



Guide to the Food Bank's New Online Ordering System

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Logging In

Go to: www.foodbankwma.org

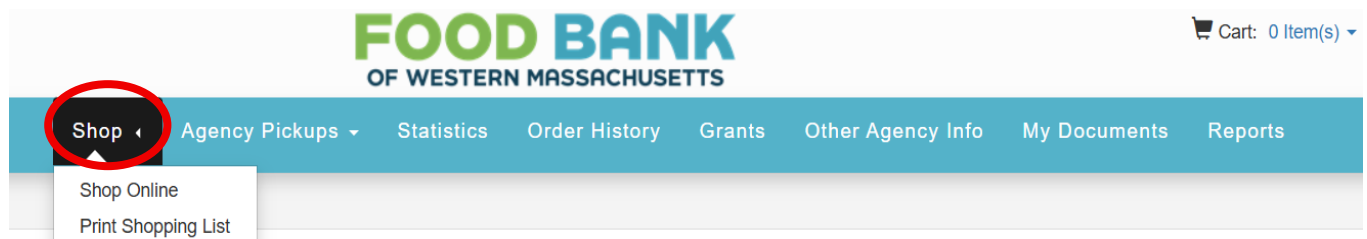
Click on “For Member Agencies,” then on “Agency Portal,” then on “Order Food.” *TIP: BOOKMARK THIS PAGE FOR EASY ACCESS IN FUTURE*

Your login information is the same as it was before.

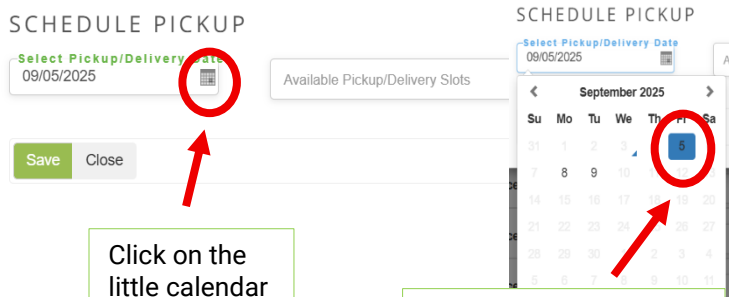
Forgot your password? See instructions on page 15.

Online Ordering

Click on “Shop” to print the shopping list or place an order.



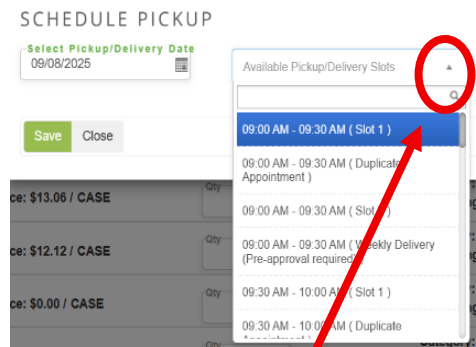
To place an order, first schedule a pickup or delivery slot. *Only choose delivery if you have a delivery agreement on file with the Food Bank.*



Click on the little calendar icon to open the calendar.

The available days, based on your shopping window, will be in black, and the first possible day will be highlighted.

Remember that you can start an order at 12:00 a.m. 4 business days ahead of your pickup/delivery day and must submit it by 11:59 p.m. 2 business days before your pickup/delivery day.



After you select a day, click here to schedule a time.

For **pickup**, select Slot 1 or Slot 2. *Only use Duplicate Appointment if you are picking up for more than one program at the same time.*

For **delivery**, you must choose a time, but this is NOT the time your order will arrive—it will arrive at the time detailed in your Delivery Agreement. All Delivery slots are listed at 3pm or later to keep them separate from pickup times. Scroll down to see the delivery slots.

When you are done, click “Save.” A green bar will appear to tell you that your pickup time has been successfully reserved, and the shopping list will load.

Items are listed alphabetically by type. You can sort, filter, and search to find the items you want.

[Catalog](#)

Sort By ▾

Type in a word to search. Note that hitting “Enter” doesn’t work—you must click on the magnifying glass.

Search Products... 🔍

Filters ▾

You can sort the list by price or name. Sort by price, low to high, to see all the free products first.

