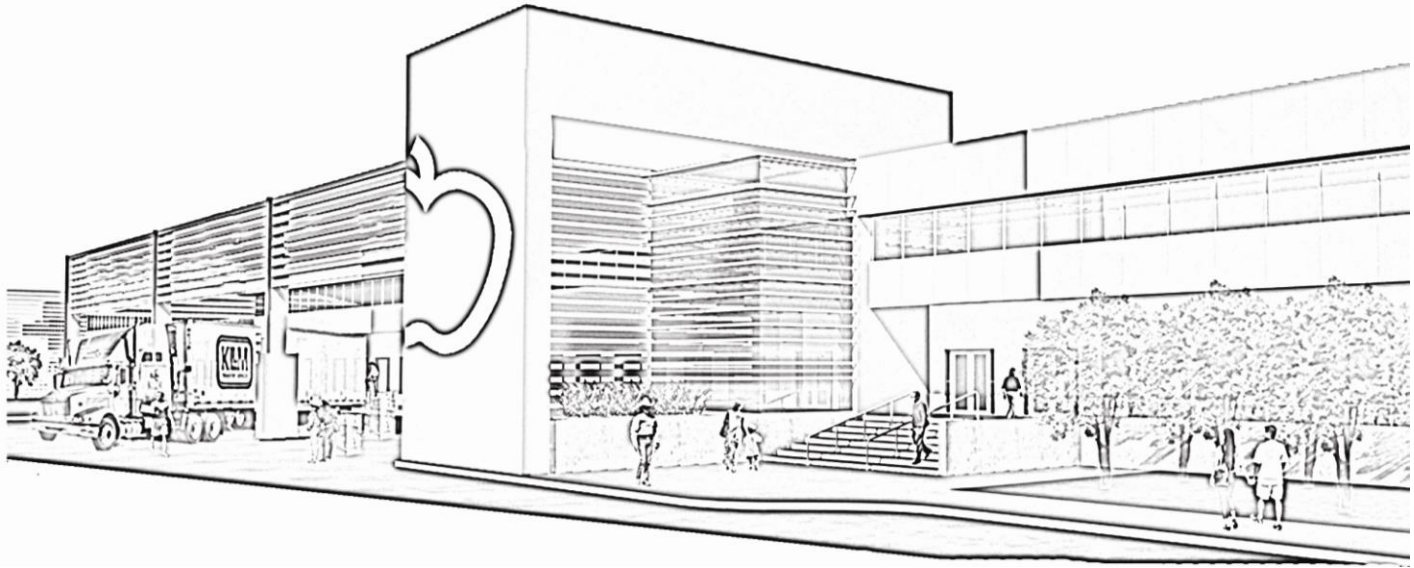


Portwall Pioneers



houston**food**bank 

The Move

July 25

Warehouse move begins

**Retailers will help us
H-E-B, Kroger, Walmart**

The Move

Transition Plan

1. Agencies submit advance orders by July 21
2. Herzstein slows down during transition
3. Portwall opens for business August 8

Plan Ahead

July 21 » **Deadline for orders to pick up Aug. 8 or Aug. 9**

July 22 » **Regular pick-up and delivery concludes**

July 25- » **Limited operations**

Aug. 8

~ **Scheduled mobile pantries and food fairs continue**

~ **Backpack, CSFP, Family Box and Keegan Kitchen meals continue**

~ **Standardized pallets available:**

Pantry or meal site (pallets only)

Order by phone: Maria Bonilla 281-830-0495

Aug. 8 » **Online ordering resumes for Aug. 10 or later**

» **Portwall fully operational**



Plan Ahead

Phone silence

**No phones for 2 to 4 days
Some time between July 25 – Aug. 8**

**Staff cell phone numbers at
*houstonfoodbank.org/staffcellphones.aspx***

New Pick-up Process

1. Bring print-out of order

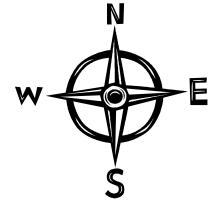
We are trying to “go paper-less.”

