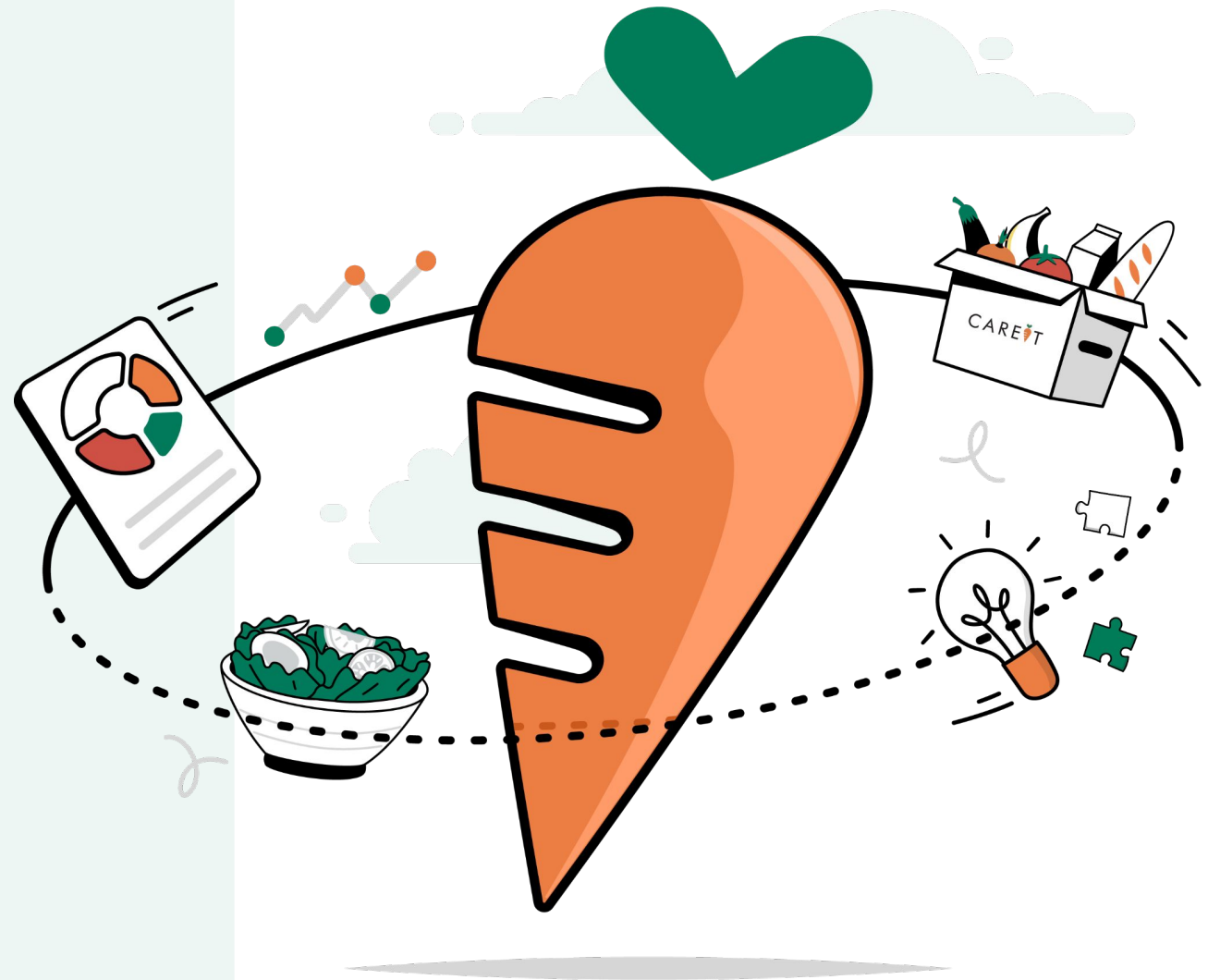# CAREIT

Food Donation Tracking
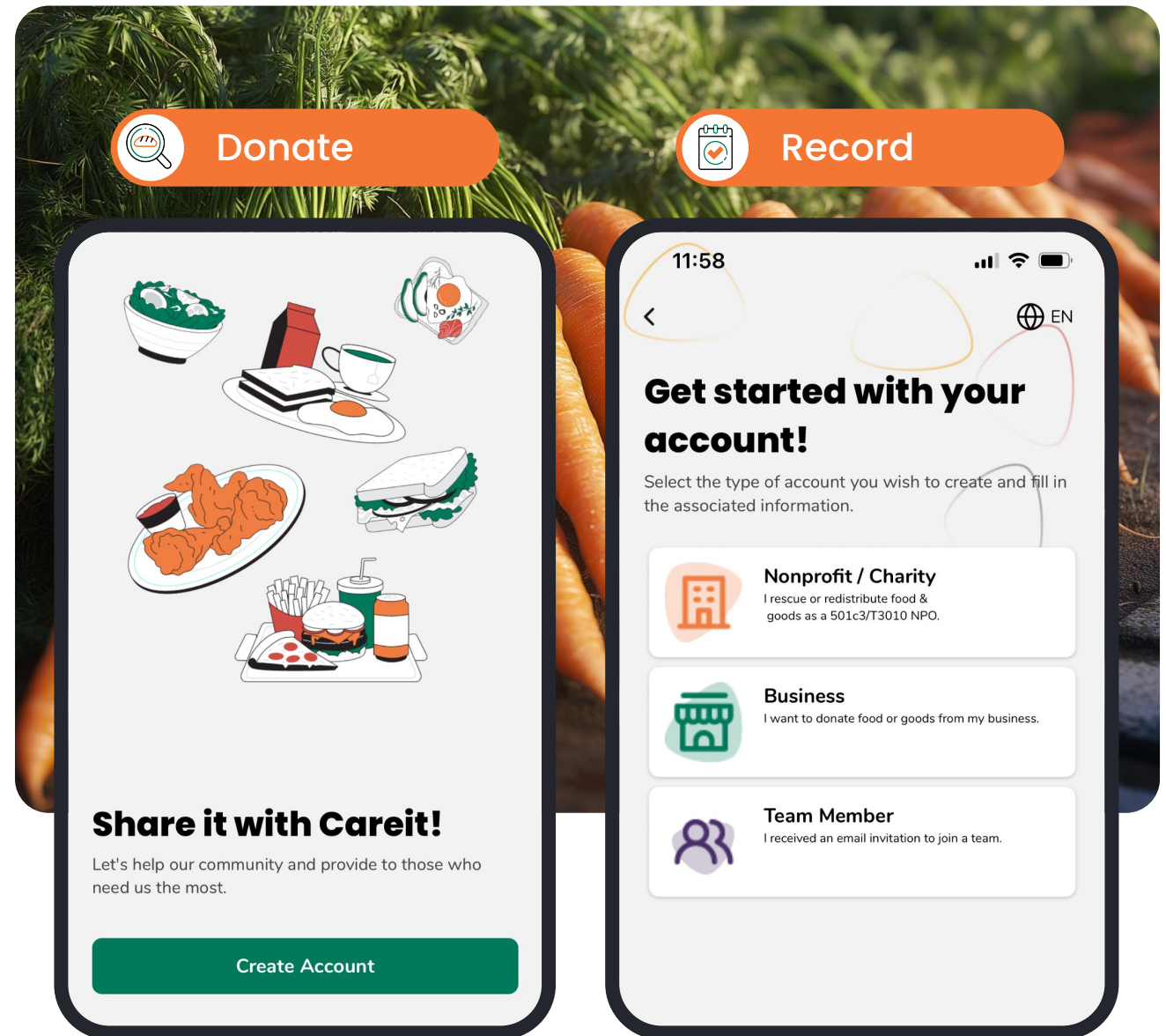
A guide for you

CAREIT

Food Rescue App

Careit serves as a digital solution that:

- Matches food donations from your business directly to nearby nonprofit organizations.
- Records all donation activities for compliance purposes.

Partner Management:

- Take charge of your partnerships by directly selecting which nonprofit organizations receive your donations.

Donate

Record

Share it with Careit!

Let's help our community and provide to those who need us the most.

Create Account

11:58

EN

Get started with your account!

Select the type of account you wish to create and fill in the associated information.

Nonprofit / Charity
I rescue or redistribute food & goods as a 501c3/T3010 NPO.

Business
I want to donate food or goods from my business.

Team Member
I received an email invitation to join a team.

