



Partner Agency

Online Ordering System Training Manual

Our Vision

A hunger-free Iowa

Our Mission

We provide food for Iowa children, families, seniors and veterans to lead full and active lives, strengthening the communities where they live.

Welcome to the Food Bank of Iowa's online ordering system!

This ordering system allows users to:

- view up-to-the-minute inventory lists
- place an order
- schedule a pick-up
- receive order confirmation
- submit monthly reports
- access agency invoices and statements.

This manual is designed as a step-by-step training tool to be used by both experienced and new users to the online ordering system. There are several key pieces of information that are needed every time a user logs into this system. We encourage you to write that information into this manual and keep this in a safe and convenient location.

Agency log in information, you will need this information every time you wish to log into the system:

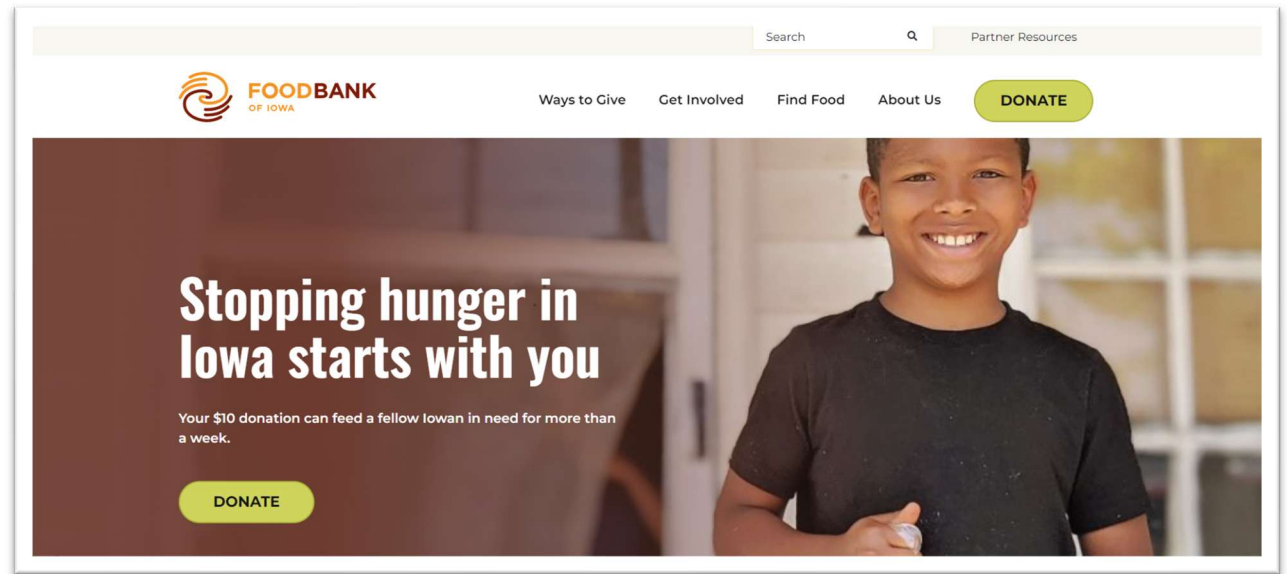
- **Web Address:** www.foodbankiowa.org
- **Agency Ref:** _____
- **Username:** _____
- **Password:** _____

Regional Partnership Coordinator: _____

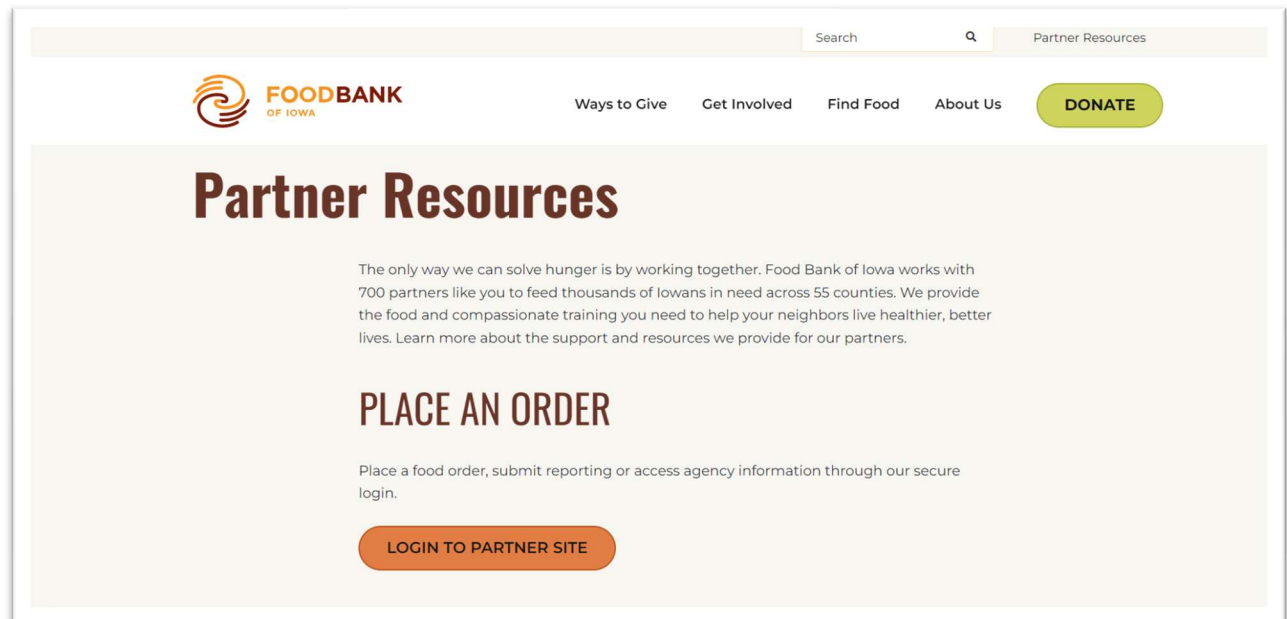
GETTING STARTED

Logging in

Go to www.foodbankiowa.org and locate and click on **Partner Resources** at the top of the home page.



Scroll down to PLACE AN ORDER and click on Login To Partner Site.



Enter your **Agency Reference**,
Username and **Password**.

The **Agency Reference** must be entered
with a zero at the beginning of your four
digit agency number.

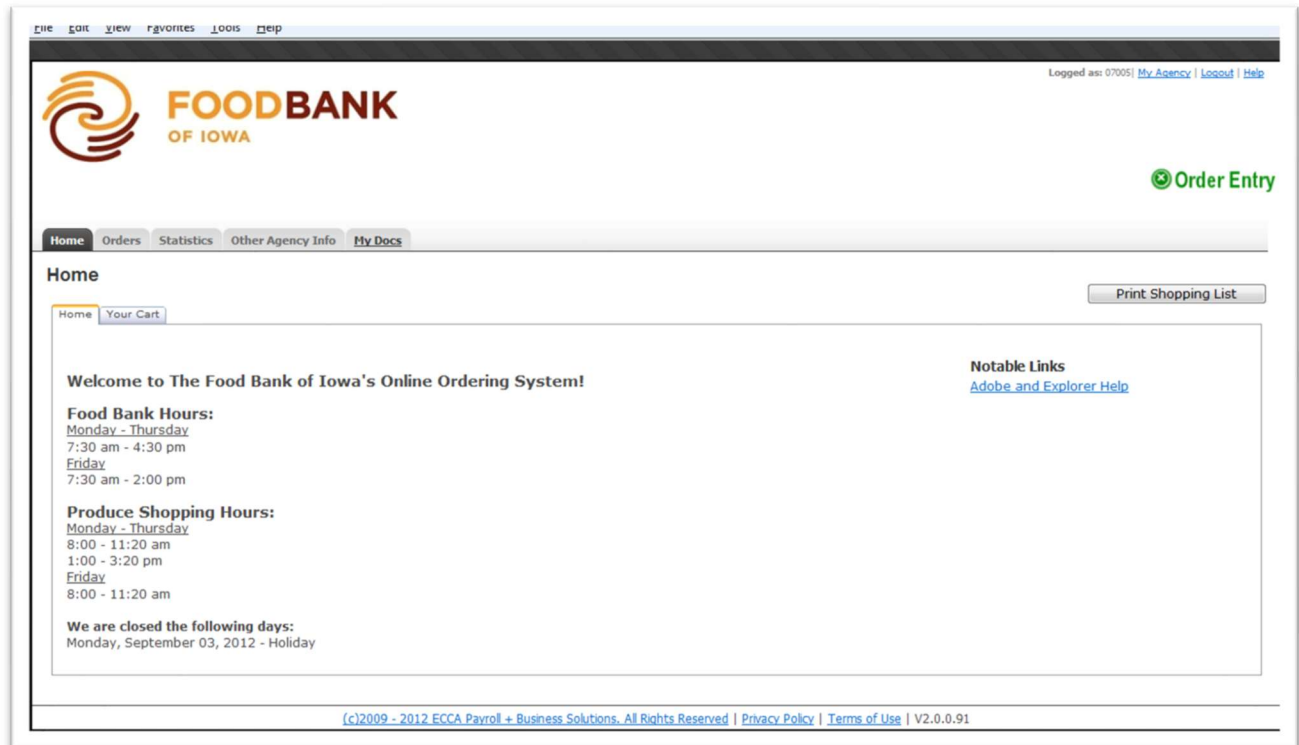
Your **Username** and **Password** will be
emailed to you. Should you forget either
your **Username** or **Password**, please
contact your Regional Partnership
Coordinator.



