

Online
Ordering:
A
User's
Guide



The Food Bank of Western Massachusetts

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*The Food Bank's mission is to feed our neighbors in need
and lead the community to end hunger.*



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Accessing WebWindows

1. Open a web browser (Chrome, Edge, Firefox, etc.)
2. Go to: <http://www.foodbankwma.org/>
3. Click on “Member Agencies”
4. Click on “Already a Member”
5. Click “Enter Online Ordering”



MEMBER OF
**FEEDING
AMERICA**



Search

Translate

Who We Are | What We Do | **Member Agencies** | News | Contact

GET HELP

GET INVOLVED

DONATE

LEARN

Order Food

Online ordering trainings

All agencies must attend an online ordering training, which are offered at The Food Bank the first Friday of every month at 11 a.m. Registration for the training is required. Once you have attended training, you will receive a user name and password to access the online ordering system. For more information, [email agency relations](#) or call 413-247-9738.

ENTER ONLINE ORDERING >

Member Agencies

Order Food

Online Ordering FAQ

Become a Member

Resources for Agencies



Logging In

The login page for online ordering will open.

Enter your login information and click "Login"

Each program has unique login information to access Online Ordering

Agency Ref
Type in your **Agency Reference Number** that the Food Bank assigns a program at the onset of membership

User Name
Username is the **same as your Agency Reference Number**

Password
Numerical password assigned to your program and sent via email to the Primary Contact or authorized POL Contact

Login:
Once you click "Login," you will be directed to the Landing page

Closing Dates:
The FB will post all upcoming closing dates. You can also find this information on the Landing page, and the Order Entry page.

Navigating the Landing Page

Click the "Home" tab and the page below will show.

It is important to start on the "Home" Page because it will have important messages from the Food Bank, including closings.

Home
Important Messages, "Your Cart" tab, and Notable Links. Both "Home" tabs have the same function.

Your Cart
Any items entered in the cart that have not been submitted, will be found here.

My Agency
Page detailing general program information (See page 15).

Help
General information about the function of the Online Ordering website.

Order Entry
This button is visible on every page. Click to be brought to start a new order or access an order in progress.

Notable Links
Links where one can find the Essentials Guide, the Online Ordering User Guide, information recalls, and the "Keep or Toss?" expiration date explainer.

Notable Links

- * [The Food Bank of Western Mass. Website](#)
- * [Agency Essentials Guide](#)
- * [FY22 Online Ordering User Guide](#)
- * [USDA Recalls](#)
- * [FDA Recalls](#)
- * [Big Y World Class Markets Recalls](#)
- * [Stop & Shop Recalls](#)
- * [Keep or Toss?](#)

The screenshot shows the website header with the logo and navigation tabs: Home, Orders, Agency Pickup, Statistics, My Docs. A secondary navigation bar includes Home, Orders, Agency Pickup, Statistics, My Docs, and My Cart. The main content area features a "Big Changes Starting October 1!" announcement, a "Starting on October 1, all programs picking up food from The Food Bank who do not use a refrigerated vehicle will be required to have either a freezer blanket or cooler to receive and transport cold-storage items." notice, and an "Also starting on October 1, we will return to paper invoicing" notice. A "Print Shopping List" button is visible in the top right.

Navigating the Landing Page (continued)

Orders

Use this tab to view a list of open and closed orders (See page 12).

Agency Pickup

Use this tab to enter receipt information from any retailers you receive donation from as a part of our Retail Pickup program. This tab is not visible to all programs.

Statistics

Use this tab to enter the Monthly Service Report data for the program.

My Docs

Use this tab to access the Statements tab and the Invoices tab.

The screenshot shows the website's landing page. At the top right, it says "Logged as: 00000 | [My Agency](#) | [Logout](#) | [Help](#)". Below this is a navigation bar with tabs: Home, Orders, Agency Pickup, Statistics, and My Docs. To the right of the navigation bar is a green "Order Entry" button. Below the navigation bar is a "Home" section with a "Your Cart" button. The main content area contains a "Big Changes Starting October 1!" announcement. To the right of the main content is a "Notable Links" section with several hyperlinks. A callout box titled "Print Shopping List" points to a "Print Shopping List" button in the bottom right corner of the page.