CAREIT

Liability Protection

Donors have been federally protected from liability since 1996

✓ **BILL EMERSON GOOD SAMARITAN FOOD DONATION ACT**

✓ **FOOD DONATION IMPROVEMENT ACT**

For more information and resources visit

https://www.usda.gov/sites/default/files/documents/usda-good-samaritan-faqs.pdf

Method 1

You have been invited
to join your organization's account

1 Careit sends an account invitation email to the site point-of-contact email address

If you can't find the email, just visit **my.careit.com** and click **Get Started** then **Team Member**

CAREIT
You've Been
Invited!

CAREIT
You've been invited to join the BJ's Restaurants team to help donate and rescue food. Download the Careit app for iOS or Android, and create your own unique team member account.

Join Team

2 Select **Location Name** and select **Next**.

If there are no pending invites, your account may have already been created and you'll need to reset your password
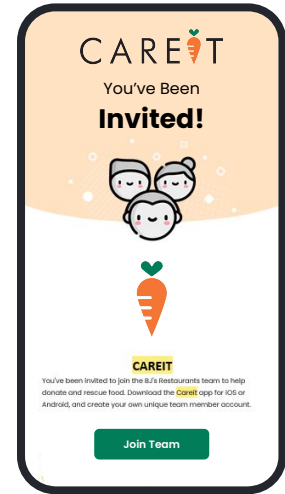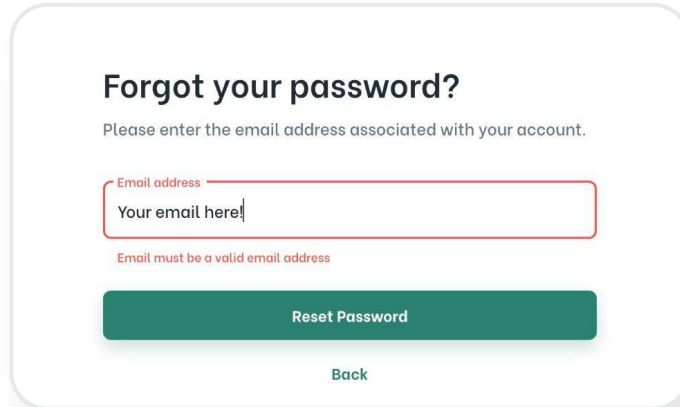
Team Invites

Twin's Supermarket

Next

Back

How to **Reset Your Password**

CARE♥T

Forgot your password?

Please enter the email address associated with your account.

┌─ Email address ──────────────
Your email here!

Email must be a valid email address

Reset Password

Back

If someone previously created an account using your email address, you may need to reset your password.

1 Visit: **my.careitapp.com/auth/reset-password** or navigate to the log-in screen

2 Click or select **Forgot Password**

3 Type your email address & press **Reset Password**

4 Get the OTP (One-Time-Passcode) and enter that into the appropriate box on the password reset screen

⚠ **Careit passwords must be at least 8 characters long and contain:**

A One uppercase letter

a One lowercase letter

1 One number

! One special character

How to Sign-up 🥕

CAREIT

Method 2

Create new location account

1 Visit **careit.com** and select **Sign Up** in the top right corner

Or download the Careit App and select **Create Account**

2 Select **Donate food or goods** and fill in the information as prompted. The first page is for information about you, the second page is for information about your business.
Contact Careit if you're alerted a business with that address already exists.

Get started today

We'd love to know more about your organization.

I'm joining an existing organization
Team Member

My organization would like to
Rescue food or goods

My organization would like to
Donate food or goods

Identify Donatable Food

CAREIT

You Can Donate

Dented cans or slightly crushed or damaged boxes

Near or recently past Best/Use/Sell-By Dates
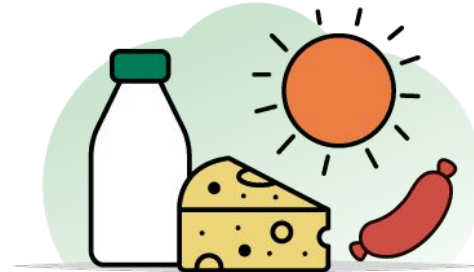
All edible food, **including prepared food**

Essential non-food household supplies

Identify Donatable Food

CAREIT

Do Not Donate

Spoiled or contaminated food

Food stored outside a safe temperature range

Bulging cans or unsealed bags

Potentially Hazardous Food/Temperature Control for Safety (PHF/TCS) **and** has been prepped or opened (i.e., liquid eggs) for more than 7 days

> 41°F

PHF/TCS food not cooled to 41°F within 6 hours

Packaging and Preparing Donations

Chicken Alfredo
Contains:
Dairy, Nuts, Allium
Prepped: 01/02/26

1. **Label** each donation bag/container with a small description of what the food is, list any allergens, and add the prepared on date/expiration/best by date, if applicable.