The screenshot shows a web browser window with the Food Bank of Iowa logo at the top. Below the logo is a login form with the following fields: Agency Ref: (text input), Username: (text input), and Password: (password input). A 'Login' button is located to the right of the password field. Below the login form, the text 'Closed Dates: Monday, September 03, 2012 for Holiday' is displayed. The version number 'V2.0.0.91' is visible in the bottom right corner of the login form area.

You will now be logged into your agency
home page.

Please check the home page when you
log on for messages from the Food Bank
of Iowa. From this screen, place an order
by clicking **Order Entry** or view the
current inventory by clicking **Print
Shopping List**.



The screenshot shows the agency home page after login. The top navigation bar includes links for Home, Orders, Statistics, Other Agency Info, and My Docs. The main content area is titled 'Home' and contains a 'Welcome to The Food Bank of Iowa's Online Ordering System!' message. Below this, there are sections for 'Food Bank Hours' and 'Produce Shopping Hours', both listing hours for Monday-Thursday and Friday. A 'Notable Links' section includes a link to 'Adobe and Explorer Help'. A 'Print Shopping List' button is located in the top right corner of the main content area. The footer contains copyright information: '(c)2009 - 2012 ECCA Payroll + Business Solutions. All Rights Reserved | Privacy Policy | Terms of Use | V2.0.0.91'.

SCHEDULING

The shipping option **Method** and **Location** will automatically populate based on your master agency file. If it populates to delivery but you wish to pickup your order, then change the method from the drop down menu.

The system will default to the first available pickup date. To choose another day, click the calendar icon and select your desired pickup date. The date you select should be the day your order will be delivered on, or the day you want to pick up.

PLEASE CHECK YOUR DELIVERY SCHEDULE

After the data has been selected, you will use the drop down arrow in Time to choose your pickup time. In order to continue placing your order, you are required to select a time.

****The time you select for delivery is not the time your order will be delivered****

If a pickup date or time is not shown, that time is not available to schedule.

FOODBANK OF IOWA

Logged as: 07005 | [My Agency](#) | [Logout](#) | [Help](#)

[Home](#) [Orders](#) [Statistics](#) [Other Agency Info](#) [My Docs](#)

[Print Shopping List](#)

Shipping Option

Method: Pickup

Location: Overhead

Date: 9/5/2012

Time:

Message from Food Bank:

[Continue](#)

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FOODBANK OF IOWA

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

[Print Shopping List](#)

Shipping Option

Method: Pickup

Location: Overhead

Date: 5/15/2018

Time:

Message from Food Bank:

NOTE: You cannot change ship

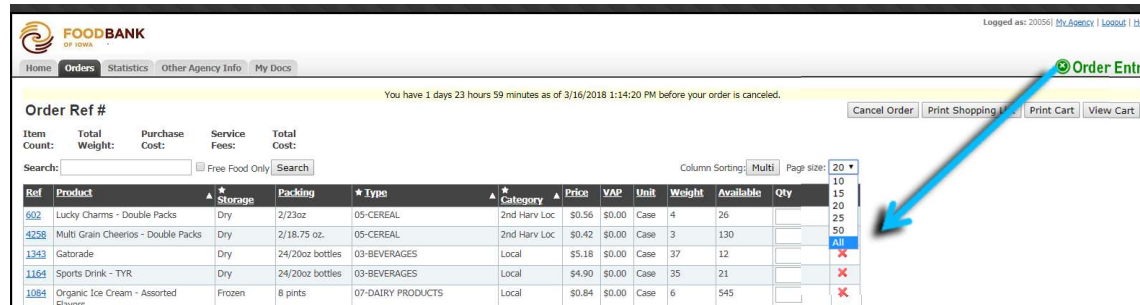
[Continue](#)

8:00 AM - 8:20 AM
8:20 AM - 8:40 AM
8:40 AM - 9:00 AM
9:00 AM - 9:20 AM
9:20 AM - 9:40 AM
10:40 AM - 11:00 AM
11:00 AM - 11:20 AM
11:20 AM - 11:40 AM
1:00 PM - 1:20 PM
1:20 PM - 1:40 PM
1:40 PM - 2:00 PM
2:00 PM - 2:20 PM
2:20 PM - 2:40 PM
2:40 PM - 3:00 PM
3:00 PM - 3:20 PM
3:20 PM - 3:40 PM

Order if you need to select different shipping options.

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Once your date and time have been selected and you have clicked **Continue** to move off this page, no changes can be made, unless you cancel and start over. If you need to change or correct your pickup date or time, use the **Comment** box as noted on page 9 of this manual. After you have scheduled your pickup appointment, click **Continue** to begin selecting your products. Please note that you can view all of the inventory items on a single page by changing page size to **All**.



FOODBANK OF IOWA

Home Orders Statistics Other Agency Info My Docs

You have 1 days 23 hours 59 minutes as of 3/16/2018 1:14:20 PM before your order is canceled.

Cancel Order Print Shopping List Print Cart View Cart

Order Ref #

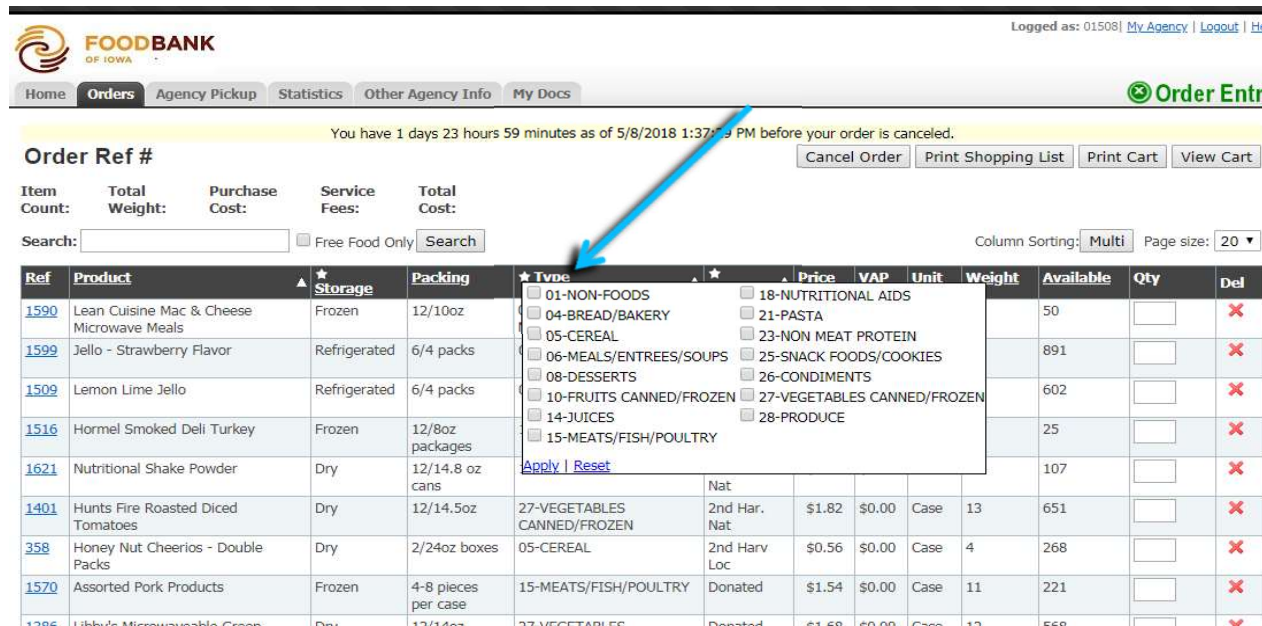
Item Count: Total Weight: Purchase Cost: Service Fees: Total Cost:

Search: ☐ Free Food Only

Column Sorting: Multi Page size: 20

Ref	Product	Storage	Packing	Type	Category	Price	VAP	Unit	Weight	Available	Qty
602	Lucky Charms - Double Packs	Dry	2/23oz	05-CEREAL	2nd Harv Loc	\$0.56	\$0.00	Case	4	26	
4258	Multi Grain Cheerios - Double Packs	Dry	2/18.75 oz.	05-CEREAL	2nd Harv Loc	\$0.42	\$0.00	Case	3	130	
1343	Gatorade	Dry	24/20oz bottles	03-BEVERAGES	Local	\$5.18	\$0.00	Case	37	12	
1164	Sports Drink - TYR	Dry	24/20oz bottles	03-BEVERAGES	Local	\$4.90	\$0.00	Case	25	21	
1084	Organic Ice Cream - Assorted Flavors	Frozen	8 pints	07-DAIRY PRODUCTS	Local	\$0.84	\$0.00	Case	6	545	

A variety of sort options are available when viewing the shopping list. Any column with a star ★ can be sorted by double clicking the column name or clicking the star to get a list of the categories, in this example, **Type**. Once you have selected how you would like to sort, click **apply**.