Filter items by price, category, storage, or type. *Note: we intend to use the nutrition, allergen, and cultural fields in the future, but there is nothing there yet. You may also see categories that aren’t relevant for you, and there may not be any product available in those.*

Change the view according to your preference: grid, list, or condensed list.

Note that if you filter by price, then click “Clear Filter,” it resets the bar but not the number itself, so you need to type in the number or slide the bar all the way to the right.

Product Filters

Price \$ 0 \$ 3338

Product Filters

Price \$ 0 \$ 5000

Add items to your cart by entering the number of cases you want in the “Qty” box.

Sorting by Price ▾

Search Products... 🔍

Filters ▾

View Extended Details

(MD229) Canned Meat, Tuna, MEFAP

Class	CHOP 1 Ranking
Category	MEFAP PROTEIN
Storage	Dry
Packaging	48/5 oz.
Nutrition	Non Food - No Value
Grant	Yes
State Grant	No
Allergens	
Cultural	

View Extended Details

Price: \$0.00 / CASE

Qty 2

Limit - 18

Update Cart

Click here to get the weight of each item

Remember to click “Add to Cart” or “Update Cart” for each item

In the upper right corner of the screen, you'll see your cart with the number of items (not the number of cases) you've selected.



When you're done shopping, go to your cart and review your order. You'll see the weight and price of each item as well as any grants that you have to pay for it.

SHOPPING CART

	Name	Weight	Price	Service Fee	Grants Ap...	Qty	Price Ext	
	(VRP1) Fresh Fruit, Apples, VAP	80.00	\$0.00	\$0.00	\$0.00	2 Update Cart	\$0.00	✕
	(BD542) Condiment, Spaghetti Sauce, BUY IN	24.00	\$10.90	\$0.00	\$0.00	2 Update Cart	\$21.80	✕
	(MD229) Canned Meat, Tuna, MEFAP	38.00	\$0.00	\$0.00	\$0.00	2 Update Cart	\$0.00	✕
Totals		Weight 142.00	Price \$21.80					

[Cancel Order](#)

You can cancel the whole order here.

Change the quantity of an item by using the up and down arrows or delete it altogether buy clicking on the "x". Make sure to click "Update Order" to update the weights and prices.

[Continue Shopping](#)

[Proceed to Checkout](#)

Return to the list to add more items or proceed to checkout when you're done.

At checkout, review your pickup time. You can select a different time if you've changed your mind.

CHECKOUT

Shipping Method AGENCY VEHICLE	Is Delivery <input type="checkbox"/>	Agency Contact Geoffroy, Michelle	Delivery Pickup Notes
Pickup Warehouse Food Bank of Western Massachusetts	Pickup Delivery Date 9/30/2025 9:00:00 AM	Agency Address Test Agency - Test Pantry, Test Hatfield,	
Order Totals	Weight 24.00	Quantity 1	Price \$13.06

The default Shipping Method is Agency Vehicle. You will not be able to change this, but Food Bank staff will change it, after the order is submitted, to the appropriate method, based on the selected appointment type and the delivery agreement you have on file (if any).

Make sure to check the total weight of your order before submitting to ensure that your order doesn't exceed the maximum weight of your delivery agreement or your pickup vehicle.

Please don't leave a message in the Notes box—it will not be seen.

When you're ready, click "Submit Order" in the lower left corner. You'll be taken to the Order History page.

ORDER HISTORY

Once an order is confirmed, it will move from Active to Complete.

Orders

Open AR

Active

Complete

Order #

Status

Released

Picked

Confirmed

Delivery/Pic...

Delivery/Pickup Location

Order Ware...

Pickup Wareh...

Entry Ori...

Shipping Method

View

581251

Entered

09/05/2025 ...

Slot 1

Food Bank of...

Food Bank of ...

PWW

NONE

View

581242

Picked

8/27/2025

9/2/2025

08/25/2025 ...

Weekly Delivery (Pre-approval r...

Food Bank of...

Food Bank of ...

PWW

TRUCK 2-WEEKLY

Click here to view order details. It will take you to the View Order page.