2. **Do not directly mix** different types of meats or foods in aluminum trays, quart containers, or plastic bags. For instance, rice must be packaged separately from steamed carrots.

3. Keep uncooked meats in **separate containers.**

4. PHF/TCS food must cool to 70ºF within 2 hours and then to 41ºF within 4 hours.

Storing Donations

Responsible storage of donations helps ensure that donatable items do not get mixed back in with foods meant for regular operations.

Refrigeration

Store prepared food in a refrigerator if it will be picked up within 2 days. For longer storage, freeze the food.

Dedicated Space

Clearly label a specific area in the shelves, walk-in cooler, or freezer for donation items.

Freezer Storage

Place all Potentially Hazardous Foods (PHF) or Time/Temperature Control for Safety (TCS) foods in the freezer. **Exceptions** include: eggs, dairy products, fried foods, and produce.

Temperature Control

Ensure donations remain at the correct temperature until the donation driver arrives.
This means:
- Refrigerated items at 41ºF (5ºC) or below.
- Frozen items at 0ºF (-18ºC) or below.

Posting a Donation

CAREIT

1

Click **Create Donation**, add photo(s)

Create Donation screen

11:59

≡ Create Donation ✕

Smart Photo Upload
Let Careit automatically detect your donation items from a photo - powered by AI. ⓘ
Upload a clear photo of your donation items to get started.

Auto-Fill Donation Details with AI 🔘

Accepted: JPG, PNG (max 10MB). For best results, photograph items on a plain background.

📷
Tap Here

You can add up to 6 photos. AI analysis will run when you click Next.

Next

AI Assistance:
Choose to use AI to fill out donation details, or manually write appetizing title, donation details including quantity, quality, packaging, and temperature of items

Best Photos:
Select an image that clearly displays the food itself, rather than just its packaging

Best Title:
Advertise your donation with an appetizing and descriptive title. Avoid vague titles and descriptions.

2

Request pick up or log staff meals

12:03

≡ Create Donation ✕

Choose Delivery Method
Decide whether the recipient will pick it up or you'll deliver the donation yourself.

Request pick up

I will deliver | Staff Meals

ⓘ This staff meal allocation will be automatically marked as completed and will not be included in donation totals.

Back | Next

Transportation Method:
Request pick up from a local, available recipient. Many organizations often rely on volunteers to rescue food.
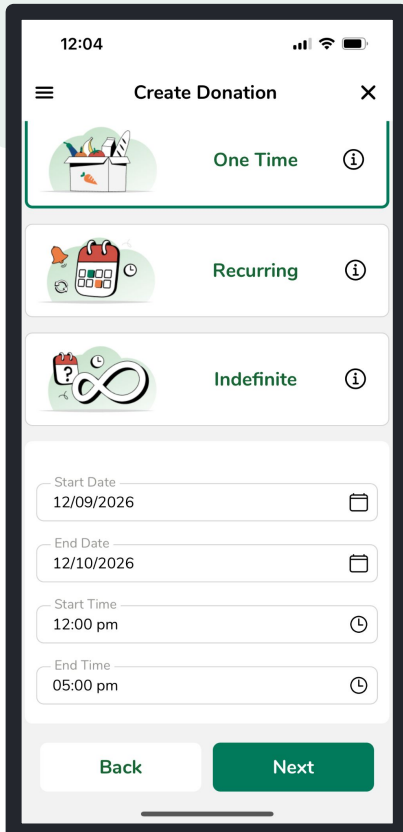To help ensure your food finds a recipient, offer to deliver directly if you can.