FOODBANK OF IOWA

Home Orders Agency Pickup Statistics Other Agency Info My Docs

You have 1 days 23 hours 59 minutes as of 5/8/2018 1:37:39 PM before your order is canceled.

Cancel Order Print Shopping List Print Cart View Cart

Order Ref #

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	Available	Qty	Del
1590	Lean Cuisine Mac & Cheese Microwave Meals	Frozen	12/10oz	★	01-NON-FOODS					50		×
1599	Jello - Strawberry Flavor	Refrigerated	6/4 packs	★	04-BREAD/BAKERY					891		×
1509	Lemon Lime Jello	Refrigerated	6/4 packs	★	05-CEREAL					602		×
1516	Hormel Smoked Deli Turkey	Frozen	12/8oz packages	★	06-MEALS/ENTREES/SOUPS					25		×
1621	Nutritional Shake Powder	Dry	12/14.8 oz cans	★	08-DESSERTS					107		×
1401	Hunts Fire Roasted Diced Tomatoes	Dry	12/14.5oz	★	10-FRUITS CANNED/FROZEN					651		×
358	Honey Nut Cheerios - Double Packs	Dry	2/24oz boxes	★	14-JUICES					268		×
1570	Assorted Pork Products	Frozen	4-8 pieces per case	★	15-MEATS/FISH/POULTRY					221		×
1396	Likhe's Microwaveable Cream	Dry	12/14oz	★	18-NUTRITIONAL AIDS					568		×

Please remember that the shopping cart empties out 48 hours after an order has been started if it has not been submitted. You may continue to add product and delete product from the cart within 48 hours of starting the order.

Just remember that you need to submit your order by noon on your order due date on your delivery schedule.



HomeOrdersStatisticsOther Agency InfoMy Docs

You have 1 days 23 hours 52 minutes as of 3/16/2018 1:30:18 PM bef

Order Ref # 87634

Item Count: 1Total Weight: 180Purchase Cost: \$0.00Service Fees: \$25.20Total Cost: \$25.20

Search: ☐ Free Food Only

Ref	Product	Storage	Packing	Type	Category	Price	VAP	Unit	Weight	Available	Qty
602	Lucky Charms - Double Packs	Dry	2/23oz	05-CEREAL	2nd Harv Loc	\$0.56	\$0.00	Case	4	26	
4258	Multi Grain Cheerios - Double Packs	Dry	2/18.75 oz.	05-CEREAL	2nd Harv Loc	\$0.42	\$0.00	Case	3		
1343	Gatorade	Dry	24/20oz bottles	03-BEVERAGES							
1164	Sports Drink - TYR	Dry	24/20oz bottles	03-BEVERAGES							
1084	Organic Ice Cream - Assorted Flavors	Frozen	8 pints	07-DAIRY PRODUCTS							
2218	Italian Sausage (Precooked)	Frozen	2/5 lb. bags	15-MEATS/FISH/POULTRY							

Product Details

838 - Cut Green Beans

Category: Purchased

Storage: Dry

Second Harvest Type: e Retail-Wholesale

Packaging: 24/14.5 oz. cans

On Hand: 10

Unit Weight: 26

Unit Measure: Case

Price Per: \$3.64

Qty Per Pallet: 306

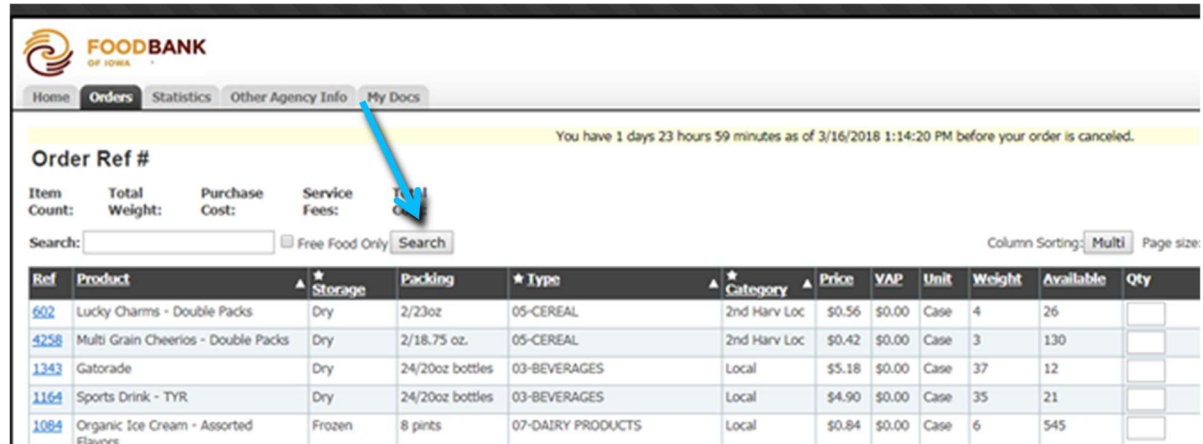
Description:

[Close](#)

Ref	Product	Storage	Packing	Type	Category	Price	VAP	Unit	Weight	Available	Qty
602	Lucky Charms - Double Packs	Dry	2/23oz	05-CEREAL	2nd Harv	\$0.56	\$0.00	Case	4	26	
4258	Multi Grain Cheerios - Double Packs	Dry	2/18.75 oz.	05-CEREAL	2nd Harv	\$0.42	\$0.00	Case	3		
1343	Gatorade	Dry	24/20oz bottles	03-BEVERAGES							
1164	Sports Drink - TYR	Dry	24/20oz bottles	03-BEVERAGES							
1084	Organic Ice Cream - Assorted Flavors	Frozen	8 pints	07-DAIRY PRODUCTS							
2218	Italian Sausage (Precooked)	Frozen	2/5 lb. bags	15-MEATS/FISH/POULTRY							
967	Port of Spain	Dry	24/14.5 oz. cans	27-VEGETABLES CANNED/FROZEN	Purchased	\$3.64	\$0.00	Case	26	10	

The **Search** box can be used to find specific products, such as cereal, in inventory by typing “cereal” in the **Search** box.

When you are ready to place your order, simply enter the number of desired cases in the **Qty** box. Please remember that this is a live inventory system. Once you input the number of cases you wish to order, click outside of the qty box and wait until the system catches up with you before inputting the next desired item.



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Home Orders Statistics Other Agency Info My Docs

You have 1 days 23 hours 59 minutes as of 3/16/2018 1:14:20 PM before your order is canceled.

Order Ref #

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

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

Ref	Product	Storage	Packing	Type	Category	Price	YAP	Unit	Weight	Available	Qty
602	Lucky Charms - Double Packs	Dry	2/23oz	05-CEREAL	2nd Harv Loc	\$0.56	\$0.00	Case	4	26	<input type="text"/>
4258	Multi Grain Cheerios - Double Packs	Dry	2/18.75 oz.	05-CEREAL	2nd Harv Loc	\$0.42	\$0.00	Case	3	130	<input type="text"/>
1343	Gatorade	Dry	24/20oz bottles	03-BEVERAGES	Local	\$5.18	\$0.00	Case	37	12	<input type="text"/>
1164	Sports Drink - TYR	Dry	24/20oz bottles	03-BEVERAGES	Local	\$4.90	\$0.00	Case	35	21	<input type="text"/>
1084	Organic Ice Cream - Assorted Flavors	Frozen	8 pints	07-DAIRY PRODUCTS	Local	\$0.84	\$0.00	Case	6	545	<input type="text"/>

USDA Allocations:

The amount of USDA product listed as available is specific to your agency and is based on a calendar month.

If the available amount is 10, you can get all 10 at one time or get a partial amount with one order and the remainder with another, within the same calendar month. If you place an order for partial amount, the available amount will be reduced accordingly.

USDA allocations will reset on the 1st of each month. USDA allocations do not carry over. As you enter items the total weight and total cost automatically adjust, giving you an instant snapshot of how much your order is.

To finalize your order, click the **View Cart** button.

