

**Online  
Ordering:  
A  
User's  
Guide**

Updated October 2023

**FOOD  
BANK  
OF WESTERN  
MASSACHUSETTS**

The Food Bank of Western Massachusetts  
25 Carew Street, Chicopee MA 01020

Phone: 413) 247-9738

Fax: (413) 247-9577

Website: [www.foodbankwma.org](http://www.foodbankwma.org)

TOGETHER, WE END HUNGER.

# Table of Contents

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- ▣ The How To's:
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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"



Who We Are **Member Agencies** Newsroom | Careers | Contact

GET HELP

GET INVOLVED

DONATE

LEARN

## Order Food

### Online ordering trainings

All agencies are required to watch the online ordering training and quiz found on the Training Resources page. For more information, [email agency relations](#) or call 413-247-9738.

We also recommend watching our [agency tour video](#) for information on pickup at our new building in Chicopee.

### Online ordering deadlines

While the online ordering system is generally open on evenings/weekends, warehouse staff members work traditional business days. All orders must allow one full business day prior to pickup/delivery day for review and order preparation.

ENTER ONLINE ORDERING >

### Member Agencies

Member Agency Network

Order Food

Online Ordering FAQ

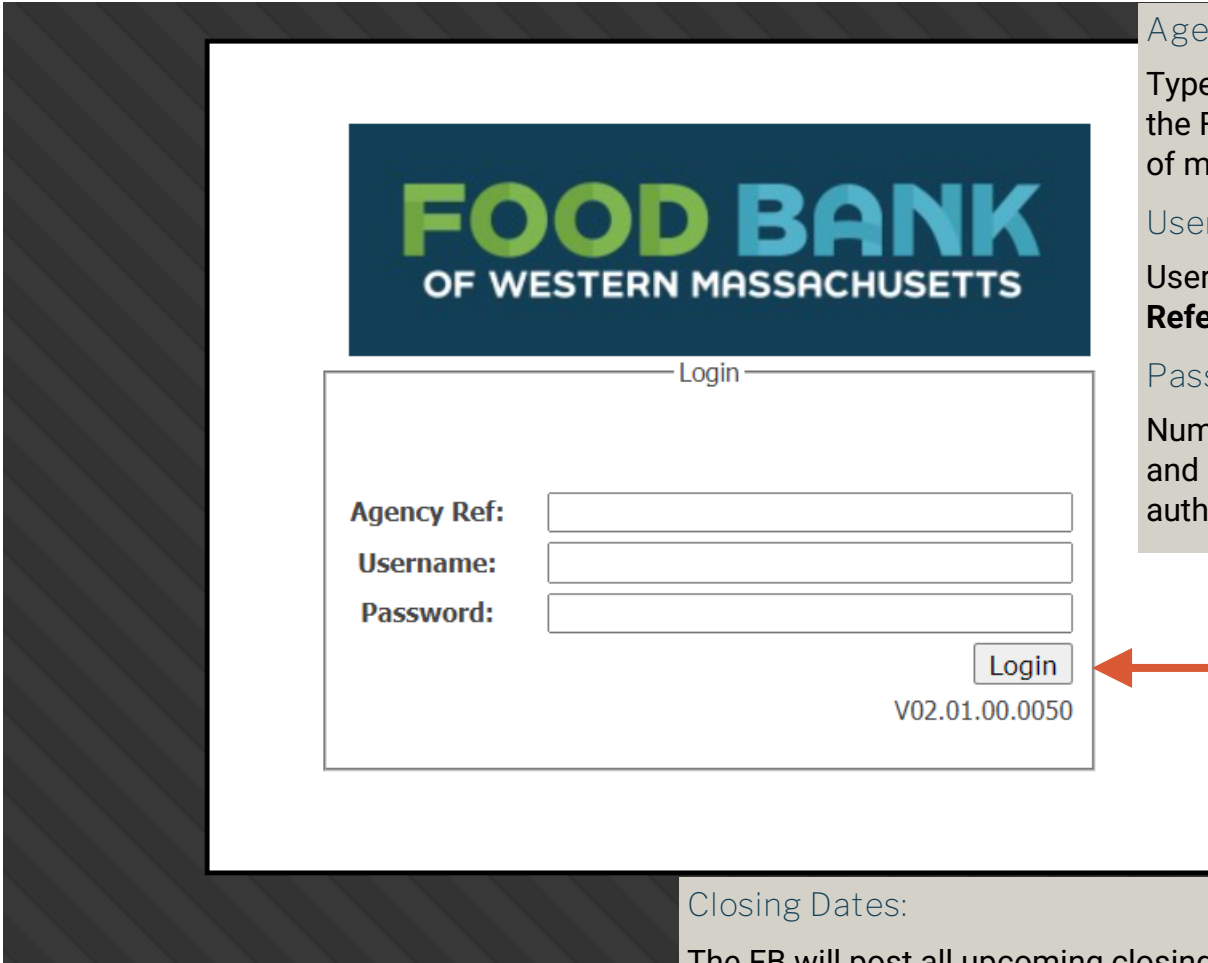
Resources for Agencies



ONLINE ORDERING >

# 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.



- Home
- Orders
- Agency Pickup
- Statistics
- My Docs

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

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



Print Shopping List

- Home
- Your Cart

**FROZEN ITEMS UPDATE**  
As many of you are aware, we are still experiencing problems with our freezer. You will see frozen items on the shopping list not be able to fulfill all of these items on all orders. We continue to work to address this issue. We appreciate your patience and contact [agencyrelations@foodbankwma.org](mailto:agencyrelations@foodbankwma.org).

**WE ARE IN OUR NEW BUILDING!**  
Click [here](#) for a **video tour of our new building**, including instructions for picking up your order at the Food Bank: <https://youtu.be/IyBKMIKial4>  
If you have any questions, please email [agencyrelations@foodbankwma.org](mailto:agencyrelations@foodbankwma.org).

**FOOD RECALLS:** You can find the most up to date food recall information in the notable links to your right "FDA Recalls, USDA Recalls, Big Y Recalls, and Stop & Shop Recalls".

**IMPORTANT:** Overdue statistics will result in suspension of shopping privileges. If more than one month's statistics are overdue, ALL reports must be submitted to avoid suspension. To check reports, go to the "Statistics" tab. If there is a date listed in the "Stat Date" column, a report was submitted for that month. If no date appears for a given month, then no report was submitted.

Please click this link to contact Agency Relations with any questions: [Agency Relations](#)