Staff Meals (Corporate or Basic Subscription Only):
Tracking surplus meals that were consumed by staff to avoid waste helps with proving compliance with state food waste prevention mandates.

Posting a Donation

CAREIT

3

Add available time window

One Time Donations:
Longer time windows give more flexibility for recipients. If possible, include a **weekday** during standard business hours in your availability window.
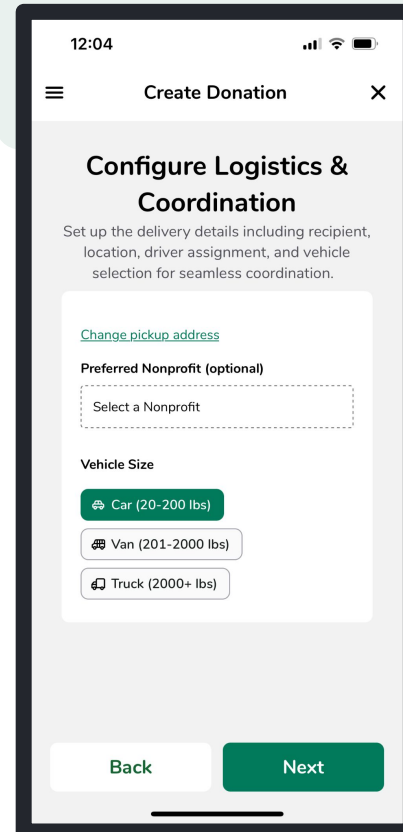
Recurring donations (Corporate or Basic Subscription only):
For regularly scheduled donations, select "Indefinite" if you have no end date in mind. Select "Recurring" if donations will stop recurring at a date in the future.

4

Vehicle and Assignment

Preferred Recipient:
Do not assign a recipient agency unless you have previously arranged to donate directly to them through Careit. Leave the recipient unassigned, and Careit will notify all local nonprofits about your donation to find the best match.
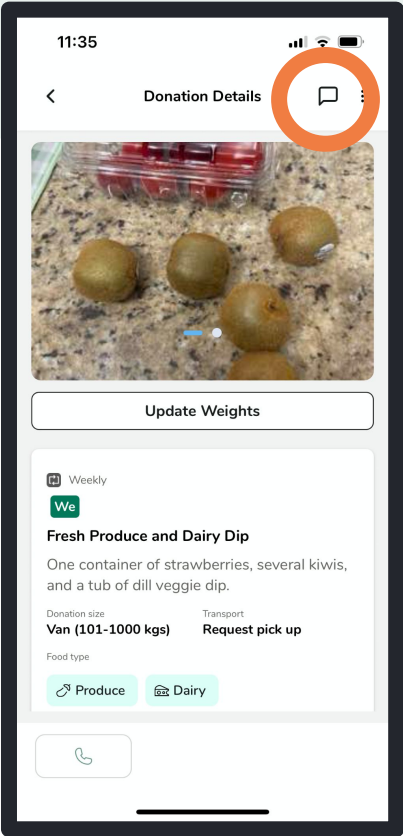
Vehicle Size:
Pick the best size vehicle to transport this donation based on the volume available.

Add Pickup Instructions:
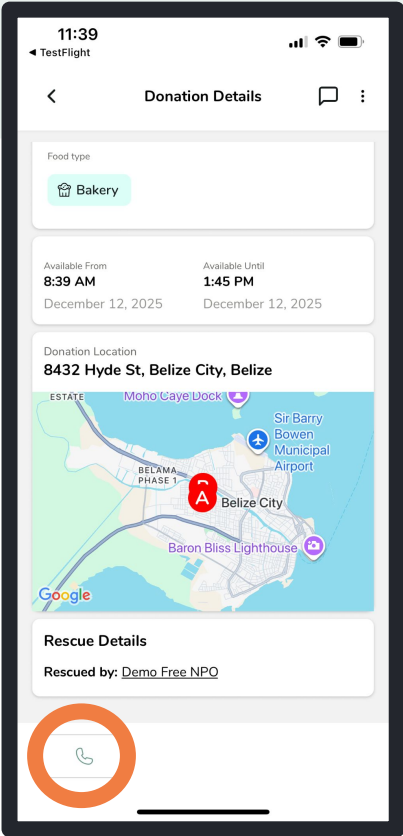Optional: add details about how to find the donation, who to contact, parking, etc.

