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## Partner Agency Blast

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### Agency News



### Special Announcement: July Handling Fee Credits

We are pleased to announce we have provided handling fee credits to partners for the

month of July. **You should see 90% of your July handling fees 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).

## Important Reminders

### Upcoming Closures

Mark your calendars! We want your organization to have ample time to prepare for Labor Day and CTFB's annual inventory closure. We will be closed in observance of Labor Day on Monday, September 6th. In order to conduct our annual inventory, CTFB will be closed from Thursday, September 23 – Monday, September 27. This means there will be no pick-ups, deliveries, or shop-for during these times. Below are the modifications being made to the ordering schedule as a result of these closures.

Labor Day:

<b>If you are picking up or receiving delivery on:</b>	<b>Your ordering window opens on:</b>	<b>At:</b>	<b>Your order is due on:</b>	<b>At:</b>
Tues., Sept. 7	Wed., Sept. 1	10:00 a.m.	Thurs., Sept. 2	9:00 a.m.
Wed., Sept. 8	Thurs., Sept. 2	10:00 a.m.	Fri., Sept. 3	9:00 a.m.

Annual Inventory:

<b>If you are picking up or receiving delivery on:</b>	<b>Your ordering window opens on:</b>	<b>At:</b>	<b>Your order is due on:</b>	<b>At:</b>
Tues., Sept. 28	Mon., Sept. 20	10:00 a.m.	Tues., Sept. 21	9:00 a.m.
Wed., Sept. 29	Tues., Sept. 21	10:00 a.m.	Wed., Sept. 22	9:00 a.m.

Agency Express will be closed September 22-27 and may have a delayed opening time for those placing orders for Thursday, September 30. Annual inventory is an important process that allows us to ensure our tracking systems are as accurate as possible in order to reduce future errors on orders. If your organization will be in need of a rescheduled pick-up during this closure, please reach out to your relationship manager to see what may be possible. Reschedule spots will be limited and are available first-come, first-served

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 closure ordering guidelines 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.

[Click here to download the 2021 Holiday Guide.](#)

[Click here to visit the Agencies page.](#)

## Reminder: Coming Fall 2021

CTFB will launch a network-wide initiative focused on electronic client data tracking, called Service Insights. Through Service Insights, the Food Bank will be updating client intake processes and standardizing the information collected across the network. By taking a network-wide approach, CTFB will have the information we need to make more strategic decisions about the resources we provide and the services we are able to offer. The purpose of this initiative is to better understand the people we serve as a network.

For individual agencies, participating in Service Insights can also help streamline your intake and TEFAP certification process, simplify your reporting processes, and provide more insight on the impact you are making within your community. CTFB will also be able to provide Pro-Level licenses for Oasis Insight, a food pantry intake reporting software, to Partner Agencies - free of charge.

**How you can prepare:** Keep an eye out for more information to come, and reach out to your CTFB Relationship Manager or [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org) to learn more, especially if you are interested in participating this year.

## Contact the Team

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