

Beginning November 30th there will be a new excess procedure: In order to make this process more streamlined, we are making the hours more accessible and are eliminating the use of faxes.

1. **No more faxing** – emails will be sent to: shannon.o'hara@nh.gov between the hours of **9:00-10:00 a.m.** on Wednesdays (list customer numbers and amount requested on 1 e-mail). The goal is to avoid interrupting breakfast serving times and be more convenient for the Food Service Directors.
2. We have limited the number of maximum cases awarded from 8 to 5. With 2 routes daily instead of 3, it should ensure everyone gets a fair chance.
3. You will receive an e-mail informing you of the result of your request. You will no longer have to go onto our website to view the “Excess Awarded.”
4. If you do not have access to e-mail between these hours, please have someone in the office do it for you. We will reply back to the e-mail that was sent.