Communications and Metrics
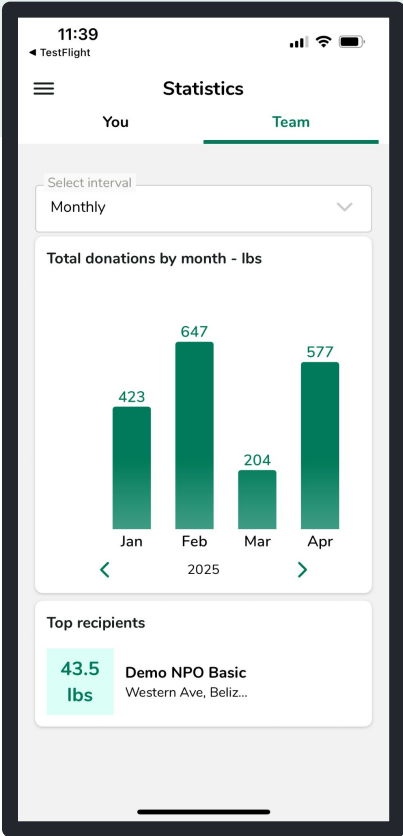
CAREIT

5
Use the **chat** feature to contact

6
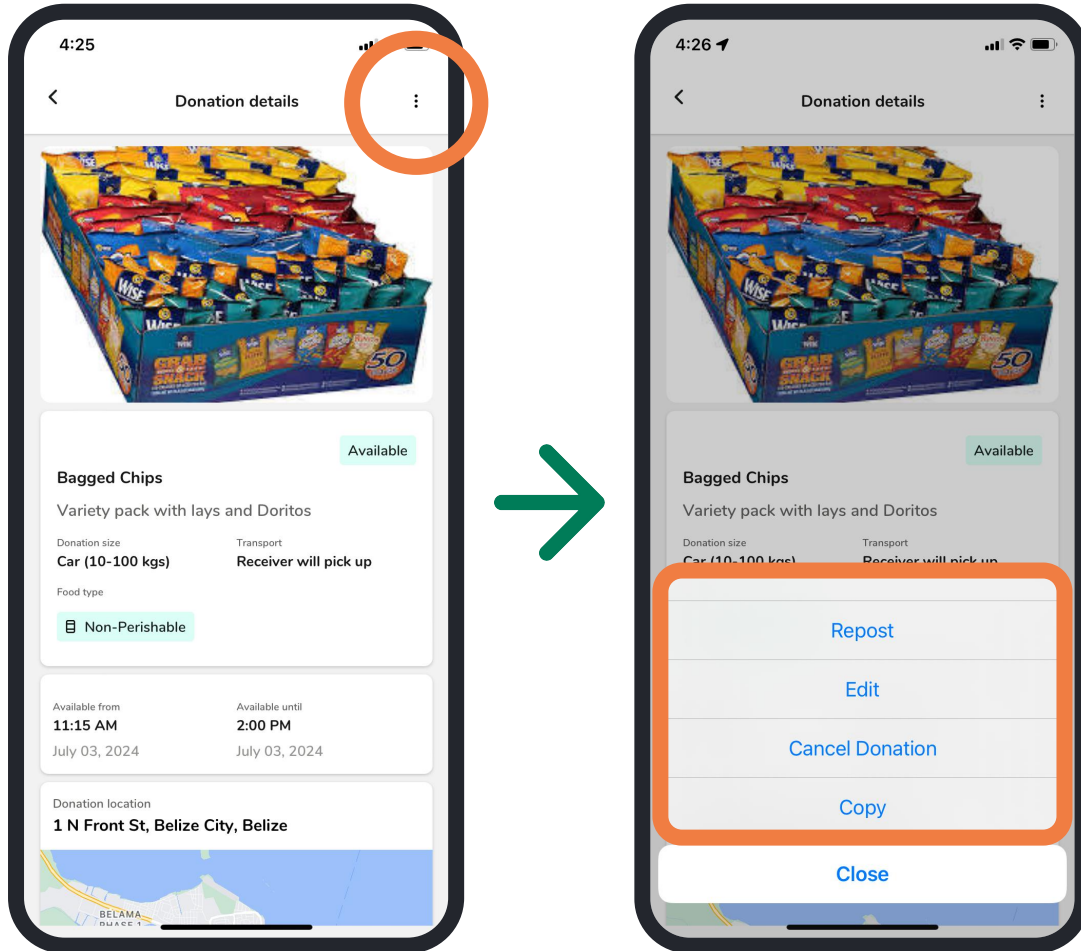**Call** your partner if they don't respond on chat

7
View your team's statistics and **monthly weights**

Editing a Donation

CAREIT

Repost:
If a nonprofit **doesn't respond** after reserving your donation, use the **Repost** option to make it available again.