**Agency
Entrance**



↓ I-10

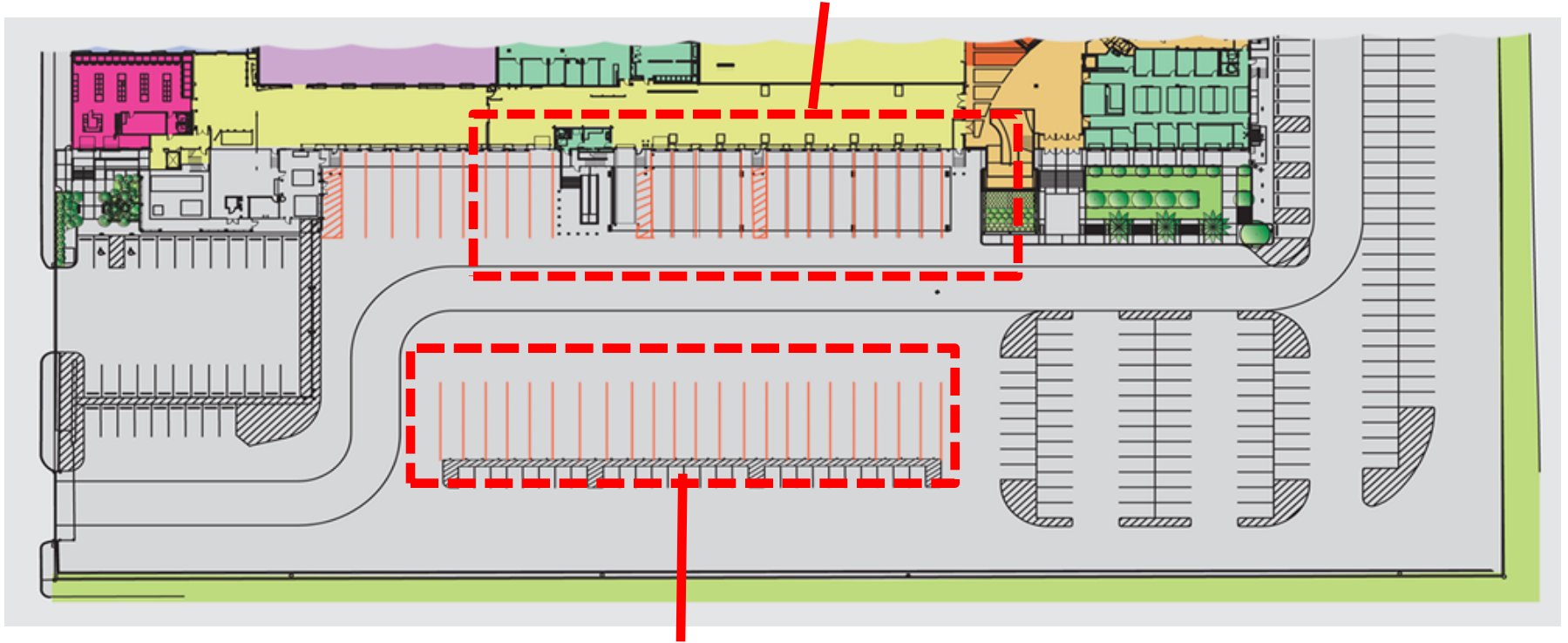
Portwall Street



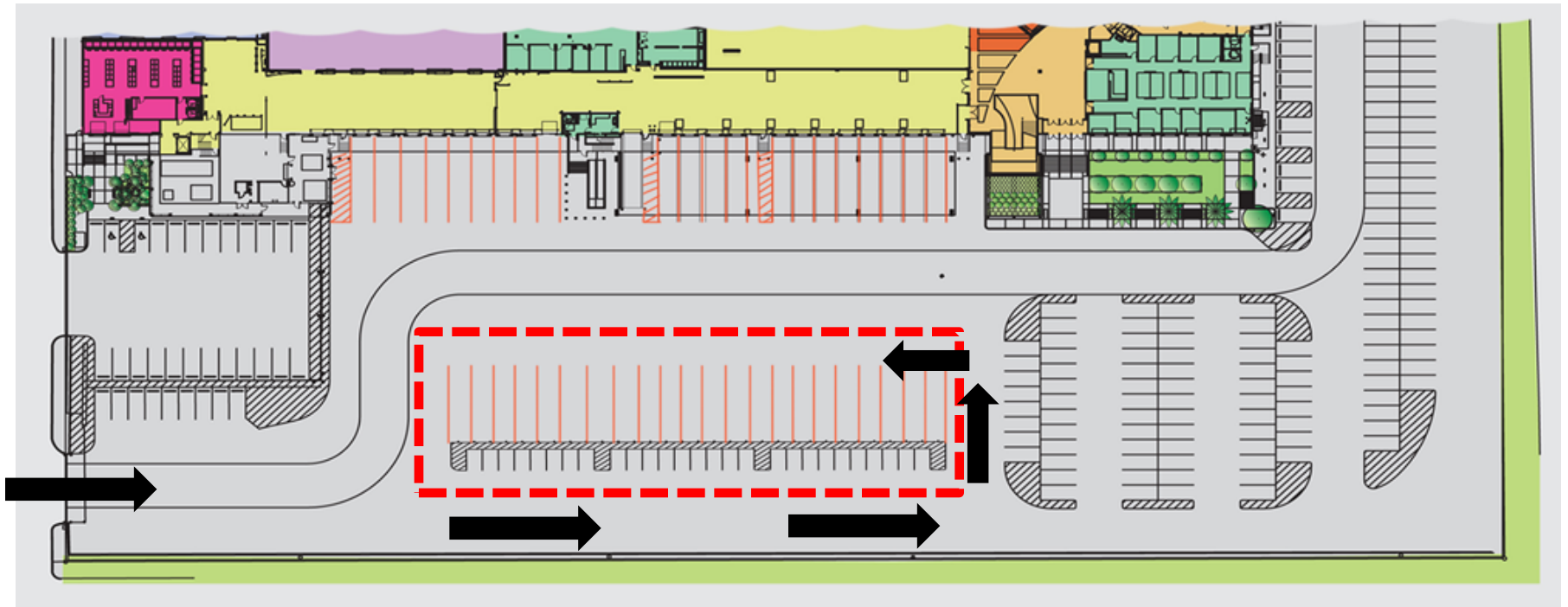
535 Portwall



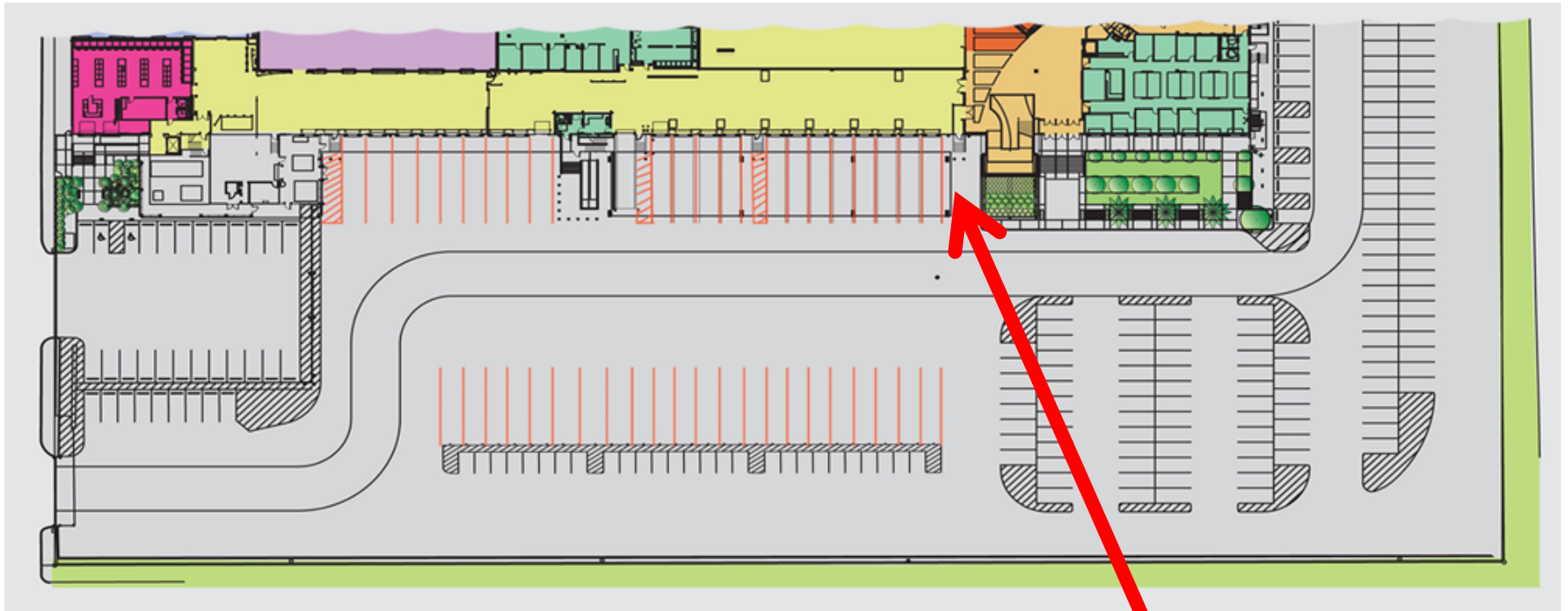
Agency Loading Lanes



Agency Staging Lanes



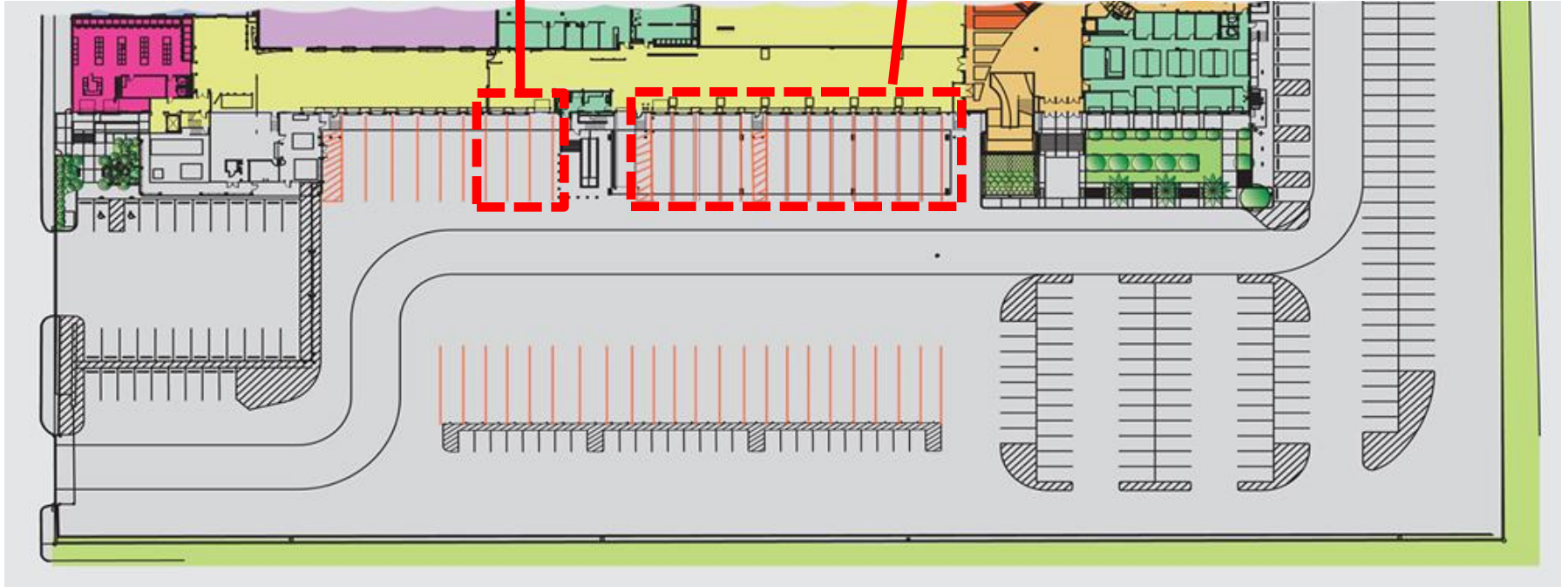
2. Pull into Agency Staging Lanes



3. Check in outside with **Agency Greeter**
4. Get a pager on busy days
5. Pager will display Loading Lane number

**Trucks that fit dock level
use lanes 7-9**

**Smaller vehicles load at
ground level (lanes 11-22)**



- 6. Back in to Loading Lane**
- 7. Order will be loaded for you**
- 8. Sign for load with Agency Greeter using iPad: Invoice will be e-mailed to you.**

New Pick-up Process

9. Go forth and feed people



What If There's a Problem?

We'll be there to meet you.

- **Agency Services staff will be outside during the first few weeks**
- **Extra copies of orders on hand**
- **We want your feedback on the process**

What If There's a Problem?

- **Notify Agency Greeter on the spot**
- **Speak with Agency Services staff that day in the office**
- **Report discrepancies to Agency Services by phone within 24 hours**