Print Shopping List
A PDF will download with all the items that are currently in the warehouse (Located on several different pages).

Notable Links

- * [The Food Bank of Western Mass. Website](#)
- * [Agency Essentials Guide FY22](#)
- * [Online Ordering User Guide](#)
- * [USDA Recalls](#)
- * [FDA Recalls](#)
- * [Big Y World Class Markets Recalls](#)
- * [Stop & Shop Recalls Keep or Toss?](#)

Creating an Order: Choosing a Date and “Shipping”



Home Orders Statistics Other Agencies

Print Shopping List

Shipping Option

Method:

Location:

Date:

Time:

Click the “**Order Entry**” button (see p.5). Before you can view the shopping list, you will be brought to this page to select your appointment details.

- For “**Method**,” *Pickup* will automatically fill in for agencies that do not receive delivery and *Delivery* will automatically fill in for programs that receive delivery (*if your program receives delivery but you are making an order for *pickup*, be sure to change the “Method” to *Pickup**)
- For “**Location**” you will see an interval of time for your appointment. Each interval is 30 minutes. (*if the time you need for pickup is not available, toggle between the two options: **30 Minute APPT (XS, S, M)** and **30 Minute APPT (L, XL, XXL)***)
- If you placed an order for pickup and forgot some items or are placing an order for another program in your agency and want to pick up both orders at the same time, you should select “**DUPLICATE APPOINTMENT ONLY**” as the location, then select the same date and time as the original appointment.
- For “**Date**,” the system will automatically choose a date that is more than four (4) business days out from the day you begin the order. You must choose a date that is **NO MORE** than four (4) business days out from the date you started the order. Your order must be submitted **NO MORE** than two (2) days before the chosen date.
- For “**Time**” Choose an interval of time to come in for your order. You will be expected to arrive at the Food Bank at the beginning of the time you choose.

Important:

The “**Time**” field is required for *Pickup* and *Delivery*, but is null and void for *Delivery* as there are no set *Delivery* times.

Message from Food Bank: We are closed the following days:
Monday, October 08, 2012 for Holiday - Columbus Day Observed

Continue

Click “**Continue**” to get to the shopping list.

If you choose a date that is more than 4 days out from the date you are starting the order, the system will not bring you to the shopping list until an appropriate date is chosen.

Creating an Order

Reading the Product List

After you've pressed "Continue" on the Date/Shipping page, you will be brought to a page with the current product list. The products will be listed with the information below, which can be helpful when putting together an order. The **Shopping List lists all the products available to your program and what is available in the warehouse.** If a product is not in the warehouse or not available to your program, **it will not show** on the product shopping list.

Ref: Product number	Product: Describes product	Storage: Dry, refrigerated or frozen	Packing: Information on size of individual package within case	Type: Veg, fruit, complete meal, etc.	Category: Buy-In, MEFAP, etc.	Price: Price of product per case or per pound	VAP: Value Added Product	Unit: Denotes the unit to which price/weight refers	Weight: Weight per unit	Grant: If you have a grant, whether or not it can be used for that item	Available: Amount of product that is available to order	Quantity: Number of cases that have been added to order	Del: Click "X" to delete the item from your cart
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The Food Bank of Western Massachusetts

Home **Orders** Agency Pickup Statistics My Docs Order Entry

Order Ref # Cancel Order Print Shopping List Print Cart View Cart

Item Count: Total Weight: Purchase Cost: Service Fees: Total Cost:

