



Minnesota
Milk Bank
for Babies

HELPING BABIES CLOSE TO HOME

Ordering Information

for MMBB Pasteurized Donor Human Milk
(8/1/2023)

Prices in effect September 1, 2023. All bottles are BPA-free plastic, food grade, and sent frozen. Products and/or pricing subject to change with 30 days advance written notice. See Products List for current prices and additional product information.

Hours of Operation

- Monday-Friday, 8:00am-4:30pm. Observed holidays when the Milk Bank will be closed (subject to change with notice):
 - New Year's Day
 - President's Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Thursday and Friday
 - Christmas Eve
 - Christmas Day
- If a holiday falls on a weekend, the Milk Bank may be closed the Friday before or the Monday after the holiday. Notice to all clients will be sent.

Submitting an Order

- Please submit orders to the Minnesota Milk Bank for Babies (MMBB) by either:
 - Email to orders@mnmilkbank.org
 - Telephone: (763) 546-8051
 - Online: www.mnmilkbank.org/orderPDHM
 - Fax: (763) 225-4800

Order Processing and Shipping

- Orders are confirmed by email in about 2 hours of receipt with availability and delivery details. If confirmation is NOT received, please call and resend.
 - From Outside the Metro area:**
 - Monday-Wednesday orders sent by 12:00pm are processed and shipped the next day by FedEx Priority Overnight. After 12:00pm, order may be processed the next day.
 - Thursday or Friday orders ship the following Monday.
 - From Inside the Metro area:**
 - Orders placed by 12:00pm are delivered next business day. After 12:00pm, order may be processed the next day.
- Urgent orders:**
 - Requests for same-day delivery or those received after 12:00pm can request same-day delivery via courier or FedEx Priority Overnight with an additional \$85 RUSH fee. Call MMBB to notify us of an urgent email or fax order. Same-day or next day deliveries are not guaranteed.
- No orders will ship for delivery on weekends or holidays.**



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Pricing

- Purchasers are responsible for shipping and courier costs which are included on the invoice issued by MMBB. Costs may vary and are subject to change.
- Shipping fees waived for facilities with active MMBB milk depots (collection sites) and/or distribution sites (RUSH fees still apply).
- Milk products are shipped frozen with dry ice or gel/foam refrigerant; handling fee of \$15.00 per box.
- A shipping surcharge on the base shipping rate may be added. Prior notification about changes to charges will be sent.
- If MMBB's shipper or courier is used, once signature confirmation is obtained at delivery, ownership and responsibility for Milk Products is transferred to the Purchaser.
- Purchasers can use their own UPS/FedEx account or courier. Please notify the MMBB on the order form with the account number. MMBB may not be able to track the shipment when using the purchaser's shipper. Ownership and responsibility of milk products are transferred to the purchaser upon pick-up.
- Metro area hospitals may qualify for the reusable soft-sided cooler bag program. For inquiries, contact MMBB.

Packaging

- Milk products are shipped frozen in cooler boxes with dry ice or gel/foam ice packs and must reach the unit the same day it arrives.
- Boxes are labeled with medical food, perishable, fragile, and deliver immediately and delivered to the destination indicated on the order form.
- Boxes with dry ice include safe handling instructions and a label on the box.
- Unpack and place milk in a freezer upon arrival at destination.
- Report any issues with broken or thawed bottles on the packing slip and contact the MMBB as soon as possible.
- Reusable cooler bags may be available for some facilities. For inquiries, please contact the milk bank.

Payment

- Invoices will be emailed to the billing contact designated by the Purchaser and are due in 30 days.
- Payments are accepted by check, ACH, or credit card. ACH is preferred.

Notices

- To receive important notices about closures and product changes, sign up at <http://eepurl.com/hZDuWv>

The Minnesota Milk Bank for Babies is a 501c3 nonprofit organization and a proud member of the Human Milk Banking Association of North America (HMBANA). Our mission is to improve infant health outcomes by ensuring that medically vulnerable babies in Minnesota and the Upper Midwest have access to safely pasteurized life-giving donor human milk when mother's milk is unavailable or in low supply.