



*April 22, 2021*

*This message is being sent to all members of the Central Texas Food Bank Partner Agency network.*

**Special Announcement: March Handling Fee Credits**

We are pleased to announce we are again providing handling fee credits to partners for the month of March. You should already see 90% of your March handling fees have been credited to your account. Thank you again for all of your hard work! We hope this extra support helps to ensure you can maximize your resources and continue to get the inventory you need to serve the community. If you have any questions about your agency's account or how handling fee credits work, please reach out to your CTFB relationship manager or send us an email at [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org).

**Non-Food Market: Saturday, May 1st**



CENTRAL TEXAS FOOD BANK'S

**FLEA MARKET**



Please join us from 8 a.m. – 12 p.m. on Saturday, May 1st.

Saturday, May 1st, the Central Texas Food Bank will open up the agency docks for another non-food flea market. All active partner agencies are eligible to shop! There will be no handling fees accrued for this product but there is a limit of 6 pallets per Partner Agency.

If you would like to participate, please plan accordingly as all non-food items will be in miscellaneous

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totes and agencies can select which tote they want on a first-come, first-served basis.

*\*Must take whole tote as-is. All non-food items must be distributed directly to clients free of charge and can never be sold.\**

Must schedule an appointment to attend. Limited appointments available. Please contact Karsten Darden, Agency Relations Specialist, at [kdarden@centraltexasfoodbank.org](mailto:kdarden@centraltexasfoodbank.org) to schedule an appointment.

You can find pictures of common totes available at flea markets on this [flyer](#). See you there!

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### **New Pick-up Procedures at CTFB Agency Dock**

The process for checking-in for order pick-up and shop for appointments at the Central Texas Food Bank is changing. Effective Monday, May 3, all Partner Agency staff and volunteers who are onsite to pick-up an order or do shop for must check-in at the Agency Dock desk, located to the right when you enter the facility, with the team who helps you retrieve your orders. Please notify your staff and volunteers of this important update.

Additionally, here are a few general reminders about picking-up at CTFB:

- Bring all the supplies you need for picking up your order – an appropriately sized vehicle and coolers or freezer blankets to keep perishables cold in transport.
- Please arrive on time, arriving early can result in a traffic jam and arriving late could cause you to have to reschedule your appointment.
- Check-in is now located at the Agency Doc desk, to the right upon entering the door.
- Masks and close-toe shoes must be worn at all time when inside the warehouse.
- Please refrain from using your cell phone or eating/drinking when inside the warehouse.
- Don't forget to check, and double-check, that your order is correct and you've received all the items on the invoice before signing.

We appreciate your partnership and cooperation with these rules. Have new staff/volunteers doing pick-ups? We're happy to help provide a brief training on the dos and don'ts of picking-up product at CTFB. Reach out to your relationship manager to schedule time to connect or email us at [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org).

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### **Save the Date: Upcoming Closure**

The Food Bank will be closed on Monday, May 31 in observance of Memorial Day. There will be no pick-

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ups or deliveries on that day. For the most up-to-date closure information, please refer to the [2021 Holiday Guide](#) and the [agencies page](#) of our website. CTFB will post and send out the ordering guidelines for closures 30 days prior so you can plan for your pantry needs. If you would like to schedule a pick up appointment at CTFB, please reach out to your relationship manager.

## CONTACT THE TEAM

512.684.2503 | [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org)

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6500 Metropolis Drive, Austin, TX 78744