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 FY24](#)
  - \* [Online Ordering User Guide](#)
  - \* [USDA Recalls](#)
  - \* [FDA Recalls](#)
  - \* [Big Y World Class Markets Recalls](#)
  - \* [Stop & Shop Recalls](#)
  - \* [Keep or Toss?](#)

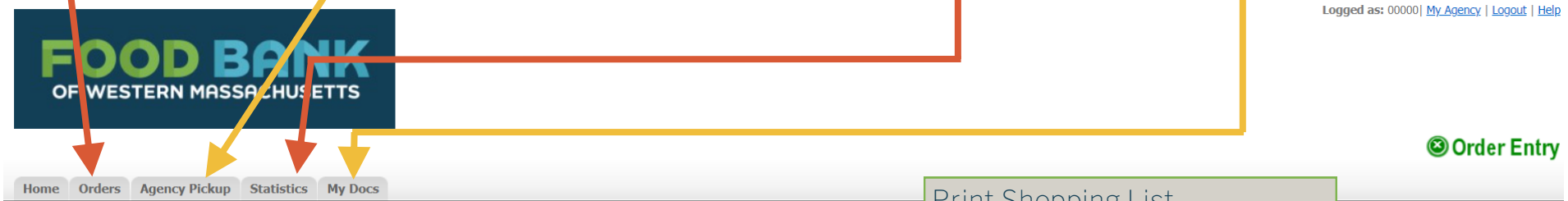
# Navigating the Landing Page (continued)

**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.



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

## Home

Home Your Cart

### FROZEN ITEMS UPDATE

As many of you are aware, we are still experiencing problems with our freezer. You will see frozen items on the shopping list, which you are welcome to order, however, please be aware that we may not be able to fulfill all of these items on all orders. We continue to work to address this issue. We appreciate your patience, and welcome your feedback. If you have any questions, please contact [agencyrelations@foodbankwma.org](mailto:agencyrelations@foodbankwma.org).

### WE ARE IN OUR NEW BUILDING!

Click [here](#) for a **video tour of our new building**, including instructions for picking up your order at the Food Bank: <https://youtu.be/IyBKMikial4>

If you have any questions, please email [agencyrelations@foodbankwma.org](mailto:agencyrelations@foodbankwma.org).

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- Notable Links**
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  - \* [Agency Essentials Guide FY24](#)
  - \* [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** Agency Pickup Statistics My Do

Print Shopping List

### Shipping Option

Method:	Pickup
Location:	30 MINUTE APPT- SLOT
Date:	11/7/2023
Time:	10:00 AM - 10:30 AM

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**”
  - For **pickup orders**, select either **30 Minute APPT–SLOT 1** and **30 Minute APPT - SLOT 2**. If you don’t see the time you want, try selecting the other slot.
  - 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 **Delivery orders**, select monthly, weekly, Big Y, or Van. See your delivery agreement for which option to select for your program.
- For “**Date**,” 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 LATER** 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 for delivery, this is NOT the time your order will arrive—it will arrive at the time specified by the Food Operations team.*

NOTE: You cannot change shipping options once you click Continue. You must Cancel Order if you need to select different shipping options.