Status	Meaning
DateEntry	Order is in process
Entered	Order has been submitted
Reviewed	Order has been reviewed by Food Bank staff for errors
Released	Order is ready to be picked (selected from our warehouse inventory and assembled on a pallet)
Picked	Order has been assembled and is ready to be picked up or delivered to your program
Confirmed	Order has been picked up or delivered

VIEW ORDER

** Current Status: Entered **

Order Ref

581251

Shipping Method

NONE

Created On

9/3/2025 1:25:44 PM

Order Status

Entered

Warehouse	Pickup Delivery Date	Picked Up By	Pickup Warehouse
Food Bank of Western Massachusetts	9/5/2025 9:00:00 AM		Food Bank of Western Massachusetts

Schedule Your Pickup Date/Time

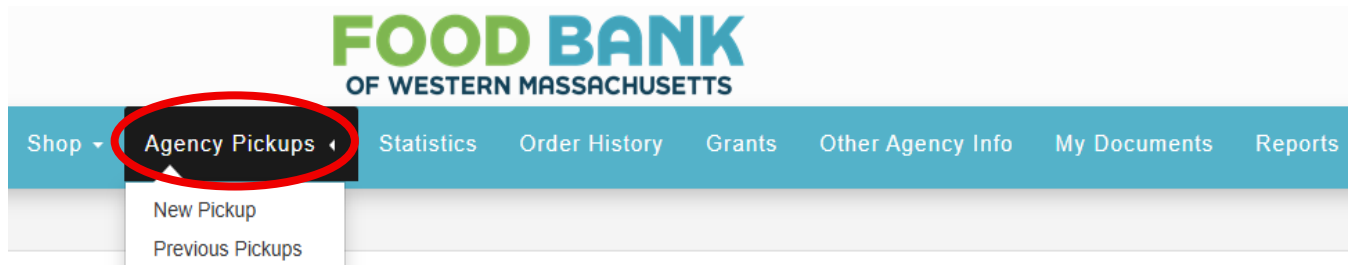
As long as your order says "Data Entry" or "Entered," you can change your pickup time. Once it is "Reviewed," it's too late to make changes.

ORDERING FAQs

- **Can I see the weight of each product and the total weight of our whole order?** Yes. Find the weight of each item by clicking “View Extended Details” on that item in the shopping list. Find the current weight of your whole order by clicking the down arrow next to your cart in the upper right-hand corner of the screen. The weight of each item and the total weight of your order are also listed in your shopping cart.
- **Will expiration dates be listed?** No. Unfortunately, due to the high turnover of items in our warehouse we are unable to provide expiration dates for individual items.
- **Will there be pictures of products?** We plan to add photos of some products, but not all of them. Salvage items, for example, won’t have photos available.
- **Can I print a copy of my order?** Yes. From the Order History page, click on “View” to be taken to the details of your order. Right click anywhere on the page and scroll down to “Print.” Note that this depends on the browser you are using; it works in Edge, Chrome, and Safari, but not in Firefox.
- **The pickup time that I want isn’t available. Can I squeeze into my preferred time using the Duplicate Appointment?** No. Duplicate appointments are only meant for an agency that’s picking up for more than one program at the same time. Orders that are improperly placed as duplicate appointments will be deleted.
- **After I submit my order, can I change it from Delivery to Pick Up or vice versa?** Yes. Go to Order History. If the order in question still says “Data Entry” or “Entered,” you can click on “View” and “Schedule Your Pickup Date/Time.” If it says “Reviewed,” it’s too late to make any changes.
- **I submitted my order but then remembered some other items I wanted to get. Can I use Duplicate Appointment to create another order to pick up at the same time?** No. During your ordering window, you can leave your order open and continue to add products to it. But once you submit the order, it cannot be added to. Please make sure to review your order carefully before submitting it.

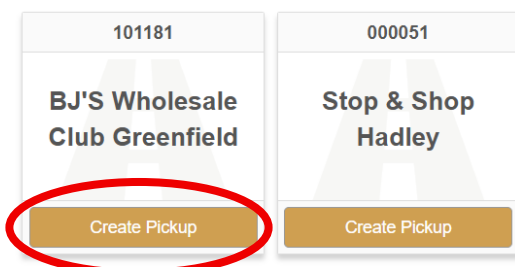
Enabled Agency/Retail Pickup (for participating programs)

Click on “Agency Pickups” to submit a Retail Pickup report or view previous reports.