Other options explained

- The print shopping list button will give you a PDF of our current shopping list
- The print cart button will you give you a PDF of what is in your cart
- The cancel order button will cancel your order like it never happened
- In order to move your order forward you must click the view cart button

Local	\$0.28	\$0.00	Each	2	7688	<input type="text"/>	×
Local	\$0.00	\$0.00	Case	29	44	<input type="text"/>	×
Local	\$2.10	\$0.00	Case	15	24	12	×
Purchase Plus	\$42.00	\$0.00	Case	5	1	<input type="text"/>	×
Purchased	\$1.96	\$0.00	Case	14	111	<input type="text"/>	×
Purchased	\$1.82	\$0.00	Case	13	7	<input type="text"/>	×
Purchased	\$1.82	\$0.00	Case	13	846	<input type="text"/>	×
Purchased	\$3.64	\$0.00	Case	26	10	<input type="text"/>	×
USDA	\$0.76	\$0.00	Case	19	6	<input type="text"/>	×
USDA	\$1.48	\$0.00	Case	37	6	<input type="text"/>	×
USDA	\$0.52	\$0.00	Case	13	6	<input type="text"/>	×
USDA	\$0.56	\$0.00	Case	14	6	<input type="text"/>	×
USDA	\$1.52	\$0.00	Case	38	6	<input type="text"/>	×

< Prev **1** 2 3 Next > | Page 1 of 3

Cancel Order

Print Shopping List

Print Cart

View Cart

On this page you will be required to enter **your name, your telephone number and your email address, NOT the agency information.**

We want the details of the specific person who placed the order in case we have any questions. Add any instructions specific to your order or notes to change/correct your pickup appointment in the **Comments** field, for example: Pallet & Wrap, Hand Load, or which delivery you are on. If you find you need to add to this order **BEFORE** submitting, click **Shopping List** to return to your order detail. When you are satisfied with your final order, click **Checkout** to submit.

FOODBANK OF IOWA

Logged as: 01508 | [My Agency](#) | [Logout](#) | [Help](#)

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

You have 2 days as of 5/8/2018 1:57:50 PM before your order is canceled.

Order Ref #90371

Contact Information

Name:

Phone Number:

E-mail Address:

Comment:

Shipping/ Delivery

Method: Pickup

Location: Overhead

Date: 5/15/2018

Time: 8:00 AM

Order Status: Entry NOT complete, Must Check Out

Shopping List **Checkout**


Item Count: 4 Total Weight: 151 Purchase Cost: \$0.00 Service Fees: \$21.14 Total Cost: \$21.14

Ref	Product	Storage	Type	Weight	Category	Price	Unit Measure	Available	Qty	Del
1386	Libby's Microwaveable Green Beans -Best by 3/28/18	Dry	27-VEGETABLES CANNED/FROZEN	12	Donated Regular	\$1.68	Case	565	<input type="text" value="3"/>	✗
1509	Lemon Lime Jello	Refrigerated	08-DESSERTS	5	Second Harvest National	\$0.70	Case	597	<input type="text" value="5"/>	✗
1516	Hormel Smoked Deli Turkey	Frozen	15-MEATS/FISH/POULTRY	7	Second Harvest National	\$0.98	Case	15	<input type="text" value="10"/>	✗
1518	Honey Nut Cheesecake - Double Package	Dry	05-CEREAL	4	Second Harvest	\$0.56	Case	263	<input type="text" value="1"/>	✗

You must click Checkout or your order will NOT be submitted to the Food Bank of Iowa.

After clicking **Checkout**, the message below will appear.


If you do not receive this message, your order has NOT been submitted to the Food Bank of Iowa for review.



FOODBANK
OF IOWA

Logged as: 20056 | [My Agency](#) | [Logout](#) | [Help](#)

Home | **Orders** | Statistics | Other Agency Info | My Docs

 **Order Entry**

Order Ref #87634

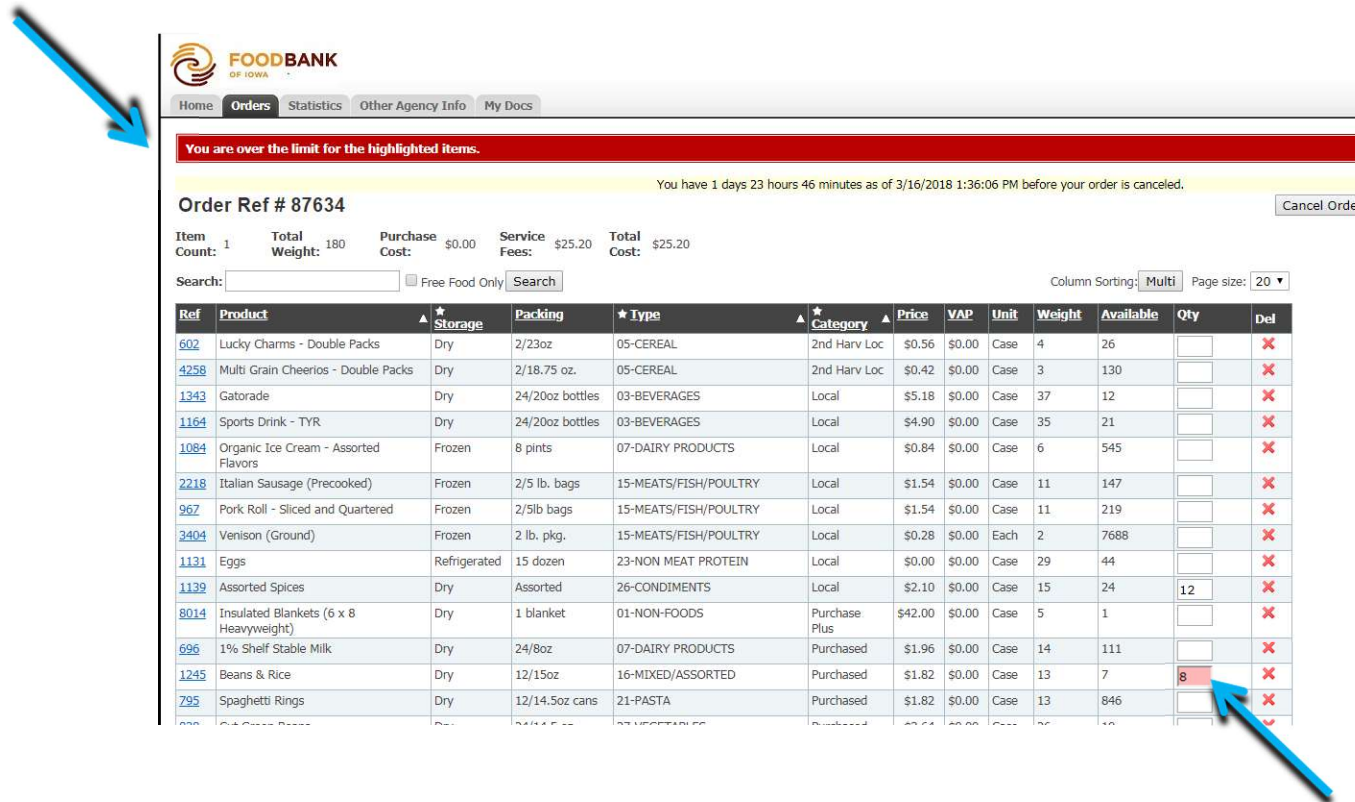
Thank-you! Your order was successfully submitted.

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

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ORDER ENTRY ERRORS

This example shows a quantity placed that exceeded the available amount. There were only **7** available and when **8** was entered, the box became **pink** indicating an error. If the error is not corrected, this message will appear when an attempt is made to move to another page or view your cart. You will not be able to continue until the correction is made.



FOODBANK OF IOWA

Home Orders Statistics Other Agency Info My Docs

You are over the limit for the highlighted items.