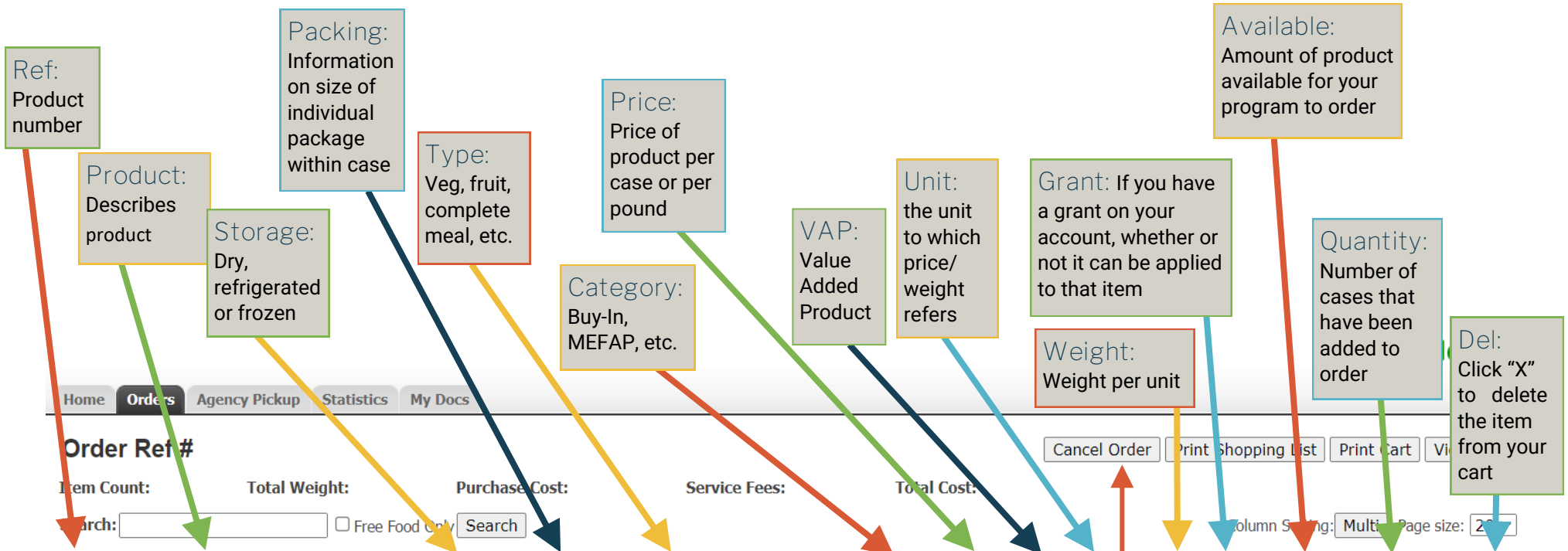
Continue

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

# Creating an Order

## Reading the Product List

After you've pressed "Continue" on the Date/Shipping page, you will be brought to 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. If a product is in the warehouse but not available to your program, it will not show on the product shopping list.



Home Orders Agency Pickup Statistics My Docs

Order Ref #

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

Search:   Free Food Only

Cancel Order Print Shopping List Print Cart View Cart

Column Setting: Multi Page size: 20

Ref	Product	★ Storage	Packing	★ Type	★ Category	Price	VAP	Unit	Weight	Grant	Available	Qty	Del
<a href="#">BD528</a>	Non-Food, Freezer Blanket, BUY IN	Dry	1 ct.	01-NON-FOODS	BUY IN								
<a href="#">BD125</a>	Non-Food, To Go Containers, BUY IN	Dry	200 ct.	01-NON-FOODS	BUY IN								
<a href="#">BD524</a>	Non-Food, Vinyl Gloves Medium, BUY IN	Dry	10/100 ct.	01-NON-FOODS	BUY IN								
<a href="#">BD737</a>	Beverages, Instant Coffee, BUY IN	Dry	12/8 oz.	03-BEVERAGES	BUY IN								
<a href="#">BD516</a>	Bakery, Pancake Mix, BUY IN	Dry	12/14 oz.	04-BREAD/BAKERY	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."

