



June 24, 2020

Dear Valued Agency Partners,

We at Food Share are continually striving to improve the accuracy and timeliness of the data we collect. In order to meet our monthly reporting deadline requirements, we are making a few changes and appreciate your assistance and cooperation.

As stated in the agency agreements, all monthly reports will continue to be due by the **5<sup>th</sup> of each month**. However, agencies whose monthly reports become delinquent will be subject to **both retail and warehouse pick up suspension**.

*Please see the important next steps below:*

**Step 1**

Any agency that is 1-month delinquent with their monthly reports will be contacted via email or phone and reminded of the possible suspension. The agency will have an additional 30 days from the date that their report is deemed delinquent to submit all missing reports while keeping all other reporting requirements current.

**Step 2**

Any agency whose monthly reports are more than 60 days late will have all shopping and pick-up privileges suspended until all past due reports are brought up to date. Agencies will be notified of the suspension by phone or email, and a suspension notice will be attached to their invoice at their last warehouse checkout.

Please continue to turn in all monthly reports to the Agency Relations Service desk. Please email any scanned copies to **agencyservices@foodshare.com** or fax to **(805) 604-1542**.

Monthly forms are available at:

**<http://www.foodshare.com/AgencyTools/AgencyToolbox.aspx>**

and at the **Agency Relations Service Desk**.

Pantry Trak, a free, simple-to-use, web-based program for tracking unduplicated clients, is available for all pantry agencies wanting to avoid the paper method of reporting. Please contact Pamela Castro, Agency Relations Manager at **pcastro@foodshare.com** or call (805) 993-7100, ext. 134 to obtain information regarding training arrangements.

Thank you for your help in ensuring the accuracy and timeliness of our data. If you have any questions or need help with your reports, please contact us.