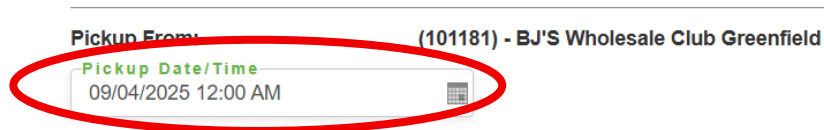
When you click on “New Pickup,” you’ll see the donors that are assigned to your program. Select your donor and click on “Create Pickup.”

SELECT THE DONOR FOR PICKUP

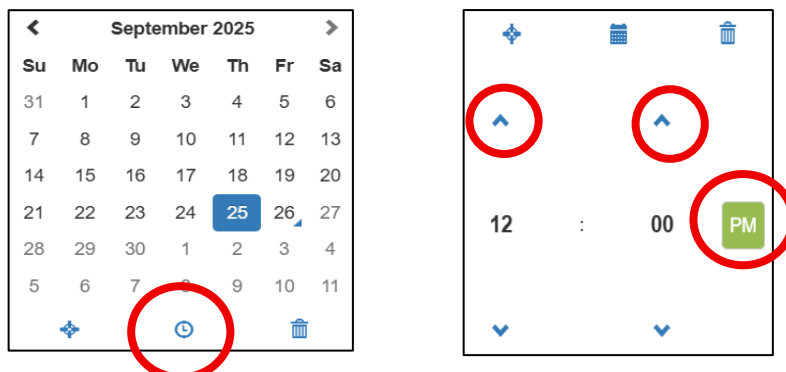


Click on the calendar to select the date of the pickup.

ADD AGENCY PICKUP



Once you’ve selected the day, click on the clock at the bottom of the calendar. Then use the up/down arrows to indicate the time of the pickup. Click on AM/PM to toggle between the two.



Enter the weight for each category of product you received. You can either use the arrows or type in the number.

Enter the temperatures of any refrigerated items. Include the temperature at receipt and the temperature at arrival at your program site, separated by a hyphen. Example: 35-37

(APD704598) Mixed/Asstd. Food, Food Drive, APD	Weight	Temperat	(APD704599) Bakery, Bakery Foods, Asstd., DONATED	Weight	Temperat
(APD704603) Mixed/Asstd. Food, Storage Food, Dry, Asstd., APD	Weight 25	Temperat	(APD704604) Non-Foods, Non-Food Products, Asstd., APD	Weight	Temperat
(APF704601) Meat, Frozen, Asstd., DONATED	Weight 29	Temperat	(APF704602) Mixed/Asstd. Food, Frozen Foods, Asstd., APF	Weight	Temperat
(APR704600) Dairy, Dairy Product, Asstd., DONATED	Weight 11	34-36	(APR704601) Mixed/Asstd. Food, Refrig Products, Asstd., APR	Weight	Temperat
(APR704605) Produce, Produce, Asstd., DONATED	Weight	Temperat			

Remember to report retail pickups by the end of the week in which the pickup took place!

When you are done, click "Save" in the lower left corner. This will take you back to the screen where you can select the donor if you have additional pickups to report.

Agency Pickups

New Pickup
Previous Pickups

Pending
Completed

Donor	Pickup Date	Submitted Date	Donor Contact
(101181) - BJ'S Wholesale Club Greenfield	09/25/2025 12:00 PM	09/26/2025 01:06 PM	Justin

Once your report is saved, it will show up on the "Pending" tab under Previous Pickups. We'll move it to "Completed" on the back end.

You can view the details of your report, but you can't edit it once it's been submitted.

Retail pickup reports will also show up on the "Order History" tab under "Complete." They will have an Order Ref that starts with AGPCKUP.

