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Partner Agency Blast

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Important Reminders
Upcoming Closures

IMPORTANT NOTICE – The annual inventory closure dates have changed and expanded. Please review the updated closure information immediately and note if your agency will be affected. In order to conduct our annual inventory, **CTFB will be closed and cannot accommodate order pick-ups and deliveries from Monday, September 27 to Friday, October 1.** No orders will be received during this closure, however, we will have shop-for appointments only available on Friday, October 1st. This means all regularly scheduled pick-ups and deliveries are cancelled during this time. Below are the modifications being made to the ordering schedule as a result of this closure:

If you are picking up or receiving delivery on:	Your ordering window opens on:	At:	Your order is due on:	At:
Mon., Oct. 4	Thurs., Sept. 30	10:00 a.m.*	Fri., Oct.1	9:00 a.m.
Tues., Oct. 5	Thurs., Sept. 30	10:00 a.m.*	Fri., Oct. 1	9:00 a.m.

*Agency Express will be closed September 27-29 and may have a delayed re-opening time for those placing orders on September 30 for Monday, October 4 and Tuesday, October 5.

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. CTFB will remain open for normal business operations the week prior to the new inventory closure dates. We apologize for any inconvenience caused by this change and appreciate your patience and flexibility as we work through our annual inventory count.

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.**](#)

Agency News

Charitable Feeding Organizations- City of Austin Virtual Information Session

Austin Area Partners - As a follow-up to our ongoing permitting updates, the Central Texas Food Bank is taking an opportunity to connect Austin Area Partner Agencies with the City of

Austin to discuss the new 'Charitable Feeding Organization' designation.

City of Austin is hosting a Virtual Information Session for all Charitable Feeding Organizations (CFO) next **Friday September 24, 2021 from 9:00 - 10:30am** via Zoom. Any organization operating a food distribution within the City of Austin is encouraged to attend this event. See the official Facebook Event page [here](#).



This is a great opportunity to get the latest updates directly from the City of Austin related to CFO food permitting, resources and incentives! CFO will also have an opportunity to ask any questions, so come prepared with what you want to know more about.

For more information about your status as a Charitable Feeding Organization in Austin, please visit <https://www.austintexas.gov/page/charitable-feeding-organizations>

To join the meeting, view this [invite](#) or click the link below:

[Join Zoom Meeting](#)

Meeting ID: 880 2625 4126

Passcode: 8Jxe1K

Special Announcement: August Handling Fee Credits

We are pleased to announce we have provided handling fee credits to partners for the month of August. **You should see 90% of your August handling fees credited to your account.** Please note that September is the last month that handling fee credits have been approved, we share this information so your organization can plan accordingly for future needs and expenses. 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.

Contact the Team

512.684.2503 | agencies@centraltexasfoodbank.org

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