You have 1 days 23 hours 46 minutes as of 3/16/2018 1:36:06 PM before your order is canceled. [Cancel Order](#)

Order Ref # 87634

Item Count: 1 Total Weight: 180 Purchase Cost: \$0.00 Service Fees: \$25.20 Total Cost: \$25.20

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

Ref	Product	Storage	Packing	Type	Category	Price	VAP	Unit	Weight	Available	Qty	Del
602	Lucky Charms - Double Packs	Dry	2/23oz	05-CEREAL	2nd Harv Loc	\$0.56	\$0.00	Case	4	26	<input type="text"/>	X
4258	Multi Grain Cheerios - Double Packs	Dry	2/18.75 oz.	05-CEREAL	2nd Harv Loc	\$0.42	\$0.00	Case	3	130	<input type="text"/>	X
1343	Gatorade	Dry	24/20oz bottles	03-BEVERAGES	Local	\$5.18	\$0.00	Case	37	12	<input type="text"/>	X
1164	Sports Drink - TYR	Dry	24/20oz bottles	03-BEVERAGES	Local	\$4.90	\$0.00	Case	35	21	<input type="text"/>	X
1084	Organic Ice Cream - Assorted Flavors	Frozen	8 pints	07-DAIRY PRODUCTS	Local	\$0.84	\$0.00	Case	6	545	<input type="text"/>	X
2218	Italian Sausage (Precooked)	Frozen	2/5 lb. bags	15-MEATS/FISH/POULTRY	Local	\$1.54	\$0.00	Case	11	147	<input type="text"/>	X
967	Pork Roll - Sliced and Quartered	Frozen	2/5lb bags	15-MEATS/FISH/POULTRY	Local	\$1.54	\$0.00	Case	11	219	<input type="text"/>	X
3404	Venison (Ground)	Frozen	2 lb. pkg.	15-MEATS/FISH/POULTRY	Local	\$0.28	\$0.00	Each	2	7688	<input type="text"/>	X
1131	Eggs	Refrigerated	15 dozen	23-NON MEAT PROTEIN	Local	\$0.00	\$0.00	Case	29	44	<input type="text"/>	X
1139	Assorted Spices	Dry	Assorted	26-CONDIMENTS	Local	\$2.10	\$0.00	Case	15	24	12	X
8014	Insulated Blankets (6 x 8 Heavyweight)	Dry	1 blanket	01-NON-FOODS	Purchase Plus	\$42.00	\$0.00	Case	5	1	<input type="text"/>	X
696	1% Shelf Stable Milk	Dry	24/8oz	07-DAIRY PRODUCTS	Purchased	\$1.96	\$0.00	Case	14	111	<input type="text"/>	X
1245	Beans & Rice	Dry	12/15oz	16-MIXED/ASSORTED	Purchased	\$1.82	\$0.00	Case	13	7	8	X
795	Spaghetti Rings	Dry	12/14.5oz cans	21-PASTA	Purchased	\$1.82	\$0.00	Case	13	846	<input type="text"/>	X

Use the red X to remove items, backspacing will not delete the product from your cart.

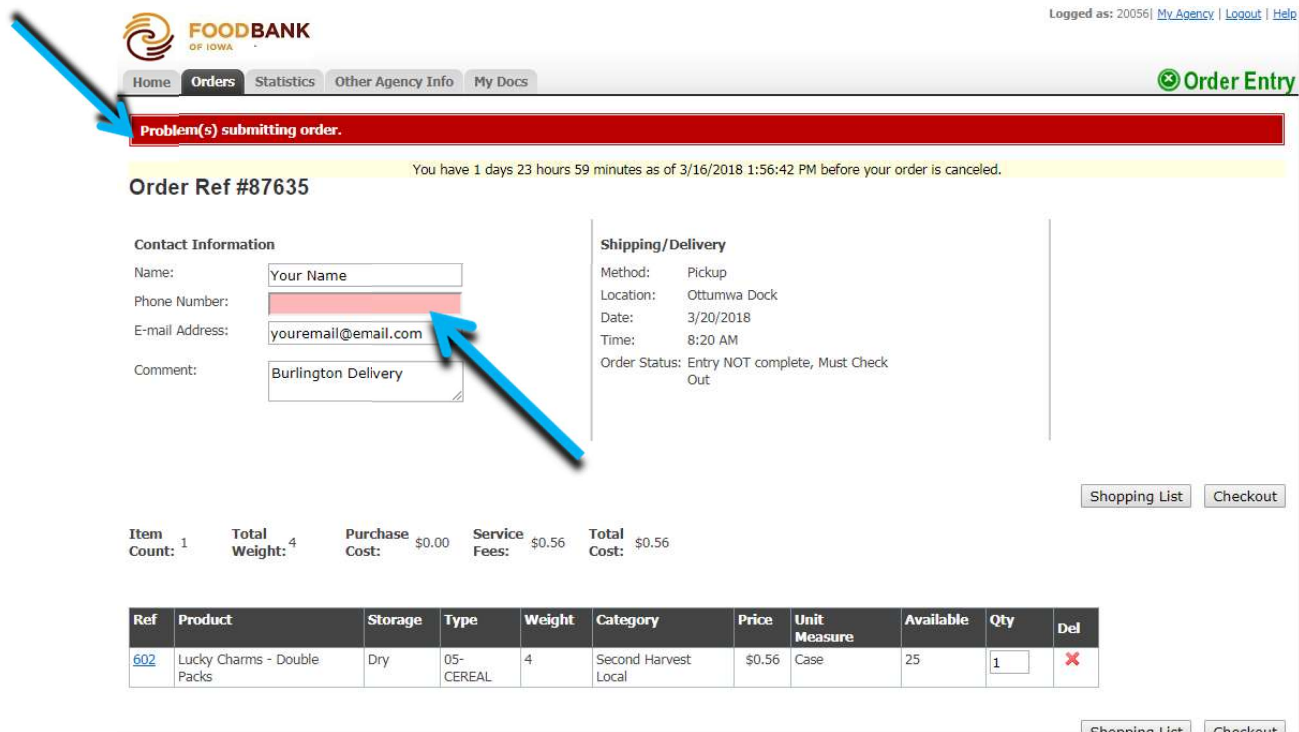
Moving too quickly between items when ordering quantities will result in the items not being placed in your cart. Primarius will prompt you to **'Wait...'** before adding a new item. Be sure to check that the quantity ordered shows up in the **Qty** column before moving to the next item.



The screenshot shows the FoodBank of Iowa Orders page for Order Ref # 87634. A green circle highlights a 'Wait...' message in the top right area of the page. Below the message, there is a table with columns: Ref, Product, Storage, Packing, Type, Category, Price, Unit, Weight, Available, Qty, and Del. The table contains three rows of items: Lucky Charms - Double Packs, Multi Grain Cheerios - Double Packs, and Gatorade. The Qty column for the second item (Multi Grain Cheerios) is highlighted in blue and contains the value '10'.

Ref	Product	Storage	Packing	Type	Category	Price	Unit	Weight	Available	Qty	Del
602	Lucky Charms - Double Packs	Dry	2/23oz	05-CEREAL	2nd Harv Loc	\$0.56	Case	4	26		×
4258	Multi Grain Cheerios - Double Packs	Dry	2/18.75 oz.	05-CEREAL	2nd Harv Loc	\$0.42	Case	3	130	10	×
1343	Gatorade	Dry	24/20oz bottles	03-BEVERAGES	Local	\$5.18	Case	37	12		×

If you get the message **'problem(s) submitting order'** look for the red highlighted boxes to find what you need to fix. For example, this order is missing a phone number.



The screenshot shows the FoodBank of Iowa Order Entry page for Order Ref #87635. A red banner at the top displays the message 'Problem(s) submitting order.' Below the banner, there is a form with two sections: Contact Information and Shipping/Delivery. The Contact Information section has fields for Name, Phone Number, E-mail Address, and Comment. The Phone Number field is highlighted in red, and a blue arrow points to it. The Shipping/Delivery section has fields for Method, Location, Date, Time, and Order Status. The Order Status field shows 'Entry NOT complete, Must Check Out'. At the bottom, there is a table with columns: Ref, Product, Storage, Type, Weight, Category, Price, Unit Measure, Available, Qty, and Del. The table contains one row of items: Lucky Charms - Double Packs. The Qty column for the first item (Lucky Charms) is highlighted in blue and contains the value '1'.

Problem(s) submitting order.

Order Ref #87635

Contact Information

Name: Your Name

Phone Number: [Red Highlighted Field]