Edit:
You can **update** your posted donation if you need to change the **pickup time** or **items**.

Cancel Donation:
Selecting **Cancel Donation** will **completely remove** your donation from Careit.

Copy:
Use the **Copy** feature if you want to **quickly create** a new donation using details from a previous one as a template.

Where is the food going?

Careit collaborates with local 501(c)(3) Nonprofits such as

- Soup kitchens
- Shelters
- Food pantries
- Elderly housing complexes
- Families in need
- And many more community support initiatives

Key facts:

- One in ten Americans faces food insecurity
- Nonprofit locations are typically within a 30-mile radius of businesses to ensure food safety during transport

Have a favorite nonprofit?

Tell Careit about them! We're always looking to grow our network and would be thrilled to invite them to join the Careit community.

Donating with Dignity

As a small nonprofit, Careit really helps me to streamline our process, and easily track food weights and impact to feed more hungry people.

Michael Longshore Director, Entouch Betterment Foundation

Community Compatibility:
Donations are reserved according to the specific requirements of recipients.

Stay Compliant:
Maintain detailed records of all donations, even those not claimed, to accurately track your progress.

Quality Matters:
Treat surplus food as if you were preparing it for your loved ones.

Capacity Awareness:
Understand that not every donation will be accepted; nonprofits have varying capacities. Reach out to Careit for guidance when in doubt.
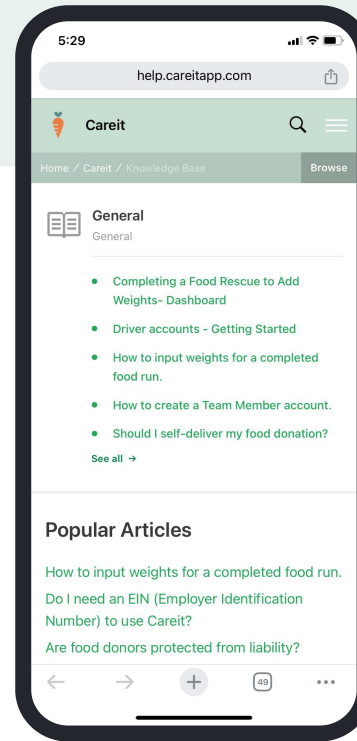
Need Help? Contact Us!

CAREIT

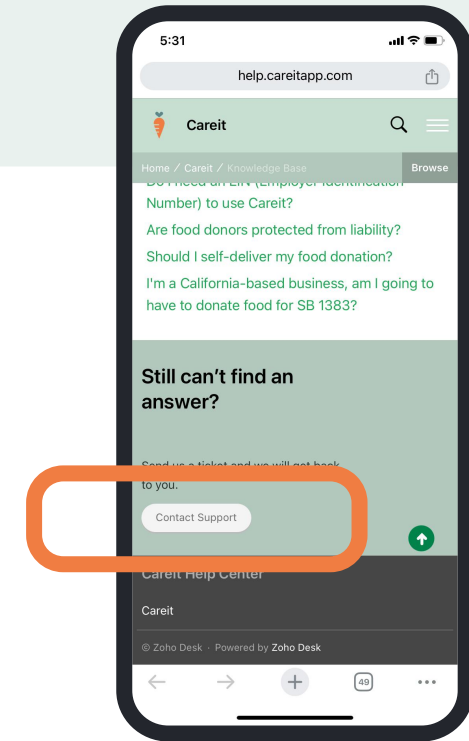**1** From the side menu select Help/Support.
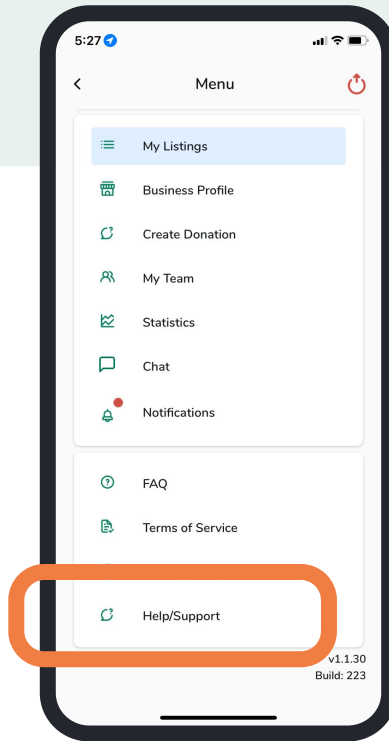
2 Browse general questions & how-to articles

