

Vendor Participation Standards

The specific obligations your business accepts when joining the DonorSelect fulfillment network.

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By applying to and being accepted into the DonorSelect vendor network, your business agrees to the standards set out in this document. These standards are binding from the date your first order is dispatched.

1. Performance requirements

- 1.1 On-time rate: You are required to maintain a minimum 90% on-time fulfillment rate on a rolling 90-day window. This is the minimum threshold for active participation in the network.
- 1.2 SLA window: The default SLA is 5 business days from the date and time an order is dispatched to you. Category-specific SLAs may be set at onboarding and will be specified in your individual agreement.
- 1.3 Reminder: An automated reminder is sent to you at day 3 of an unfulfilled order. This is informational — the SLA clock continues running regardless of whether you have seen the reminder.
- 1.4 Escalation: Failure to confirm fulfillment by the end of day 5 triggers a platform escalation. The order is flagged for review and may be reassigned to another vendor in the network.
- 1.5 Automatic suspension: Two SLA misses within any rolling 30-day period triggers automatic suspension pending review. You will be notified immediately. Active confirmed orders will be processed for payment; new orders will not be dispatched during suspension.
- 1.6 Performance scoring: Your performance score is recalculated nightly. A score below 90% results in a flagged status visible to DonorSelect administrators. You will be notified. New order dispatch may be paused until your score recovers above threshold or a review is completed.

2. Fulfillment confirmation requirements

- 2.1 You must confirm fulfillment of every completed order through the DonorSelect vendor portal. Verbal or email confirmation outside the portal does not satisfy this requirement.
- 2.2 A valid fulfillment confirmation must include: your confirmation timestamp; brief delivery notes describing what was delivered and the context; and — where physically practical — a delivery photo. The photo is surfaced to the donor in their fulfillment notification.
- 2.3 Fulfillment confirmation is the trigger for payment release. FoodFund Foundation does not disburse until a valid confirmation is received and processed.

2.4 Confirming fulfillment for an order that has not been genuinely completed constitutes fraud. It is grounds for immediate permanent removal from the network and referral to appropriate authorities.

3. Payment terms

3.1 Payment is released by FoodFund Foundation upon confirmed fulfillment, typically within 2 business days of a valid confirmation being processed.

3.2 A fulfillment fee is charged on each completed, confirmed order. Your fee rate — between 8% and 12% of order value, depending on category — is set at onboarding and disclosed in your individual Vendor Participation Agreement. No fee is charged on unfulfilled, reassigned, or escalated orders.

3.3 Payment is made to the bank account or payment method you provide at onboarding. You are responsible for keeping your payment details current. DonorSelect and FoodFund Foundation are not liable for failed disbursements due to incorrect payment details.

4. Order handling and conduct

4.1 Orders dispatched to you are pre-funded by donors. You may not communicate directly with donors about funding, payment, order status, or any other matter outside the fulfillment portal.

4.2 All questions about order specifications, delivery addresses, or item details must be routed through the DonorSelect vendor portal or the designated support channel. Do not contact charity staff directly about orders.

4.3 You may not substitute a materially different item for the one specified in an order without prior written approval from DonorSelect. Substitutions are subject to the donor-consent process and must be approved before delivery.

4.4 Delivery must be made to the address or location specified in the order. You may not redirect delivery without platform approval.

5. Brand and data use

5.1 Your business name will appear as “Fulfilled by [Your Business Name]” on all donor fulfillment notifications and receipts for orders you complete. This attribution is automatic and part of your participation in the network.

5.2 You may not use any donor information, recipient information, or charity information obtained through DonorSelect orders for any marketing, outreach, commercial, or other purpose outside of fulfilling the specific order.

5.3 You may not contact recipients, charity staff, or donors directly for any purpose other than the logistics of a specific, active delivery.

6. Suspension and removal

6.1 Suspension — Your vendor status may be suspended for: on-time rate below 90%; two SLA misses in a 30-day period (automatic); escalated unresolved orders; credible complaint triggering review; failure to respond to platform communications within 10 business days.

6.2 Permanent removal — Your vendor status may be permanently revoked for: confirmed false fulfillment; misuse of donor, recipient, or charity data; fraud or material misrepresentation; conduct incompatible with the platform’s recipient dignity standards.

6.3 Upon permanent removal: any payments due for genuinely completed orders confirmed prior to removal will be processed on the normal schedule. No further orders will be dispatched to your account.

The performance standards in this document exist because the platform’s guarantee to donors only holds when vendors have real accountability behind it. The 90% threshold and SLA enforcement are not targets — they are the floor.

These standards are a summary of your specific obligations. For full platform policies — how funds flow, fee disclosure, and donor expectations — refer to the DonorSelect Platform Trust & Policy Guide at donorselect.org/docs.