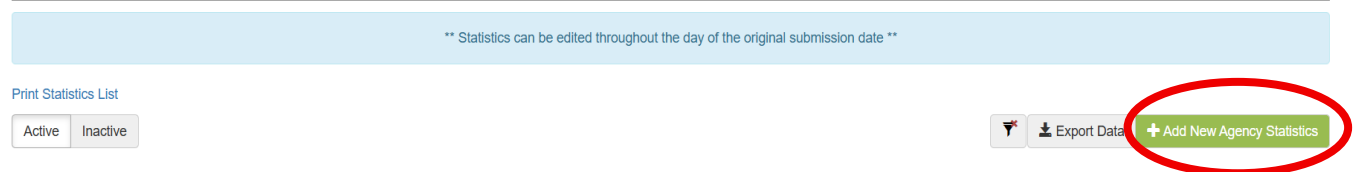
Monthly Statistics

Click on “Statistics” to submit monthly statistics.

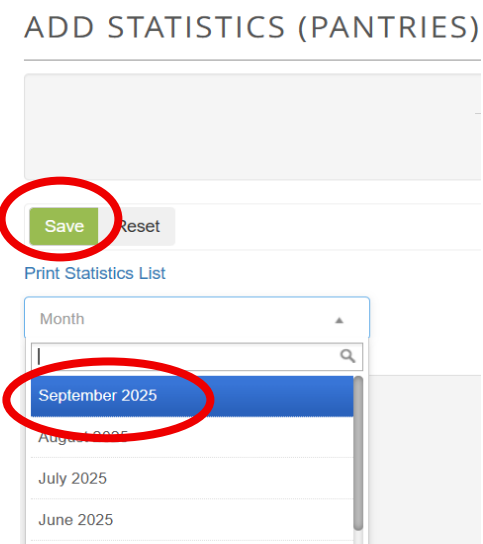


You will see a list of statistics that have been previously submitted. To add new statistics, click on “Add New Agency Statistics.”

AGENCY STATISTICS



Select the month and click “Save.”



Enter the numbers in the “Value” column. You can either type them in or use the arrows. You can hit Enter or Tab to move to the next box. (Clicking on “Enter” will no longer submit your statistics.)

Period: September 2025

Be sure to hit “Save” when you’re done.

Statistic Name	Value	Comment
01 Total Individuals	0	
02 New Individuals	0	
03a New Individuals 0-17 Years	0	
03b New Individuals 18-64 Years	0	
03c New Individuals 65+ Years	0	
04 Total Households	0	
05 New Households	0	
06 Service Visits	0	

Go to page: 1 Show rows: 10 1-8 of 8

Note: Statistics can now be edited throughout the day on which they are submitted. After that day, please email Agency Relations at agencyrelations@foodbankwma.org to make corrections. (Note that it is a calendar day, not the 24-hour period after you submit your statistics.)

Note: The “Print Statistics List” and “Export Data” functions will only give you a list of the reports that have been submitted, not the data contained within those reports.

Order History



On this page you can view all active and complete orders, including the Invoice Number (Order Ref).

ORDER HISTORY

Orders **Open AR**

Active Complete

Order Ref Status Released Picked Confirmed Delivery/Pic... Delivery/Pickup Location

In “Open AR,” you can see all the orders for which your program currently has a balance.

Grants

On the Grants tab, you can see any grants that are on file for your program. Grants will be automatically applied to your order unless you tell us otherwise.



AGENCY GRANT ALLOCATIONS

COVID Relief	
Effective Date	Expiration Date
04/24/2020	N/A
Initial Value	Adjustment Amount
\$50.00	\$0.00
Balance \$0.00	

Name of grant

Note that grants cannot be applied for orders placed before the effective date.

Other Agency Info

We are not currently using this tab. Any information here is view-only.

My Documents

Click on "My Documents" to see invoices, statements, and other documents.



This will bring up all your program's documents, listed by date. Use the arrows in the bottom right corner to advance to other pages.

MY DOCUMENTS

You can search documents by name, type or date. For example, entering "statements" in the Name or Description box will bring up all your statements.

To return to the full list, click on this symbol on the far right side of the page.