713-547-8616

713-547-8668

No Walk-In

For efficiency and fairness to all agencies

The product is still available to you

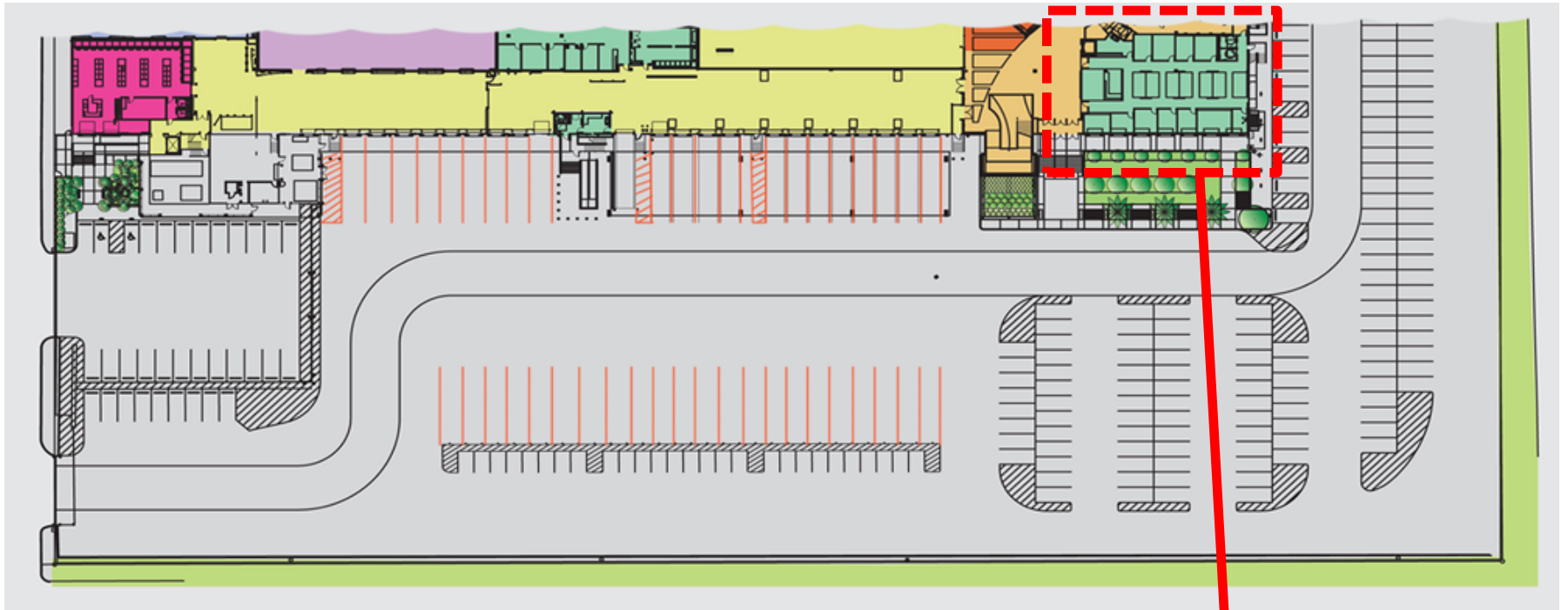
No Walk-In

- **Add to your online order with Top-Off categories:**
 - **Assorted dry product**
(soda, chips, Gatorade, cookies)
 - **Assorted refrigerated product**
(bread, juice, candy)
 - **Pastries**
(croissants, cupcakes, cakes, dinner rolls)

No Walk-In

- Dairy and produce will be on shopping list
- Select by editing order 48 hours in advance
