

## What are share fee credits?

Share fee credits are funds provided to an agency that can only be used towards the share fee of items ordered from the Food Bank.

If you are a CSFP-only or School Pantry partner, you are not eligible for share fee credit since your participation in these programs is free of charge.

## How can I use share fee credits?

Share fee credits can be used for the following:

- ▶ Purchasing food from the Food Bank through eHarvest
- ▶ Delivery fees

## When will I receive my share fee credits from Hunger Walk Run?

Share fee credits will be sent out by the end of June.

## How long do I have to use my share fee credits?

Share fee credits will be available in your eHarvest account for 18 months.

## Are employer match donations included in share fee credits?

While we encourage you to seek employer matches, they are not typically included in the share fee credit match.

Employers often send the check in after the deadline. They also usually don't list which team the donation is for, especially if they are submitting a match for multiple people. These are just a few reasons why it is difficult to apply the employer match amount to the share fee credits.

## What if I have a question about the share fee credits I received?

If you have a discrepancy regarding the amount of share fee credits you receive from Hunger Walk Run, please contact CRT at [crt.partner@acfb.org](mailto:crt.partner@acfb.org) within 2 weeks of receiving an email notifying you of your share fee credits.

You will need to provide the following information to verify the share fee credits you should have received:

- Hunger Walk Run Team Name
- Hunger Walk Run Supporter List
- Supporting documentation/screenshots
- Method of how the Food Bank should have received your funds raised

*As a reminder, to receive agency share fee credit for funds raised, all donations must be received through the Hunger Walk website OR checks received directly by the Food Bank with Hunger Walk Run, agency code & team name in memo line.*