	Name	Description	Effective Date
	<input type="text"/>	<input type="text"/>	<input type="text"/>
Download	Invoice-581232.pdf	Invoice-581232.pdf	9/22/2025
Download	Invoice-AGPCKUP581296.pdf	Invoice-AGPCKUP581296.pdf	9/22/2025
Download	Invoice-AGPCKUP581295.pdf	Invoice-AGPCKUP581295.pdf	9/22/2025
Download	Invoice-AGPCKUP581291.pdf	Invoice-AGPCKUP581291.pdf	9/19/2025
Download	Invoice-581285.pdf	Invoice-581285.pdf	9/15/2025
Download	Invoice-581279.pdf	Invoice-581279.pdf	9/11/2025
Download	Invoice-581252.pdf	Invoice-581252.pdf	9/9/2025
Download	Invoice-581256.pdf	Invoice-581256.pdf	9/9/2025
Download	Invoice-AGPCKUP581255.pdf	Invoice-AGPCKUP581255.pdf	9/4/2025
Download	Invoice-AGPCKUP581254.pdf	Invoice-AGPCKUP581254.pdf	9/4/2025

Click here to view, download, or print a document.



Note: There is no longer a list of pickup contacts on invoices. Our staff will have that on file.

Note: There is no place to record temps on invoices. For now, write them in the blank spaces on the page. We may be able to change that in the future.

Statements

Statements reflect all your program's financial activity during the month. The "Total Due" includes all the invoices on the statement, so that is the amount you should pay.

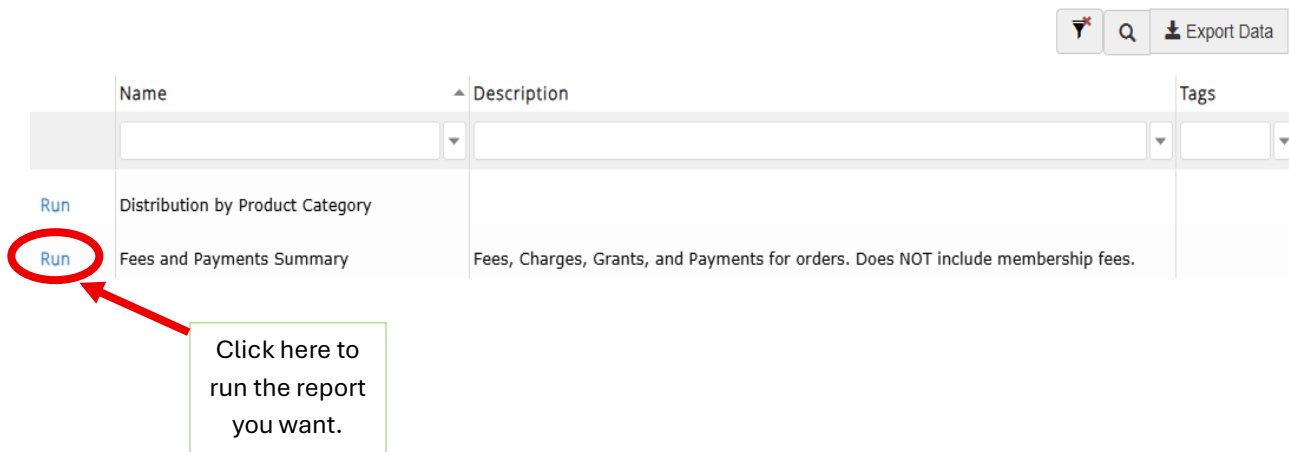
If you have a balance due you will receive a statement, but if you have a zero balance you won't receive a statement unless you request one.