 - Still based on availability
 - Still 2¢/lb. for pick-up
 - Produce in mixed or single-type pallets

Come In and Visit



- Park in Agency Staging Lanes
- Come inside to **Agency Services** office

Agency Open House

Just for you

Thursday, September 1

10 a.m.- 2 p.m.

Tours, refreshments

Grand Opening Event

**Friday, September 23
10 a.m.**

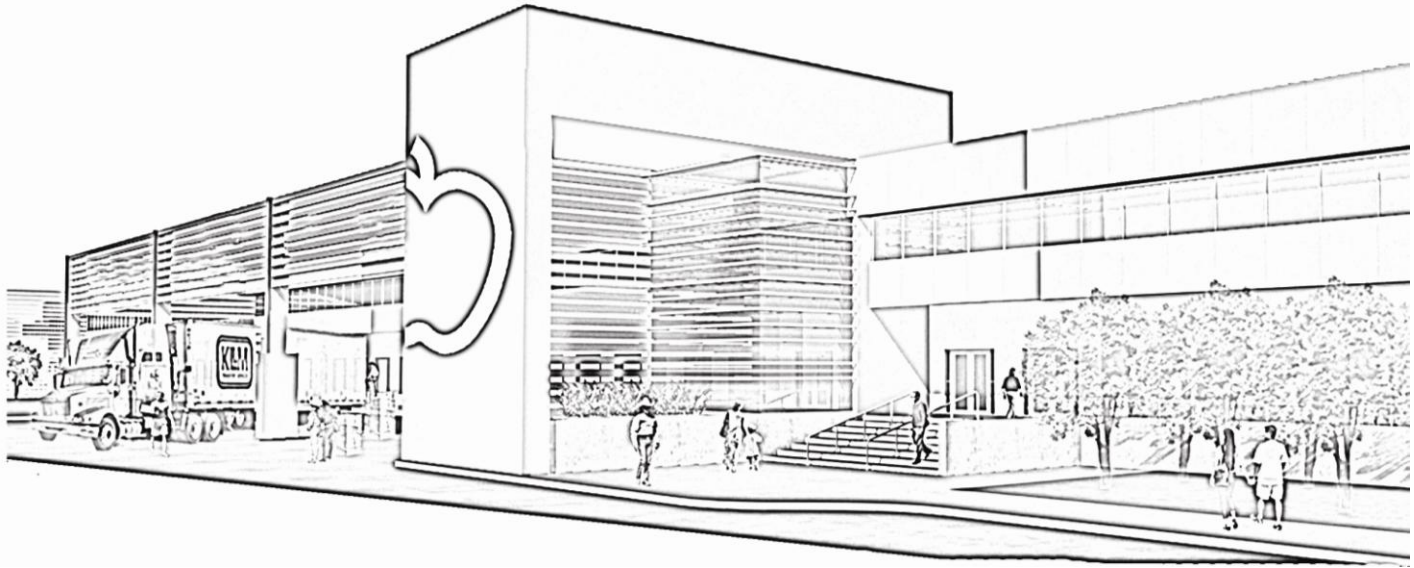
Ribbon-cutting and tours

June Schedule

XXX

XXX

Portwall Pioneers



houston**food**bank 