

# Monthly Spotlight



In order to better feed and service people around the state this summer, the NH Food Bank has decided to hold bi-weekly off site Fresh Food Pantries. Fresh products such as produce, bread, dairy and assorted perishable items are distributed to the public at a partnering location.

So far this summer, there have been two Fresh Food Pantries held with more planned over the next three months. Please see the NH Food Bank Facebook page for upcoming dates and locations.

The first Fresh Food Pantry held in Raymond was a great success.

(All client photos used with permission.)



700 EAST INDUSTRIAL PARK DRIVE  
MANCHESTER, NH 03109

# What's Cookin' August 2019

Current Resident or

NONPROFIT ORG  
US POSTAGE  
PAID  
MANCHESTER, NH  
PERMIT NO. 37



## Safe Food Handling

All Agencies are **required** to have at least one representative attend a Safe Food Handling Class. Your Program Director/Coordinator must submit a written request, with the names of attendees to: [jcheney@nhfoodbank.org](mailto:jcheney@nhfoodbank.org)

## Upcoming Classes

Thursday, August 15th @10am  
*(There will be no Safe Food classes held in September or October.)*

Tuesday, November 5th @10am  
Thursday, December 5th @10am

*Please arrive 10 minutes early.*

## WELCOME New Agencies

**Wanakee**  
Meredith

**The Cupboard at SNHU**  
Manchester

NHFOODBANK.ORG | 603-669-9725

## New Shopper Orientation

Your Program Director/Coordinator must submit in writing, the names of any shoppers to be added or removed for your agency to: [jcheney@nhfoodbank.org](mailto:jcheney@nhfoodbank.org)

**Sign up early, spots fill up quickly!**

## Upcoming Classes

Tuesday, August 13th @10am  
~~FULL~~ Wednesday, August 21st @10am  
Thursday, September 12th @10am  
Tuesday, October 8th @1pm

*Please arrive 10 minutes early.*

## August 2019

### Food Bank Closings

Monday, September 2nd—Labor Day  
 Monday, October 4th—Columbus Day  
 Friday, October 18th—Employee Workshop Day

### Quotable

"If I cannot do great things, I can do small things in a great way."

~Martin Luther King Jr.

### Floor Shopping

ALL shoppers must check in with Deb (or the check in person if she is out) when you arrive at the NH Food Bank. Do not enter the shopping floor without permission from Food Bank staff. There may be too many shoppers on the floor already or we may need to speak with you, among other reasons. If you begin shopping without checking in, you are at risk of losing shopping privileges.

### Fresh Rescue

All donations received from your assigned grocery store are to be logged on your monthly recording sheet. This includes any items that are tossed out or given to another program. Total pounds received are to be logged for the store's inventory and donation purposes.

If your program has received a Commercial Scale from our team, you are to be using that now and estimated weights will no longer be accepted. If you have not received your new scale yet, please contact us about picking that up or having it dropped off to you.

### A Note From Agency Relations

There have been some changes to August's delivery schedule. If you did not see the email that went out about this, please see the attachment that is emailed along with this bulletin. As always, if there are questions about your delivery date, you can view your upcoming dates on the "Scheduler" page of Agency Express.

Coming soon: Information regarding this year's Agency Appreciation luncheon!

~Mystyna, Emily and Jocelyn

## Agency Express Notes

There are occasionally a few questions or issues that come up regarding Agency Express, so we wanted to take a moment to clarify those for you.

### Package Size

There will always be two numbers listed for the "pack size" on the shopping list. The first number is the quantity of items within the case or package. The second number is the size of each individual unit within the case or package. "12/32oz" means there are 12 containers in the case which are 32 ounces each. The column to the right indicates the weight of the whole case (27 lbs) which includes the weight of the packaging.

* 1% White Milk Shlf Stbl	CASE	2.43	0.00	12/32 OZ	27
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The exception to this is for the Protein and Salvage categories. As these are assorted boxes with varying weights that depend on the contents, the numbers listed are a range of what that case will weigh.

<a href="#">PROTEIN07</a>	# Hot Dogs / Sausages Maximum of 6 total on Protein items	CASE	0.96	0.00	30-34 Lbs
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### Scheduling

If you are an agency that picks up your orders at the NH Food Bank, once you log in the first thing you need to do is schedule your appointment. This should be done before viewing the shopping list. You can access the Scheduler by clicking on the "Order Options" tab, then selecting "Scheduler". You can then proceed to the shopping list after reserving your appointment. You will not be able to select an appointment while at check out. The "My Appointment" box is only for verifying your appointment. If you attempt to reserve your appointment there, it will not work.

If you are a delivery agency, you can also view your upcoming appointment dates on the Scheduler page. These posted dates can not be changed.

### Confirmation Emails

All submitted orders are viewed and verified by an employee during normal NHFB business hours. If you submit your order outside of these hours, you will not receive a confirmation email right away. Please allow us a few hours to send that email to you.

### Posted Invoices

If you are in need of an invoice from a previous online order or an invoice from shopping the floor, these can all be found by clicking on the "Order Options" tab and then selecting "Order Management". There is no need to contact us for invoices or balances as you can view and print them from that page.