Reports

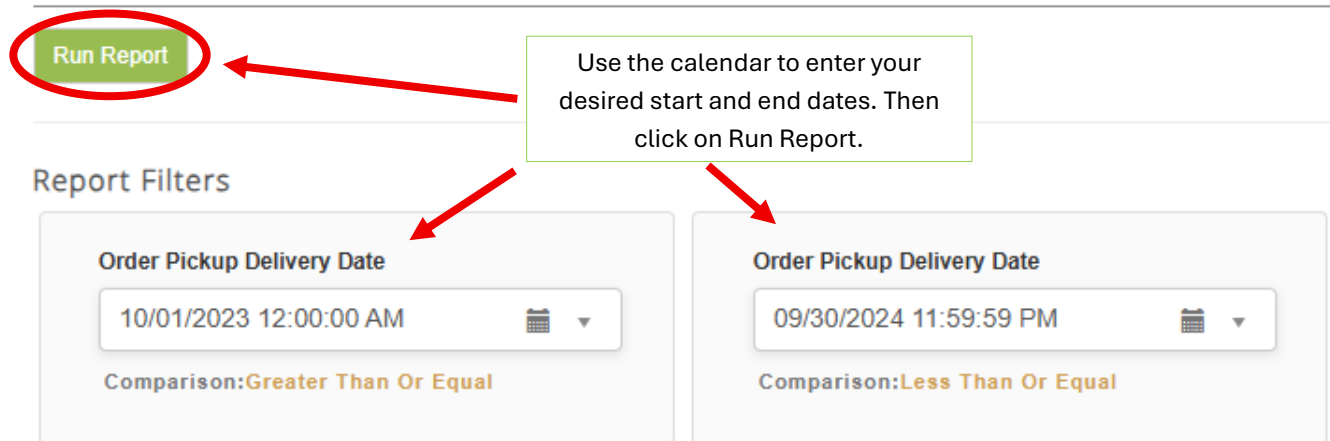


These are reports that you can run for your program.

- Fees and Payments Summary: shows a summary of costs and fees applied, as well as payments and grants applied during the selected time period.
- Distribution by Product Category: shows the summary of pounds and costs for each product category for the selected time period.