E-mail Address: youremail@email.com

Comment: Burlington Delivery

Shipping/Delivery

Method: Pickup

Location: Ottumwa Dock

Date: 3/20/2018

Time: 8:20 AM

Order Status: Entry NOT complete, Must Check Out

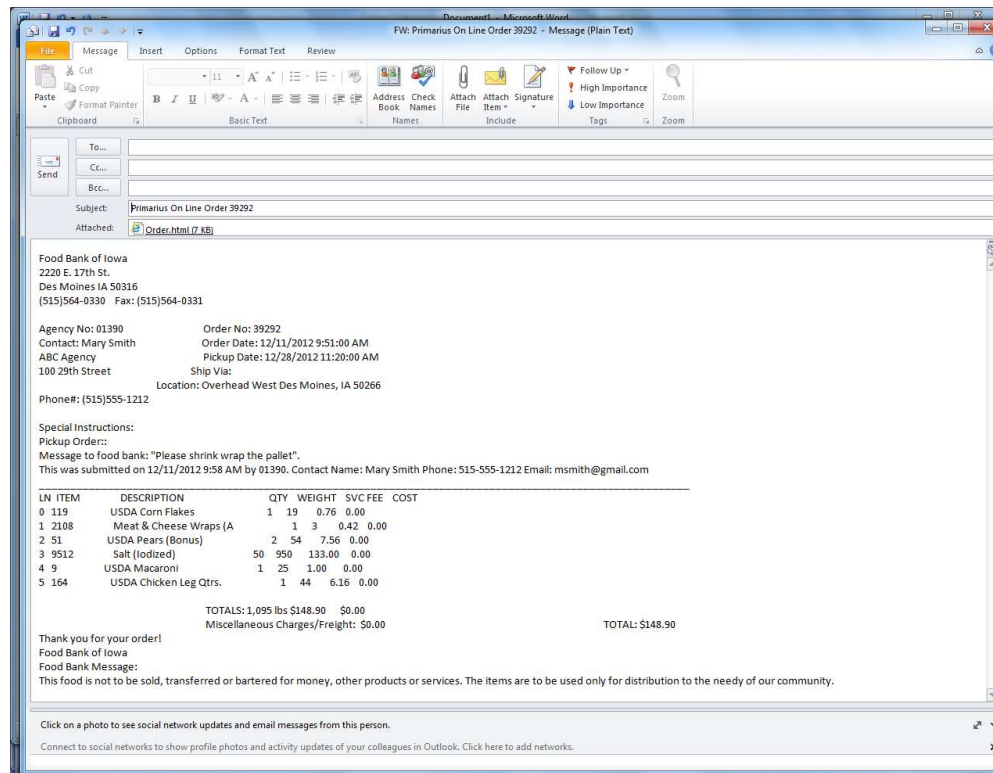
Shopping List Checkout

Item Count: 1 Total Weight: 4 Purchase Cost: \$0.00 Service Fees: \$0.56 Total Cost: \$0.56

Ref	Product	Storage	Type	Weight	Category	Price	Unit Measure	Available	Qty	Del
602	Lucky Charms - Double Packs	Dry	05-CEREAL	4	Second Harvest Local	\$0.56	Case	25	1	×

ORDER CONFIRMATION

Once an online order has been received and reviewed by the Food Bank of Iowa, you will receive a confirmation message to the email address listed as the POL Contact in your agency file. The order has been scheduled and will be available for pickup/delivery on the date in the email message. Bring this email with you when picking up your orders.




Warning: If you do not receive this email message within 24 hours of submitting the order, please call the Food Bank to check that your order has been submitted.

ORDERS TAB

The **Orders** tab at the top of the page shows all orders that have been placed. A **'Yes'**, in the **Reviewed** column indicates that your order has been received and reviewed by the Food Bank of Iowa.

A **'No'** in the confirmed column indicates that your order hasn't been closed out yet, if you can see your most recent order on this screen, it has definitely been submitted in the system.

You can click on an open order to view the details of the order.


Logged as: 20056 | [My Agency](#) | [Logout](#) | [Help](#)

[Home](#)
[Orders](#)
[Statistics](#)
[Other Agency Info](#)
[My Docs](#)
Order Entry

Orders


Search:
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Order	Status	Entered	▲ Del/Pickup	Method	Reviewed?	Released	Picked	Confirmed?	Location
87681	Closed	03/19/2018	03/20/2018	Pickup	Yes	03/19/2018	03/20/2018	Yes	Ottumwa Dock
86649	Closed	02/26/2018	02/26/2018	Pickup	Yes	02/26/2018	02/26/2018	Yes	Ottumwa Dock
85656	Closed	02/05/2018	02/06/2018	Pickup	Yes	02/05/2018	02/06/2018	Yes	Ottumwa Dock
85289	Closed	01/29/2018	01/29/2018	AGENCY'S VEHICLE	Yes	01/29/2018	01/29/2018	Yes	Ottumwa Dock
84165	Closed	01/04/2018	01/04/2018	AGENCY'S VEHICLE	Yes	01/04/2018	01/04/2018	Yes	Ottumwa Dock

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You can print a copy of the order from the **'Print Order'** button.



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 Order Entry

Order #84373

Order Date: 1/5/2018
Weight: 541
Total Cost: \$40.64
Payments: \$40.64
Applied Grants: \$0.00
Balance: \$0.00


Order Status:
Warehouse:
Shipping Method:
Delivered/Picked Up:
Picked Up By:
Delivery/Pick-up Location:

Confirmed 1/10/2018
Food Bank of Iowa
Pickup
1/10/2018 8:00 AM
lauren
Overhead

Order Notes: Pickup Order:: Location:: Overhead Message to food bank: . This was submitted on 1/5/2018 10:43 AM by 01508. Contact Name: Robin Brooks Phone: 515-508-1585 Email: brooksrobin61@yahoo.com CASH AND CARRY-MUST COME TO OFFICE TO PAY BILL PALLET AND WRAP Pick up at FBOI

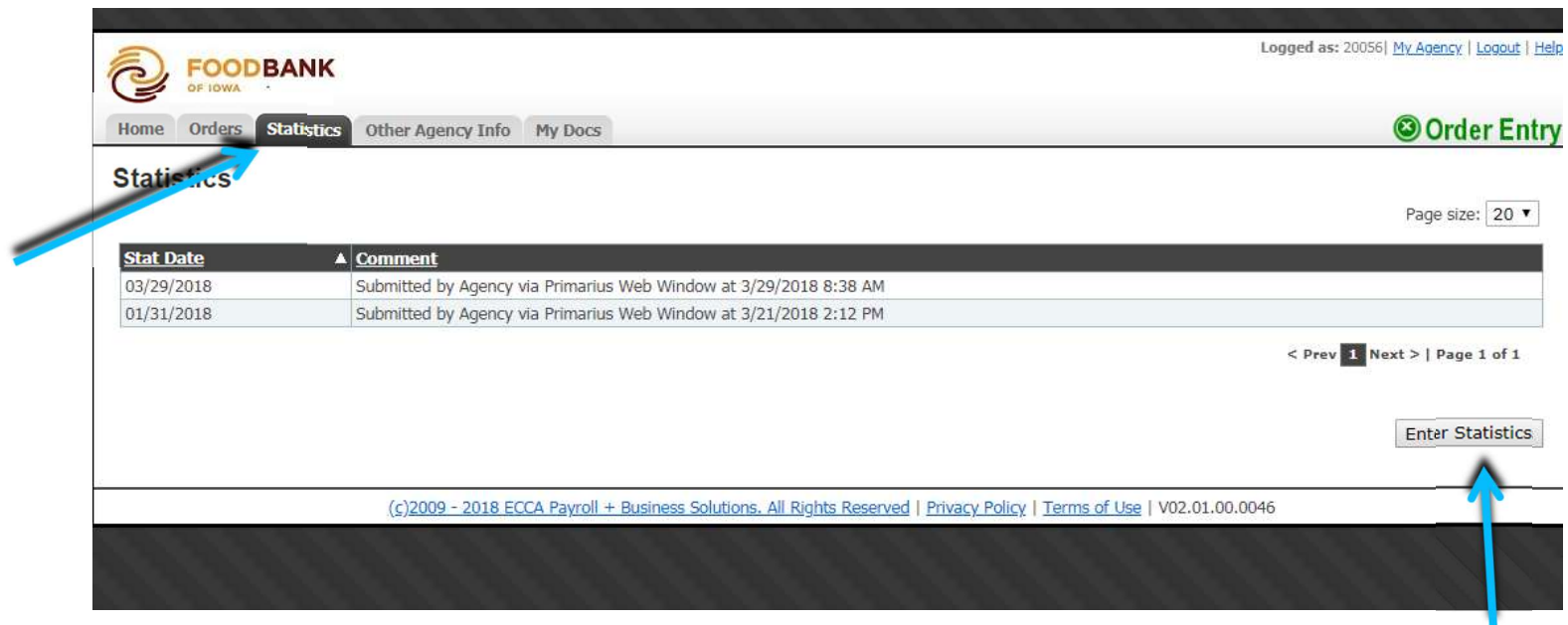
Products

Product	Name	Type	Category	Weight	Quantity	Total Cost
1072	Eggs	23-NON MEAT PROTEIN	Local	75	3	\$0.00
955	Liquid Fry Oil - BULK	16-MIXED/ASSORTED	Local	108	3	\$15.12
424	Pineapple Chunks in Light Syrup	10-FRUITS CANNED/FROZEN	Purchased	42	3	\$5.88
805	Precooked Sausage Patties - BULK	15-MEATS/FISH/POULTRY	Local	22	2	\$3.08
4459	Strawberry Spread	26-CONDIMENTS	Purchased	48	3	\$6.72
235	USDA Dehydrated Potatoes	27-VEGETABLES CANNED/FROZEN	USDA	70	5	\$2.80
55	USDA Peanut Butter	23-NON MEAT PROTEIN	USDA	64	4	\$2.56
31	USDA Refried Beans	27-VEGETABLES CANNED/FROZEN	USDA	112	4	\$4.48

 [Print Order](#)

ENTERING MONTHLY AGENCY STATISTICS

All monthly agency statistics **must** be reported through the online ordering system. The **Statistics** tab is where you will submit your statistics. Current policy requires agency statistics to be up to date. If your agency is missing statistics for the previous month, the system will lock you out of ordering until these are entered.



