

Agency Scoop

ARKANSAS

FOOD  BANK

MEMBER OF
FEEDING
AMERICA

December 2019

Agency Scoop, Arkansas Foodbank Member Newsletter, is your inside scoop for exclusive dates, information and stories from Arkansas Foodbank members. Distributed monthly, this is our primary contact to distribute information that applies specifically to our members.

WAREHOUSE ANNOUNCEMENT

INTRODUCING TAMMIE FLEMING

We are happy to announce that Tammie Fleming is the new Warehouse Manager. Her team will be working to end the year with our in-house inventory cycle count and she looks forward to working with all our members in 2020.



Tammie says the most efficient way to communicate with her is via email – as she is usually moving around in the warehouse and it's harder to respond to voicemails.

To contact Tammie please email her at tfleming@arkansasfoodbank.org

*Merry Christmas &
Happy Holidays,
From the Foodbank!*

Please feel free to contact us at 501-565-8121 if you have questions.

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Keep up the great work – and remember to send us your pantry/ agency stories.

You can email Shamim at:
sokolloh@arkansasfoodbank.org

What is Agency Scheduling - Frequently Asked Questions

Agency Scheduling using the Scheduler within Agency Express (AE) provides a display of all existing standing and self-scheduled appointments associated with orders. You will be able to view all existing standing appointments and be able to create new appointments as needed (maximum 1 per week), within an order window (typically 8-10 days in advance).

How do I access to the Scheduler?

Login to Agency Express → Hover over Order Options → Select Scheduler

Where can I see if I have an appointment scheduled?

Agencies can view any and all standing and self-created appointments under the My Appointments section within the Scheduler Screen. Standing appointments (Pick Up and Delivery) will show in green and self-created appointments will show in white or grey.

When should I use the Scheduler?

Agencies who do not have a standing appointment or need to create an additional pickup appointment MUST reserve an appointment, using the AE Scheduler, BEFORE placing an order.

What is Order Management?

Agencies can now Open and edit an existing order, check the status of an existing order, print current and past orders and cancel/delete an existing order.

How do I access to Order Management?

Login to Agency Express → Hover over Order Options → Select Order Management

How do I edit or add to an order?

Orders in AE can be re-opened, after they have been submitted, to add items, remove items, or cancel an order. To change your existing web order, the status must be ACKNOWLEDGED. Please be patient, **it may take up to 15 minutes for order status to change to Acknowledged**. You will also receive an email acknowledging your order.

- **Edit:** to edit your existing web order click on the pencil icon, this will reopen your shopping cart and allow you to add items to your order.
- **Cancel:** to cancel your existing web order click on the red x icon.
- **View:** to view your existing web order click on the printer icon.

Why can I not place my order?

Agencies who cannot place an order should first make sure they have an appointment scheduled within the scheduler or make sure that you are within your ordering window. All orders now must be submitted two business days prior to pick-up/delivery date BY 8:00 AM. Please see chart below:

Delivery/Pickup Day	Order Must be Placed or Modified by 8:00am
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday



Holiday Hours – Important Dates to Remember

Please be aware of the following dates on the Arkansas Foodbank calendar:

December 19th – All orders must be submitted by 8AM in Agency Express for orders to be picked up or delivered on December 23rd .

December 23rd, Monday: Last day for appointments and deliveries in 2019

December 24th through January 2nd 2020: Closed for holidays and inventory.

January 3rd 2020, Friday: Foodbank reopens for pickups and deliveries.



Monthly Report Information for 2020

Important Friendly Reminders:

- For the first distribution in January 2020, both individuals and households are **NEW CLIENTS**. You should have 0 returning clients and 0 returning households.
- January to December 2019 reports must be submitted by Wednesday January 15th. After this date, the system in agency express will shut down the 2019 reporting links and you will not be able to place any orders in 2020.
- When reporting the age breakdown remember that it should EQUAL the total individuals served.
- All USDA TEFAP/CSFP agencies will receive a new survey gizmo link for the 2020 reports.



Chocolate Peanut Butter Muffins

Makes 16 Servings

Ingredients

- ½ C Butter
- ½ C Honey
- ½ C Unsweetened cocoa powder
- ¾ C creamy peanut butter
- 4 Large eggs



How to prepare

1. Preheat the oven to 350° F.
2. Melt butter and honey together. Whisk in cocoa powder and peanut butter until smooth.
3. Whisk in eggs and baking soda. Mix in chocolate chips. Pour evenly into muffin tin.
4. Bake for 18-22 minutes or until a toothpick inserted in the center comes out clean.

ENJOY!

Nutrients Per Serving

Calories	236
Protein	5g
Carbohydrates	18g
Fat	16g
Sodium	162mg
Fiber	2g

→ This recipe is a great treat when you crave chocolate.

→ You can always add some fruit to this recipe!

Appointment Scheduling

Attention **ALL** Agencies:

Beginning November 1st, 2019 all appointment scheduling will be done through Agency Express.

- Standing appointments for pickup and delivery will already show in the system. Just match the order with your agency's appointment date and time.
- If you need to schedule a pickup appointment, please reserve your appointment online through the agency express calendar on the order process. ***You will no longer have to call the Foodbank.***

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