Stop & Shop inventory.

What kinds of foods are in the order?

You will receive a food basket of fresh produce, dairy, meats, & other essential items. We also provide various household cleaning products like paper towels, dish soap, toilet paper and sponges.

Do I choose what I want or do you have a list?

For your first delivery, you will receive a standard menu that is modified to meet your expressed dietary needs. You can change your basket each month, but you are not required to. If you do not make changes, you will receive the same basket as the previous month.

Can I modify my food delivery order?

Yes! You can make 3 - 5 changes to your basket each month. You are not required to make changes. If you do not make changes, you will receive the same order as the previous month. We will try our best to accommodate more requests, but we cannot guarantee we can make all requested changes.

When will my delivery arrive?

The deliveries typically go out the 2nd and 3rd full week of the month. We schedule deliveries for Tuesday - Friday of those weeks. You will be contacted by email, text or phone call 1 week in advance with your delivery date and time. You can then confirm the date and time or reschedule the delivery. If you have not received a reminder regarding your food delivery scheduled date, Please call ABCD Food delivery program direct phone line 617.348.6222. One of the logistics specialists will be able to assist you.

Do I need to be home to receive the delivery?

Yes, you need to be home to receive the food. Stop & Shop will not leave the food if you are not there to receive it. If you will not be home, please contact the ABCD Food Delivery Team by phone or email.

How can I change my delivery date and/or time?

If you would like to change the scheduled delivery date or delivery and time, please contact the ABCD Food Delivery program by phone or email. We will work with you to schedule the delivery for a date and time that works best for you.

What happens on the day of delivery?

On the day of delivery, you will need to be home during the delivery window to receive the food. Upon arrival, the Stop & Shop driver will call you to notify you that they have arrived with the food. They will then follow the delivery instructions and provide you with the food.

Does ABCD deliver the food to me or does Stop & Shop?

Stop and shop makes the food delivery. ABCD is partnered with Stop & Shop PeaPod & they provide the delivery services. ABCD handles the scheduling of deliveries and works to ensure a successful delivery.

Can I Contact Stop & Shop about my deliveries?

Please contact the ABCD Food Delivery Team instead of Stop & Shop about your deliveries. The ABCD Food Delivery Team will be able to best assist you.

I'm expecting a delivery today, but it hasn't arrived yet. What should I do?

Please contact the ABCD Food Delivery team by phone or email. If it is within the delivery window and you have not received your food, we can provide you with an accurate arrival time. If it is after the delivery window, please let us know. If we need to reschedule your delivery, for whatever reason, we can certainly assist you.

What do I do if I miss my delivery?

If you missed your delivery, Please call ABCD Food delivery program direct phone line 617.348.6222. One of the logistics specialists will be able to assist you & schedule a redelivery.

What do I do if I have a problem with my order ?

Whether it is the order, or the delivery process itself, always reach out to ABCD Food Delivery Team by phone or email. If you experienced missing items in your order, out of stock items, or something in regards to the delivery. Please contact the ABCD Food Delivery team and let them know about the issue. We will resolve the issue and keep you updated on the next steps. We will always accommodate our clients to the best of our ability.

Who do I contact if I have any questions, comments or concerns?

Please call ABCD Food delivery program direct phone line 617.348.6222 or email foodelivery@bostonabcd.org.

Can you accommodate various languages?

Yes, we can accommodate various languages. We have 1 Spanish speaking staff member. We use a phone translation service as well. We can have a conference call with you, a Food Delivery team member and a translator to assist you. If you need a specific language, please let the Food Delivery team know and we will accommodate your request.

How do I update my delivery instructions?

If you would like to update your delivery instructions, please contact the ABCD Food Delivery team by phone or email. Provide us with the instructions you would like Stop & Shop to follow when they deliver your food.

How do I update my contact information or delivery address?

If you need to update your contact information or delivery address, please contact the ABCD Food Delivery Program by phone or email. Provide us with the updated information and we will update our records accordingly.

If I would like to be removed from the program what do I do?

Please call ABCD Food delivery program direct phone line 617.348.6222 or email foodelivery@bostonabcd.org. One of the logistics specialists will be able to assist you. If we can make changes to make the program work better for you, please let us know.