The screenshot shows the Food Bank of Iowa online ordering system. The top navigation bar includes links for Home, Orders, **Statistics**, Other Agency Info, and My Docs. A blue arrow points to the **Statistics** tab. The main content area displays a table of statistics with columns for Stat Date and Comment. The table shows two entries: 03/29/2018 and 01/31/2018, both submitted via Primarius Web Window. A blue arrow points to the 'Enter Statistics' button at the bottom right of the page. The footer contains copyright information and links for Privacy Policy and Terms of Use.

Stat Date	Comment
03/29/2018	Submitted by Agency via Primarius Web Window at 3/29/2018 8:38 AM
01/31/2018	Submitted by Agency via Primarius Web Window at 3/21/2018 2:12 PM

Click **Enter Statistics** to begin entering your monthly agency statistics.

First select the **Month** you are reporting for and the current **Year**. Please enter stats for the whole month.

Enter Statistics

Effective Date: Month: Year:

Comments:

Category	Quantity	Comment
Number of Households Receiving SNAP	<input type="text"/>	<input type="text"/>
On Site Meals	<input type="text"/>	<input type="text"/>
Pantry Households	<input type="text"/>	<input type="text"/>
Pantry Individuals	<input type="text"/>	<input type="text"/>
People Aged 0 - 18	<input type="text"/>	<input type="text"/>
People Aged 19 - 59	<input type="text"/>	<input type="text"/>
People Aged 60+	<input type="text"/>	<input type="text"/>

Statistic Categories

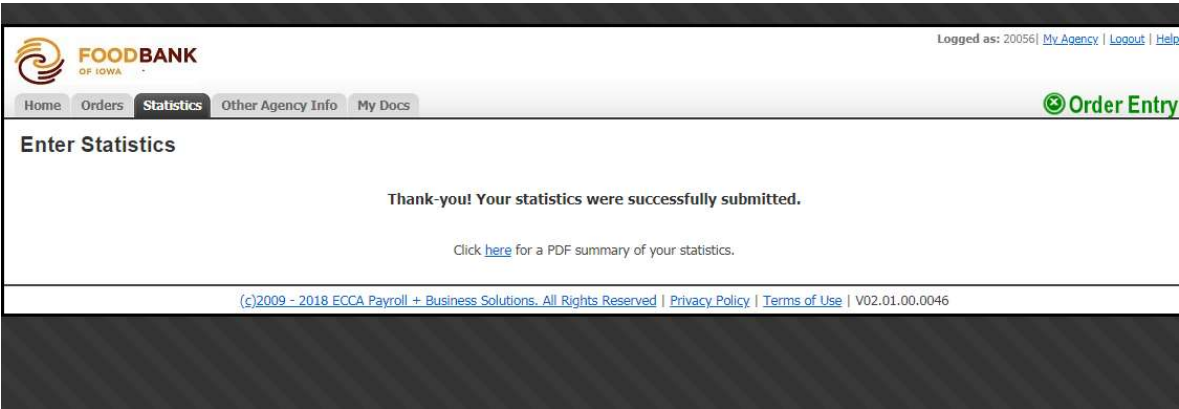
- Onsite meals are meals served and consumed onsite at a soup kitchen, shelter, residential facility, day care, senior meal site, rehabilitation center, camp, etc. If you are a meal site providing a community meal and do not track who attends the meal, please just report the total number of meals per month.
- Food pantries report the number of
 - pantry households
 - pantry individuals
 - the age breakouts of those individuals in the households
 - number of households receiving SNAP
- Residential facility, shelter, or are an agency where meals are consumed onsite and intake is kept for all residents living onsite, please report the total number of meals served and the ages of those residents living at the facility.

Complete all three categories **only** if your agency is multi-service, meaning it has an onsite meal program and a food pantry program, otherwise complete the categories that apply to your agency.

Click **Submit Statistics** when your monthly entry is complete. If any statistics have been entered incorrectly, please call your Regional Partnership Coordinator to correct or change them.

Accurate reporting helps us gain better access to funding and grants, as well as ensuring that pantry allocations are adequate.

Once you hit submit statistics, you should see the message below. That's it!



The **My Docs** tab has 2 sub-tabs. One contains your monthly statements; the other one contains all invoices



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Home Orders Agency Pickup Statistics **My Docs**

[Order Entry](#)

d's Documents

Statements Invoices

Statements

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File	Date Added
Statement for 6-30-2020.PDF	07/01/2020
Statement for 5-31-2020.PDF	06/01/2020
Statement for 4-30-2020.PDF	05/06/2020
Statement for 5-31-2019.PDF	06/03/2019
Statement for 3-31-2019.PDF	04/01/2019

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- Double clicking any invoice or statement listed will bring up a copy of that invoice. **We do not mail invoices or statements.** This option allows agencies to quickly access and print invoices and statements at any time.
- When paying your balance, we recommend paying from the **statements**, as they will show any credits that are on your account, as well as any overdue balances.
- Orders are required to be paid within 60 days of the pickup date.
- Checks should have the agency reference number and the invoice numbers that you are paying for included.
- Payments can only be made via check drawn on a partner agency 501(c)3 account. No personal checks or credit cards will be accepted.
- Mail checks to: **PO Box 1517, Des Moines, IA 50305**

Sample Invoice: For agency use only, this is not a "confirmation"



Ottumwa Warehouse
760 W Main St
Ottumwa, IA 52501
Tel:
Email:

Fax:

Page 1 of 1

Agency No: 20056
Contact: [REDACTED]
American Home Finding Daycare
P.O Box 656
Ottumwa IA 52501

Phone#: [REDACTED]

Invoice No: 86649
Order Date: 02/26/2018
Pickup Date: 02/26/2018
Pickup Time: 11:20 am

Special Instructions:

Ship Via: AGENCY'S VEHICLE

Tuesday Pick-Up

Product Reference	Description	Storage	Quantity	Unit	Weight Total	Shared Maintenance /Lb	Total	Cost Unit	Total
2nd Har. Nat									
1258	Fruit by the Foot	Dry	1	3	3	\$0.14	\$0.42	\$0.00	\$0.00
			1		3		\$0.42		\$0.00
2nd Harv Loc									
1279	'All' Laundry Soap	Dry	1	21	21	\$0.14	\$2.94	\$0.00	\$0.00
602	Lucky Charms - Double Packs	Dry	1	4	4	\$0.14	\$0.56	\$0.00	\$0.00
			2		25		\$3.50		\$0.00
Local									
1182	Fudge Stripe Cookies	Dry	1	6	6	\$0.14	\$0.84	\$0.00	\$0.00
850	Oyster Crackers	Dry	1	11	11	\$0.14	\$1.54	\$0.00	\$0.00
			2		17		\$2.38		\$0.00
Purchase Plus									
1242	Mandarin Oranges	Dry	1	28	28	\$0.00	\$0.00	\$0.00	\$0.00
			1		28		\$0.00		\$0.00
Purchased									
838	Cut Green Beans	Dry	1	26	26	\$0.14	\$3.64	\$0.00	\$0.00
			1		26		\$3.64		\$0.00
Invoice Totals:			7		99		\$9.94		\$0.00

TOTAL CHARGES: \$9.94

Amount Owed: \$9.94

Invoice Message:

This food is not to be sold, transferred or bartered for money, other products or services. The items are to be used only for distribution to the ill, the needy and infants (minor children).

Sample agency statement

Food Bank of Iowa PO Box 1517 Des Moines IA 50305 (515)564-0330	STATEMENT	Page 1 of 1	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: center;">PERIOD ENDING</th> </tr> <tr> <td style="text-align: center;">01/31/2018</td> </tr> </table> <p style="text-align: right;">Thursday, February 01, 2018</p>	PERIOD ENDING	01/31/2018
PERIOD ENDING					
01/31/2018					

20056	American Home Finding Daycare [REDACTED] [REDACTED] P.O Box 656 Ottumwa IA 52501	REMIT TO: Food Bank of Iowa PO Box 1517 Des Moines IA 50305 (515)564-0330
-------	--	--

O R D E R S			P A Y M E N T S A N D C R E D I T S			G R A N T S	I N V O I C E
Date	Reference	Amount	Date	Check #	Discount	Applied	Total Applied
01/04/2018	84165	\$34.42	1/23/18	28911		(\$34.42)	\$0.00
01/29/2018	85289	\$90.38					\$90.38
Total Balance:							\$90.38