3 Submit a ticket if you can't find the answer you're looking for.

Live Support is available **Monday to Friday from 9AM to 5PM**, Pacific Standard Time

Food Donation Tips

CAREIT

Log-in Email: [   ]   **Password:** [   ]

Using Careit

Timing: Post your donation at least five hours before it needs to be picked up, store overnight for a morning pickup window, if possible.

Listing Details: Use a descriptive title for your donation; include food type, quality, quantity, and pickup information.

Partner Selection: Only assign a nonprofit partner if they've previously agreed to take the donation.

Reposting: If the partner doesn't show up, use the "Repost" feature to make the donation available again.

Support: For additional help, navigate to the Support menu to contact Careit.

Donation Guidelines

Edible Food: Donate all food that is at safe temperatures and not spoiled. Freshness is good but not mandatory.

Expiration Dates: Items with approaching or slightly expired Best-By Dates are still donatable.

Packaging and Labeling: Separate, store, and label donations clearly, noting allergens and dates on prepared foods.

Download Careit

Print This Page

What to Donate?

CAREIT

You're Protected

Food donors have been protected since 1996. **The Food Donation Improvement Act** and the **Bill Emerson Good Samaritan Food Donation Act** encourage good-faith donations of food to individuals in need without liability.

https://www.usda.gov/sites/default/files/documents/usda-good-samaritan-faqs.pdf

Food Safety is Key

- Do not directly mix different types of meats or foods in aluminum trays, quart containers, or plastic bags. For instance, rice must be packaged separately from steamed carrots.
- PHF/TCS food must cool to 70°F within 2 hours and then to 41°F within 4 hours.

Print Me!

Produce:

- Any type of fresh whole fruit or vegetable (packaged or loose)
- Whole (uncut, unpeeled) fruit and vegetables do not require temperature control

Meat & Seafood:

- Must be USDA approved. Fresh meat and seafood must be maintained at 41°F or below. Frozen products at 0°F or below.
- Required packaging: Foods must be in their intact, original packaging.
- Transport in a separate container to avoid cross contamination.

Dairy & Eggs:

- Commercially packaged milk, cheese, yogurt, ice cream, eggs and egg products.
- Dairy products must be maintained at a temperature of 41°F or below.
- Must be in their intact, original packaging.

Non Perishables:

- Commercially canned, boxed, and otherwise packaged foods.
- Dented cans or slightly crushed or damaged boxes are ok. Bulging cans or unsealed bags should not be donated.

Prepared Foods:

- Prepared food that has been properly chilled to 41°F or below or frozen, and has not been previously served may be safely donated.
- Required packaging: Secure, sealed, food grade packaging (e.g. sandwiches wrapped in plastic wrap or foil.)
- Maximum time hot foods can be out of temperature controlled environment is 2 hours.
- Label bulk prepared donations with any allergens and preparation date.
- Keep different meat types in separate containers.

Frozen Foods:

- Commercially packaged frozen food such as peas, berries, ravioli, waffles, etc.
- Frozen products must be maintained at a temperature of 0 °F or below at all times, including during transportation.
- Must be in their intact, original packaging.

Baked Goods:

- Items from commercial sources that have not been previously served to the public.
- Most bakery items do not require temperature control, unless they are filled with perishable components such as cream or meat.

Thank You!

Scan QR Code to Download the Careit App

Any questions?
Feel free to reach out!

📞 1-833-366-3365

✉️ Hello@Careit.com