Search: Free Food Only Column Sorting: Multi Page size: 20

Ref	Product	★ Storage	Packing	★ Type	★ Category	Price	VAP	Unit	Weight	Grant	Available	Qty	Del
BD571	Non-Food, Infrared Thermometer, BUY IN	Dry	1 ct.	01-NON-FOODS	BUY IN	\$18.47	\$0.00	EACH	1	No	28	<input type="text"/>	✗
BD521	Non-Food, Pocket Test Thermometer, BUY IN	Dry	1 ct.	01-NON-FOODS	BUY IN	\$9.13	\$0.00	EACH	0.1	No	51	<input type="text"/>	✗
BD520	Non-Food, Refrigerator/Freezer Thermometer, BUY IN	Dry	1 ct.	01-NON-FOODS	BUY IN	\$4.12	\$0.00	EACH	0.03	No	32	<input type="text"/>	✗
BD705	Beverage, Black Tea	Dry	12/3.52 oz.	03-BEVERAGES	BUY IN								
BD704	Beverage, Green Tea, BUY IN	Dry	12/3.52 oz.	03-BEVERAGES	BUY IN								
BD516	Bakery, Pancake Mix, BUY IN	Dry	12/14 oz.	04-BREAD/BAKERY	BUY IN								
BD737	Beverage, Instant Coffee, BUY IN	Dry	12/8 oz.	04-BREAD/BAKERY	BUY IN								
BD207	Bread, Italian Bread Crumbs, BUY IN	Dry	12/10 oz.	04-BREAD/BAKERY	BUY IN								
BD137	Soup, Dry Onion Soup Mix, BUY IN	Dry	12/2 oz.	06-MEALS/ENTREES/SOUPS-COMPLETE	BUY IN								

Press the "Cancel Order" button if you no longer want to place the order, and it will cancel the order along with the time slot chosen. This option is only available BEFORE an order has been submitted. See page 16 for information on how to cancel an order after it has been submitted.

Creating an Order

Adding Product

1: To add a product to your order, enter a number of cases in the “Quantity” box and press **enter** on your keyboard. The page will update and add the item to your cart.

- Once you add items to your cart, the system will automatically generate an **order number**. You can see this on the top left of the ordering screen.
- As you add items, use the information across the top of the ordering screen, under your order number, to keep track of the **Total Weight, Total Cost, Grants Applied, and Balance Due** for your order.
- **Note:** Only one product at a time can be added to the cart. “Item Count” in the tracker at the top of your order counts total of *different products* in cart, not the number of cases in the order).

2: To look for a specific item, type the name of the product into the “Search” box and click “Search.” This will bring up all available items with that word in the product’s description. You can also check the “Free Food Only” box next to the search to see only items that have no costs or fees.

3: When you are done adding products to your cart, click “View Cart.” A new page will pop up.



The Food Bank
of Western Massachusetts

Home Orders Agency Pickup Statistics

Order Ref # 391219

Item Count: 2 Total Weight: 62 Purchase Cost: \$91.52 Service Fees: \$0.00 Total Cost: \$91.52
Grants Applied: \$0.00 Payments: \$0.00 Balance: \$91.52

Search: Free Food Only [Reset](#) Column Sorting: Multi Page size: 20

Ref	Product	Storage	Packing	Type	Category	Price	VAP	Unit	Weight	Grant	Available	Qty	Del
BD100	Seasonal, N/A, Chicken Stuffing, BUY IN	Dry	24/6 oz.	04-BREAD/BAKERY	Buy In	\$17.86	\$0.00	CASE	12	No	425	<input type="text" value="5"/>	✗
BD147	Soup, N/A, Chicken Noodle Soup, BUY IN	Dry	24/10.5oz	06-MEALS/ENTREES/SOUPS-COMplete	Buy In	\$10.98	\$0.00	CASE	18	No	31	<input type="text"/>	✗
BF420	Meat, Boneless Chicken Breast, Buy In	Frozen	12/2.5 lb.	15-MEAT/FISH/POULTRY	Buy In	\$58.46	\$0.00	CASE	31	No	146	<input type="text"/>	✗
BF421	Meat, Chicken Roaster, 7-9 lbs, \$69-\$90 cs, Buy In	Frozen	9/cs.	15-MEAT/FISH/POULTRY	Buy In	\$1.11	\$0.00	POUND	1	No	2115	<input type="text" value="2"/>	✗
BF155	Meat, N/A, Chicken Tenders, BUY IN	Frozen	10lb Bulk	15-MEAT/FISH/POULTRY	Buy In	\$16.78	\$0.00	CASE	10	No	189	<input type="text"/>	✗