Home **Orders** Agency Pickup Statistics My Docs

**Order Ref # 548763** Cancel Order Print Shopping List Print Cart **View Cart**

Item Count: 1 Total Weight: 126 Purchase Cost: \$0.00 Service Fees: \$0.00 Total Cost: \$0.00  
 Grants Applied: \$0.00 Payments: \$0.00 Balance: \$0.00

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

Ref	Product	Storage	Packing	Type	Category	Price	VAP	Unit	Weight	Grant	Available	Qty	Del
<a href="#">MF113</a>	Poultry, Halal Chicken Drumsticks, MEFAP	Frozen	8/5 Lb.	15-MEAT/FISH/POULTRY	MEFAP PROTEIN	\$0.00	\$0.00	CASE	42	No	153	<input type="text"/>	✗
<a href="#">UF100880</a>	Meat, Whole Chicken, USDA	Frozen	10 per cs	15-MEAT/FISH/POULTRY	USDA	\$0.00	\$0.00	CASE	42.7	No	532	<input type="text"/>	✗
<a href="#">UF111579</a>	Poultry, Chicken Drums, USDA	Frozen	8/5 Lb.	15-MEAT/FISH/POULTRY	USDA	\$0.00	\$0.00	CASE	40	No	63	<input type="text"/>	✗
<a href="#">UF111575</a>	Poultry, Chicken Legs, USDA	Frozen	8/5 Lb.	15-MEAT/FISH/POULTRY	USDA	\$0.00	\$0.00	CASE	42	No	335	<input type="text" value="3"/>	✗

< Prev **1** Next > | Page 1 of 1

Cancel Order Print Shopping List Print Cart View Cart

# Submitting Your Order

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. 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 be used if we need to contact your with any issues or questions about your order.

- Home
- Orders**
- Agency Pickup
- Statistics
- My Docs

## Order Ref #548763

### Contact Information

Name:

Phone Number:

E-mail Address:

Comment:

### Shipping/Delivery

Method:

Location:

Date:

Time:

Order Status:

**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 case your order is not properly submitted. ALWAYS check your order status in the "Orders" tab (p.12) when you Check Out.\*\***

**Item Count:** 1      **Total Weight:** 126      **Purchase Cost:** \$0.00      **Service Fees:** \$0.00      **Total Cost:** \$0.00  
**Grants Applied:** \$0.00      **Payments:** \$0.00      **Balance:** \$0.00

Ref	Product	Storage	Type	Weight	Category	Price	Unit Measure	Available	Qty	Del
<a href="#">UF111575</a>	Poultry, Chicken Legs, USDA	Frozen	15-MEAT/FISH/POULTRY	42	USDA	\$0.00	CASE	335	<input type="text" value="3"/>	<input type="checkbox"/>

## Creating an Order

Submitted



Home

Orders

Agency Pickup

Statistics

My Docs

Order Ref #548763

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

\*\*Our Food Operations team doesn't have capacity to inform agencies of all adjustments to their orders. If there is a recall on an item you ordered, we will let you know; otherwise, it is important to print or save your order after 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](mailto:agencyrelations@foodbankwma.org).**

# Creating an Order



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

The page below will display your 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.

Order Entry

- Home
- Orders**
- Agency Pickup
- Statistics
- My Docs

## Orders

Search:

Page size:

Order	Status	Entered ▲	Del/Pickup	Method	Reviewed?	Released	Picked	Confirmed?	Location
548140	Open	10/25/2023	10/31/2023	Pickup	Yes			No	30 MINUTE APPT- SLOT 1
548117	Open	10/24/2023	10/31/2023	AGENCY VEHICLE	Yes			No	30 MINUTE APPT- SLOT 1
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

Order:	Order/invoice number								been picked in the warehouse	
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.	Reviewed:	Whether your order has been reviewed by the warehouse (if "Yes," the Online Ordering Contact(s) should have received an email signaling receipt of order; for technical reasons, this function does not always work)				Confirmed:	This date confirms that the order was received by your program. Our warehouse staff confirms all orders that were picked up and delivered at the end of each business day.		
Entered:	Date order is first opened online	Released:	Date order is released to be picked by warehouse				Location:	Gives interval of pick up time assigned to your program or delivery information.		
Del/Pickup:	Date order is to be delivered or picked up	Picked:	Whether your order has							
Method:	Pick up or Delivery									

# 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 | Order | **Agency Pickup** | Statistics | My Docs

### 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	Food Bank of Western Massachusetts	Greenfield	1
418007	BJ'S Wholesale Club Greenfield	02/13/2014	02/13/2014	Food Bank of Western Massachusetts	Greenfield	1

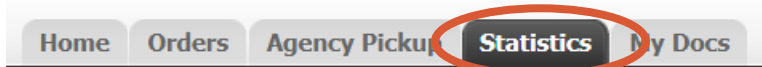
< Prev **1** Next > | Page 1 of 1

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.