C U R R E N T	O V E R 3 0	O V E R 6 0	O V E R 9 0	O V E R 1 2 0	T O T A L D U E
\$90.38	\$.00	\$.00	\$.00	\$0.00	\$90.38

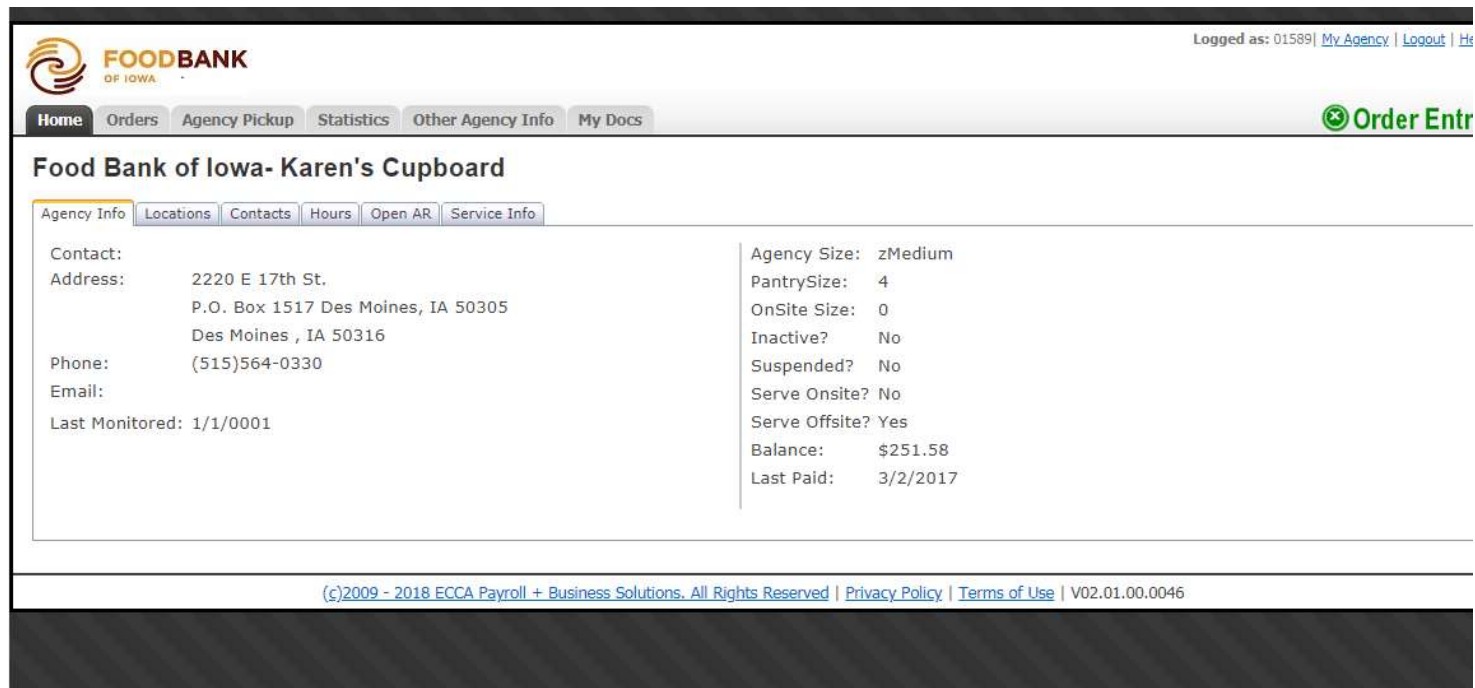
AGENCY INFORMATION

From the main **Home** page you are able to access information specific to your agency by clicking on **My Agency**.



Agency Info tab

This is your agency information. It is important to note that the information in these tabs cannot be changed by your agency. The information is imported from the master agency file. Any changes or corrections will need to be communicated to your regional partnership coordinator or by filling out a Partner Agency Update form, located on the Food Bank of Iowa website.



Locations tab

Lists the addresses we have on file for your agency.



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Order Entry

DEMO-Food Bank of Iowa- Karen's Cupboard


Agency InfoLocationsContactsHoursOpen ARService Info

Addresses

Type	Name	Address	Address 2	City	State	Zip
Admin	Food Bank of Iowa	2220 E 17th St.	P.O. Box 1517 Des Moines, IA 50305	Des Moines	IA	50316

Contacts tab

Lists all the contacts on file for your agency.



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HomeOrdersAgency PickupStatisticsMy Docs

Order Entry

DEMO-Food Bank of Iowa- Karen's Cupboard


Agency InfoLocationsContactsHoursOpen ARService Info

Contacts

Type	Name	Phone	Ext.	E-mail	Authorized?	Can Pickup?	Can Order?	Food Safety Cert?	Food Safety Cert
POL Order	Marie Peterson	515-564-0330		mpeterson@foodbankiowa.org	Yes	Yes	Yes	Yes	
Contact	Marie Peterson	515-564-0330		mpeterson@foodbankiowa.org	No	No	No	No	
Bill To	Marie Peterson	515-564-0330		mpeterson@foodbankiowa.org	No	No	No	No	

Hours tab

Lists hours of operation, if these are not accurate, please contact your regional partnership coordinator.

 **FOODBANK**
OF IOWA

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HomeOrdersAgency PickupStatisticsOther Agency InfoMy Docs

Order Entry

Food Bank of Iowa- Karen's Cupboard

Agency InfoLocationsContactsHoursOpen ARService Info

Hours of Operation


Day	Hours
Sunday	Closed
Monday	Closed
Tuesday	4:00 - 7:00
Wednesday	Closed
Thursday	Closed
Friday	Closed
Saturday	Closed

Hours Comments:

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Open AR (Accounts Receivable) tab

This shows all of the invoices that still have a balance that needs to be paid.



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Food Bank of Iowa- Karen's Cupboard

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

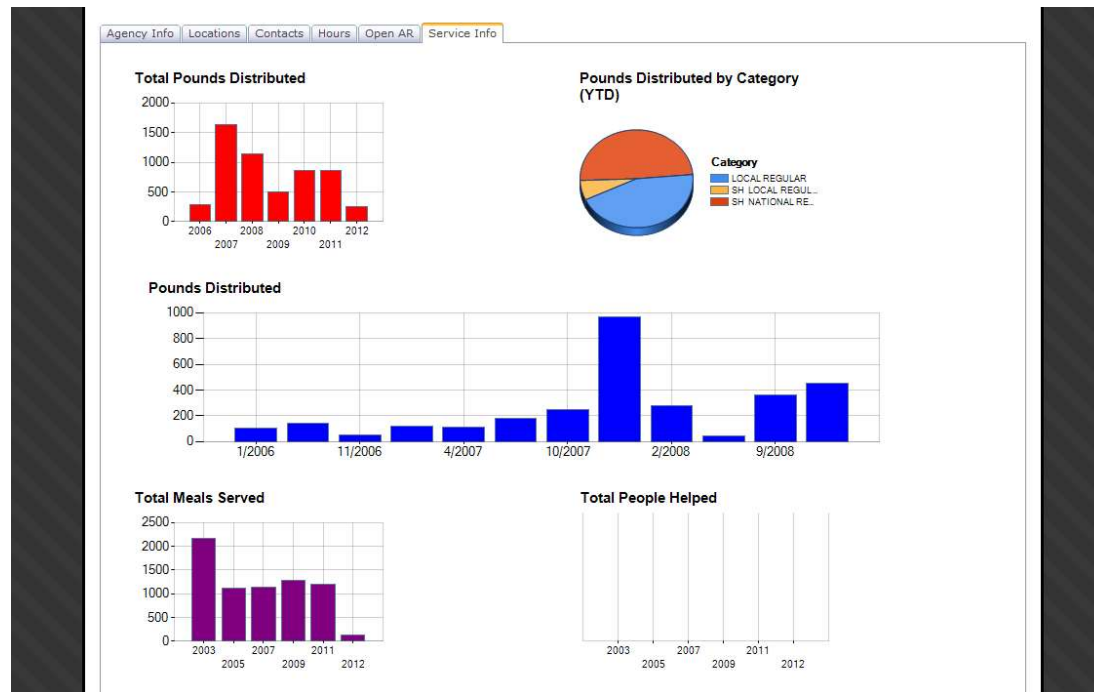
Open Account Receivables

OrderRef	Status	Entered	Delivered / Pickedup	Reviewed?	Picked?	Balance
86664	Closed	02/26/2018	02/27/2018	Yes	Yes	\$4.20
88528	Closed	04/03/2018	04/03/2018	Yes	Yes	\$26.04
88842	Closed	04/13/2018	04/13/2018	Yes	Yes	\$0.14
89044	Closed	04/16/2018	04/16/2018	Yes	Yes	\$49.56
89336	Closed	04/18/2018	04/18/2018	Yes	Yes	\$30.80
90025	Closed	05/02/2018	05/02/2018	Yes	Yes	\$140.84
						\$251.58

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Service Info tab

A great snapshot of your agency's service with easy to read graphs. This is an excellent tool for reporting to board members, etc. It is also a good tool for fundraising requests.



We hope you will find the online ordering system to be an efficient and effective tool for your agency, and should you have any questions or comments, please do not hesitate to contact your regional partnership coordinator.