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Cancel Order Print Shopping List Print Cart View Cart

Submitting Your Order



Home **Orders** Agency Pickup Statistics My

Order Ref #521194

Contact Information

Name:

Phone Number:

E-mail Address:

Comment:

Shipping/Delivery

Method: Pickup

Location: DUPLICATE APPOINTMENT ONLY

Date: 9/2/2022

Time: 10:00 AM

Order Status: Entry NOT complete, Must Check Out

Shopping List **Checkout**

Item Count: 2

Total Weight: 1

Purchase Cost: \$27.60

Service Fees: \$0.00

Total Cost: \$27.60

Grants Applied: \$0.00

Payments: \$0.00

Balance: \$27.60

From this page you can **review your order**, including your appointment date/time, a complete list of items on your order, the total weight and the balance due.

To make changes to the items on your order, or add more items to your order, click "Shopping List" or "Order Entry" to go back to the shopping list. You can leave comments on your order for review by warehouse staff. If merging your order with another, or placing two orders for pickup at the same time, please make a note in the "Comment" box, including the order number for the other order.

****The comments box should not be used as a tool of communication with Agency Relations. ****

The person making the order should enter their contact information. This information will show up on the invoice for the order and will be used if we need to contact your with any issues or questions about your order.

When you are satisfied, click "**Checkout**" at the foot of the page.

You will be brought to another page confirming that your order has been sent to the Food Bank for review.

****Retain your Order Ref # in the event that your order is not properly submitted when you click "Check Out." ALWAYS check your order status in the "Orders" tab (p.12) when you Check Out.****

Creating an Order

Submitted



Order Ref #521268

Thank-you! Your order was successfully submitted.

Click [here](#) for a PDF summary of your order.

If there were no errors on the checkout page, you will be brought to this page after clicking “Checkout.” Your order has been submitted to the Food Bank and will be reviewed. You should print or save a copy of your original order by Clicking “here.”

If adjustments were made to your order when it was reviewed , these adjustments will be reflected on your invoice. You can find your invoices under the “My Docs” tab.

Reasons for Adjustments:

- There was a product quality issue (ex. Potatoes in your order were rotten, tuna cases showed rusting, etc.)
- The item was listed incorrectly (ex. Chicken drumsticks were listed as thighs, sparkling water was listed as regular water, etc.)
- There was a recall on the item

Adjustments **WILL NOT be relayed to you unless it was a recalled item. This is why it is best to print or save your order after it has been submitted so you can compare it to the invoice.

If there are any problems with your order (ex. missing items, spoiled produce, items you did not order, etc.), please email your order number, your program number, and a description of the issue to agencyrelations@foodbankwma.org.

Creating an Order

Checking Your Order Status

To check the status of an order or look through old orders, click on the “Orders” tab.

[Home](#) | [Help](#)

The page below will display the program’s orders, old and new, and the status of each order.

To see a detailed summary of an order, double click on the order.



Orders

Search: Search

Page size: 20

Order	Status	Entered ▲	Del/Pickup	Method	Reviewed?	Released	Picked	Confirmed?	Location
521268	Open	09/01/2022	09/06/2022	Pickup	Yes			No	DUPLICATE APPOINTMENT ONLY
510086	Closed	03/04/2022	03/08/2022	Pickup	Yes	03/04/2022	03/04/2022	Yes	DUPLICATE APPOINTMENT ONLY
485526	Closed	01/04/2021	01/07/2021	Pickup	Yes	01/04/2021	01/04/2021	Yes	DUPLICATE APPOINTMENT ONLY
470261	Closed	04/02/2020	04/07/2020	TRUCK 1-MONTHLY	Yes	04/02/2020	04/02/2020	Yes	30 MINUTE APPT (L, XL, XXL)