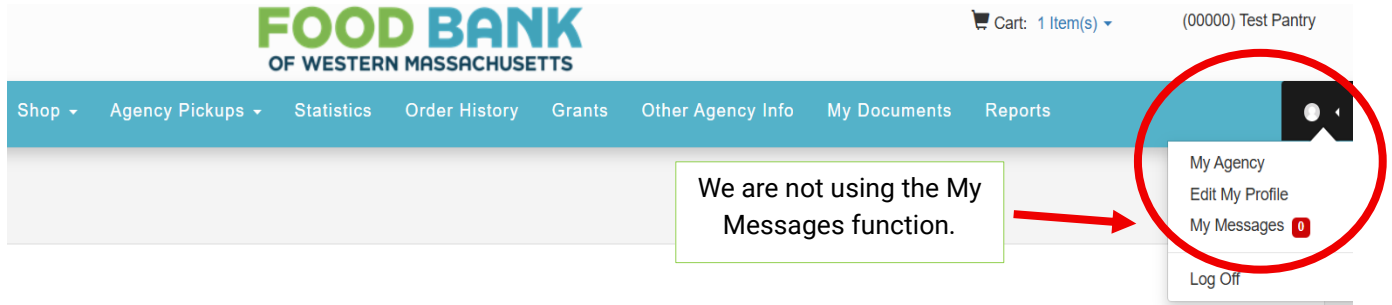


REPORT - DISTRIBUTION BY PRODUCT CATEGORY



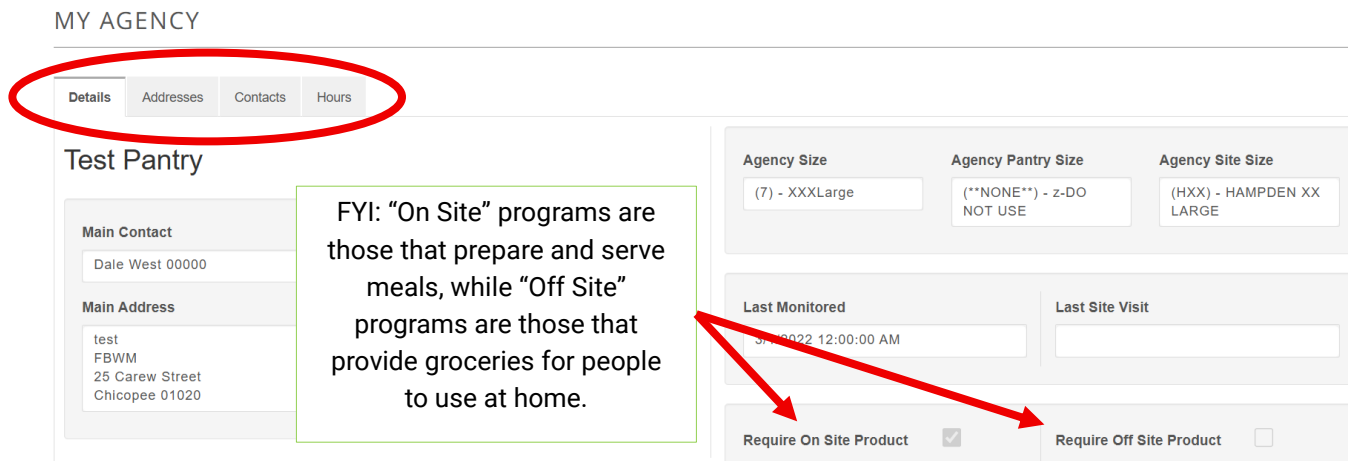
Agency Information

On the far right side of the blue bar, there is a tiny person icon and a down arrow. Click on that to be taken to agency information.



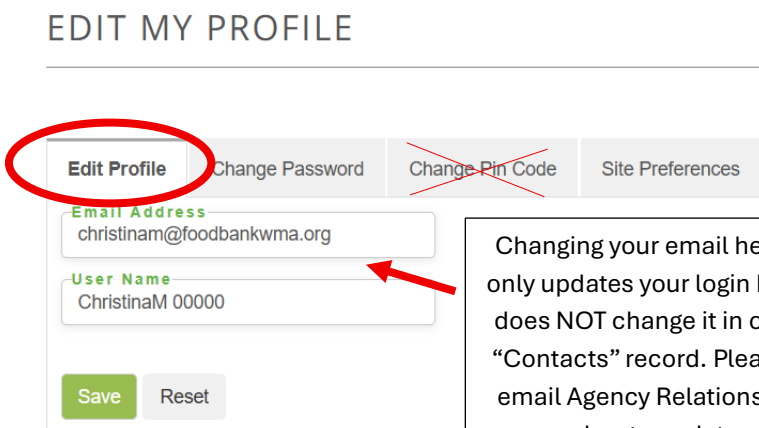
My Agency

Click on “My Agency” to see the details that we have on file for your agency, including hours, contact information, and addresses. You are not able to edit this information, but if you see something that’s wrong, please let Agency Relations know as soon as possible by emailing us at agencyrelations@foodbankwma.org.



Edit My Profile

Under Edit My Profile you can change your email address and password. Note we are not using the PIN function.



IMPORTANT

- * Each program has only one login. If you change the email address, username, or password, it changes for everyone at your program. You **MUST** remember to share the new information with others who use that login.
- * If you prefer to have your own login with your own email, username, and password, you can request one from Agency Relations (this may take some time to implement).

EDIT MY PROFILE

Edit Profile **Change Password** ~~Change Pin Code~~ Site Preferences

Save Reset

Password

Confirm Password

The password must satisfy the following:

- Contains a capital letter
- Contains a lowercase letter
- Contains a number
- Contains a special character
- Contains no spaces
- Be at least 8 characters long

EDIT MY PROFILE

Edit Profile Change Password ~~Change Pin Code~~ **Site Preferences**

Clear All Saved Grid Settings

When you change displays on other pages of the website (ex., adjusting column width, dragging columns to a particular order), PWW will save that display setup for the next time you access that tab. Under Site Preferences, click on "Clear All Saved Grid Settings" to rest everything back to the default.

Forgot Your Password?

If you forget your password, click on "Forgot Password?" and fill out the username and email address, then click Submit Request. The email address must be the one associated with the PWW user account.

FOOD BANK
OF WESTERN MASSACHUSETTS

Agency Reference

User Name
ChristinaM 00000

Password
.....

Login Reset

[Forgot password?](#)

Forgot Password

Enter the email address associated with your account. If found, an email will be sent to the email address with instructions on how to reset your password.

User Name

Email Address

[Back to login](#) **Submit Request** Reset

An email will be sent to the email address we have on file for the account. It will come from P2foodbankwma@gmail.com. Please DO NOT REPLY to this email—we do not receive messages on this account.

1. Click on the link in the email (the link is valid for 3 hours)
2. You will be taken to a page with a temporary password. WRITE DOWN the password BEFORE clicking “back to login,” as copy & paste may not work.
3. After logging in with the temporary password, go to the person/arrow icon on the far right end of the blue bar. Click “Edit My Profile” then “Change My Password.”

Agency Relations can also change your password for you upon request.

Logging Off