Add New Receipt

# Entering Statistics



## Statistics

Page size: 10 ▾

Stat Date ▲	Comment
10/31/2023	Submitted by Agency via Primarius Web Window at 10/16/2023 4:13 PM
07/31/2023	Submitted by Agency via Primarius Web Window at 8/7/2023 10:14 AM
05/31/2023	Submitted by Agency via Primarius Web Window at 5/17/2023 7:42 PM
03/31/2023	Submitted by Agency via Primarius Web Window at 4/20/2023 10:57 AM
02/28/2023	Submitted by Agency via Primarius Web Window at 4/20/2023 10:56 AM
01/31/2023	Submitted by Agency via Primarius Web Window at 2/28/2023 10:43 AM
12/31/2022	Submitted by Agency via Primarius Web Window at 1/4/2023 11:01 AM
11/30/2022	Submitted by Agency via Primarius Web Window at 1/4/2023 11:01 AM
10/31/2022	Submitted by Agency via Primarius Web Window at 12/2/2022 4:27 PM
09/30/2022	Submitted by Agency via Primarius Web Window at 10/4/2022 10:22 AM

next > | Page 1 of 13

Enter Statistics

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—hitting “Enter” will submit your statistics. Once submitted, there is no way to edit or reenter them. If you accidentally submit before you’re finished entering, or if you make a mistake, you can email [agencyrelations@foodbankwma.org](mailto:agencyrelations@foodbankwma.org), to ask us to reset them for you. Remember to include your program number in your message to the Agency Relations team.

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 submit your statistics. If numbers are not entered by the end of the month for the preceding month (ex. November stats aren’t submitted by the end of December), the system will stop you from making an order until your statistics are up to date.

# Your Agency Info

Click on "My Agency" (top right corner) and you'll see information for your program.

**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.

**Open AR**  
Shows currently unpaid invoices.

**Service Info**  
Graphics showing how much food your program has received from the Food Bank.

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

**Order Entry**

[Home](#) [Orders](#) [Agency Pickup](#) [Statistics](#) [My Docs](#)

## Test Pantry

[Agency Info](#) [Locations](#) [Contacts](#) [Hours](#) [Open AR](#) [Service Info](#)

Contact: Michelle Geoffroy  
 Address: Test Pantry  
 25 Carew Street  
 Chicopee, MA 01020  
 Phone: ( ) - -  
 Email: michelleg@foodbankwma.org  
 Last Monitored: 3/1/2022

**Hours**  
Lists hours of operation that the Food Bank has on record for your program.

Agency Size: XXXLarge  
 PantrySize: z-DO NOT USE  
 OnSite Size: HAMPDEN XX LARGE  
 Inactive? No  
 Suspended? No  
 Serve Onsite? Yes  
 Serve Offsite? No  
 Balance: \$0.00  
 Last Paid: 10/31/2023

# 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?

We can remove items from your order after it has been submitted, but we cannot add items. As long as it is before the ordering deadline for your pickup/ delivery appointment, you can use the Duplicate appointment function to place a second order to be picked up/delivered with your original order. See further details on p. 7.

Please contact [agencyrelations@foodbankwma.org](mailto:agencyrelations@foodbankwma.org) to change your pickup time or cancel your order. Orders that have already been picked will be subject to a restocking fee—there is no fee for orders cancelled before they are picked.

How does salvage shopping 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. The hours to do so are 9am – 2pm, Mondays – Fridays (note: 12 -1pm the warehouse is closed for lunch). Only two programs are permitted in the salvage area at any given time, and shoppers must wear closed-toed shoes.

## Pickup Information

### **Hours**

Warehouse hours are from 9am-3pm Monday–Friday, with a break for lunch from 12-1pm.

### **Authorization**

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

### **Timeliness**

If you arrive early or late for your appointment, you may have to wait while other agencies are being served. If you arrive after 3pm you will not be able to pick up your order.

### **Parking and Loading**

Programs should park in the check-in spaces. If our staff doesn't greet you right away, please ring the bell next to the check-in door. Our warehouse staff will direct you to the appropriate loading area.

### **Order Doesn't Fit into Vehicle**

When ordering, keep in mind the size and weight limit for your vehicle. If your entire 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**

Should you need to cancel or reschedule, please email [agencyrelations@foodbankwma.org](mailto:agencyrelations@foodbankwma.org) with your order number. You can cancel an order before it has been picked without any consequence. 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.).