<p>Order: Order/invoice number</p> <p>Status: If an order is Open, it means it <i>has not</i> been picked up/ delivered. If an order is Closed, it means it <i>has</i> been picked up or delivered.</p> <p>Entered: Date order is first opened online</p> <p>Del/Pickup: Date order is to be delivered or picked up</p> <p>Method: Pick up or Delivery</p>	<p>Reviewed: Whether or not your order has been reviewed by the warehouse (if “Yes” the Online Ordering Contact(s) should have received a preliminary email signaling receipt of order; for technical reasons, this function does not always work)</p> <p>Released: Date order is released to be picked by warehouse</p>	<p>Picked: Whether your order has been picked in the warehouse</p> <p>Confirmed: This column is for warehouse purposes only. This date confirms that the order was picked up by your agency or delivered to your program by ours.</p> <p>Location: Gives interval of pick up time assigned to your program or delivery information.</p>
---	--	--

Agency Pickup

Entering Receipts

To enter receipts for the Enabled Agency program, also known as Retail Pickup, click on the "Agency Pickup" tab.

The page below will display the receipts that have already been entered by your program.

**If you entered a receipt incorrectly, please email Brandie at brandiet@foodbankwma.org, and she will assist you.



Home Orders **Agency Pickup** Statistics My Docs

Order Entry

Agency Retail Pickup Receipts

Search: Search

Page size: 20

Receipt	Donor	Receipt Date ▲	Expected Date	Warehouse	Origin City	Total Pounds
418004	BJ'S Wholesale Club Greenfield	02/19/2014	02/19/2014	The Food Bank of Western Massachusetts	Greenfield	1
418007	BJ'S Wholesale Club Greenfield	02/13/2014	02/13/2014	The Food Bank of Western Massachusetts	Greenfield	1

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Add New Receipt

Click here to add a new receipt from a retailer. You will be prompted to add the number of pounds and category of product your program has received.

Entering Statistics



Statistics

Page size:

Stat Date	Comment
09/30/2016	Submitted by Agency via Primarius Web Window at 10/13/2016 10:10 AM
08/31/2016	
07/31/2016	Submitted by Agency via Primarius Web Window at 10/13/2016 10:08 AM
06/30/2016	Submitted by Agency via Primarius Web Window at 7/6/2016 2:41 PM
05/31/2016	Submitted by Agency via Primarius Web Window at 5/16/2016 9:31 AM
04/30/2016	Submitted by Agency via Primarius Web Window at 10/13/2016 10:11 AM
02/29/2016	Submitted by Agency via Primarius Web Window at 4/1/2016 2:25 PM
01/31/2016	Submitted by Agency via Primarius Web Window at 2/25/2016 2:15 PM
12/31/2015	Submitted by Agency via Primarius Web Window at 2/3/2016 2:44 PM

Every program is required to enter statistics by the 15th of month for the previous month (i.e. statistics for November 1 the November 30 must be entered by December 15th).

The system allows a month leeway to get statistics entered. If numbers are not entered by the end of the month for the preceding month, the system will stop you from making an order until you have entered your stats for the required time.

Click the “Statistics” tab to see a list of statistics that have been entered and to make a new entry. Click “**Enter Statistics**” at bottom, right hand side of the page to make a new entry. On the new entry form, choose the month and year you are entering statistics for. a out the form and submit.

When entering stats, use the Tab key to navigate through the different columns. If you accidentally hit Enter before completing your stats, you will need to email agencyrelations@foodbankwma.org, and someone will reset the stats for you. Please remember to add your program number in your message to the Agency Relations team.

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Enter Statistics

Find Your Agency Info

Click on "My Agency" (top right corner) and the page below will show.

Logged as: 00000 | [My Agency](#) | [Logout](#) | [Help](#)

Agency Info

Lists: Primary Contact, phone and address for the program. Other miscellaneous information, including program size and date of last monitoring visit.

Locations

Lists all addresses on file for program.

Contacts

Shows all contacts for your program, their contact information and shopping status.

Hours

Lists hours of operation that have been submitted to the Food Bank.

Open AR

Shows currently unpaid invoices.

Service Info

Graphics showing how much food you have received from The Food Bank.

Agency Info | **Locations** | Contacts | Hours | Open AR | Service Info

Contact: Dale West
 Address: Test Pantry
 Test 97 North Hatfield Rd
 Test Hatfield, MA 01234
 Phone: () - -
 Email: dalew@foodbankwma.org
 Last Monitored: 10/7/2008
 Last Site Visit: 10/7/2008

Agency Size: Small
 PantrySize: SMALL
 OnSite Size: z-DO NOT USE
 Inactive? No
 Suspended? No
 Serve Onsite? Yes
 Serve Offsite? No
 Balance: \$0.00
 Last Paid: 9/29/2015

FAQ's & Pickup Policy Info

How far in advance do I need to make my order before I pick it up/have it delivered?

Orders must be submitted by midnight two days before your intended pick up date or regularly scheduled delivery date. This gives our warehouse staff time to review and pick your order. Orders can be opened four days ahead of your pick up day. Check your Essentials guide for a list of holiday and inventory close dates for the warehouse

Can I change my order after it has been submitted?

If you find that you accidentally submitted something and the warehouse has not yet picked your order, we may be able to change the order. It is not always possible; therefore, please be mindful when placing your order.

How does salvage work?

Note: We do not currently offer salvage shopping in our warehouse. When we do have salvage shopping available, this is how it works...

When you come in to pick up your order, you will have 30 minutes for your appointment, all of which can be used to look over the available salvage. If you are only interested in picking through loose salvage, make an order two days ahead of the day you want your appointment and add "Salvage" to your cart. In the Comment box at checkout, be sure to write that it is a salvage only appointment. We strongly encourage, and prefer, that you make an appointment when only shopping for loose salvage but you may stop in for emergency salvage shopping if needed. The hours to do so are 9am – 2pm, Mondays – Fridays (note: noon-1p the warehouse is closed for lunch). If you stop in for loose salvage, please be prepared to wait. Shoppers with appointments will have priority, and there will be only two programs permitted in the salvage area at any given time.

Pickup Information

Hours

Regular warehouse hours are from 9am-3pm Monday—Friday. There is no staff in the warehouse to retrieve orders between noon and 1pm.

Authorization and ID

Everyone who picks up must be authorized by the program to do so.

Timeliness

Please do not come very early for appointments. No one will be allowed in the warehouse until their scheduled appointment time. If you show up early, you will have to wait until your appointment time to get into the warehouse.

Parking and Loading

Programs should not park in the loading area until after shopping for salvage and their order has been called.

Order Doesn't Fit into Vehicle

It is important when ordering to keep in mind the amount of space you will have in your vehicle when picking up the order. All orders must be picked up within the same day. If you realize that your whole order cannot fit into your vehicle, you will have to come back to pick up your order by 3pm the same day.

Cancellation & Missed Pickups

You can cancel an order before it has been picked without any consequence. Please email agencyrelations@foodbankwma.org with your order number should you need to cancel. If an order has already been picked and the program cannot make the appointment time/day, the you must reschedule to pick up within 2 business days. Failure to do so will result in a restocking fee and a Missed Pickup Warning. The second occurrence will incur a \$25 Missed Pickup fee in addition to the restocking fee. Subsequent occurrences will result in Missed Pickup fees increasing by \$10 for each incident (i.e. third time \$35, fourth time \$45, etc.).

If you cannot make your appointment but still need your order, you **must email** the Agency Relations team at agencyrelations@foodbankwma.org and make arrangements to reschedule your appointment.

Late Policy

If you are late for your pickup time, you may have to wait to get your order until the other programs are finished with their appointments. You may or may not be allowed to look through salvage while you wait. If you arrive after 3pm you will not be able to pickup your order and your program may be penalized. No one is available in the warehouse between noon and 1pm, if you arrive within this time, you will have to wait until pickup hours have resumed.