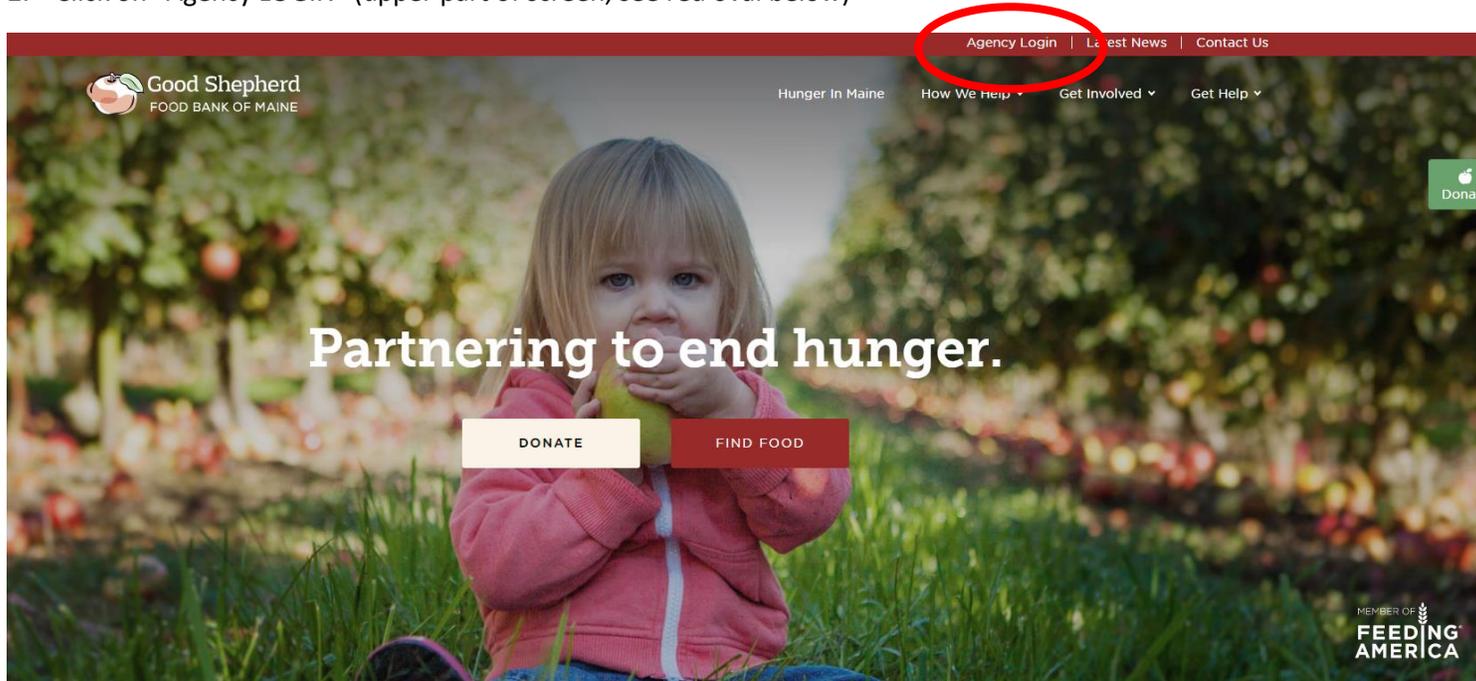
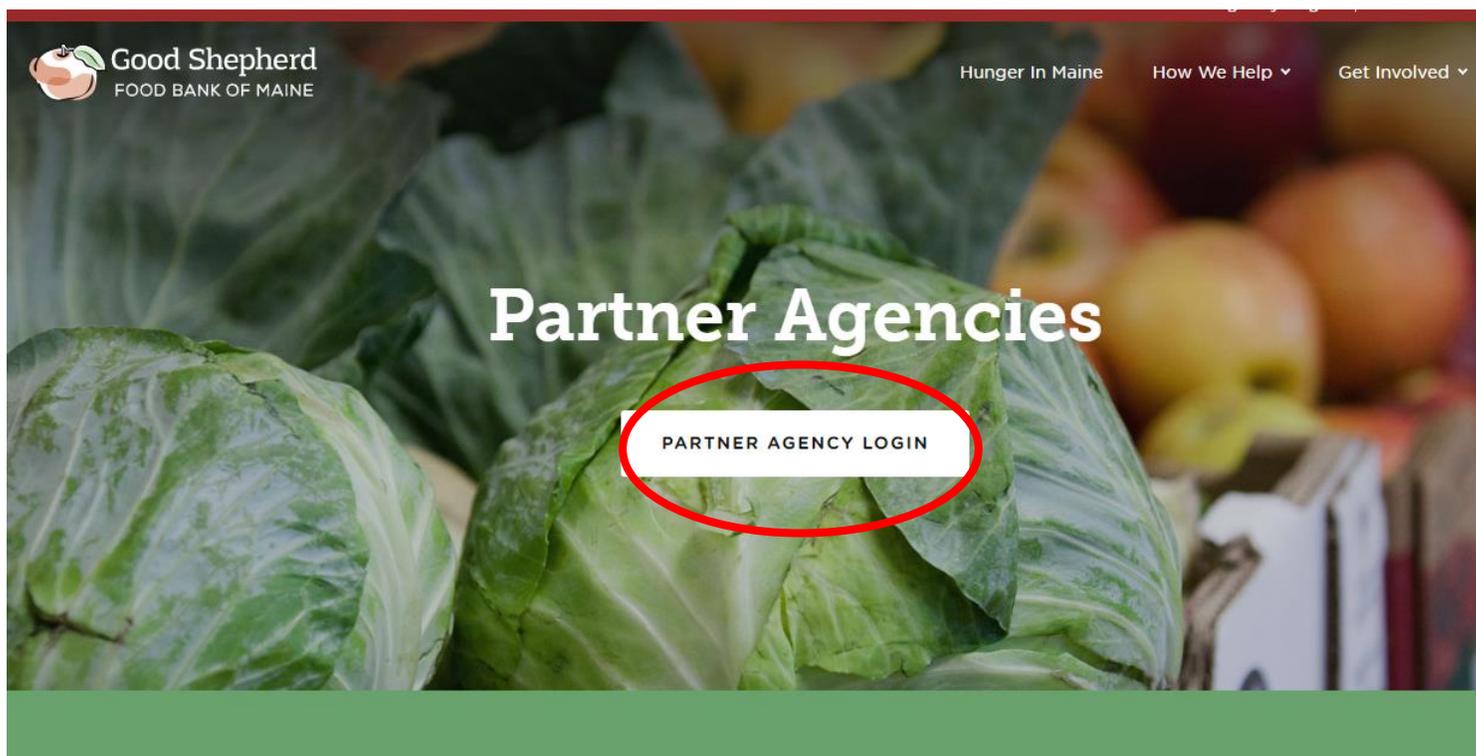


## Good Shepherd Food Bank Online Ordering Instructions

1. Go to the Good Shepherd Food Bank website: [www.gsfb.org](http://www.gsfb.org)
2. Click on "Agency LOGIN" (upper part of screen, see red oval below)



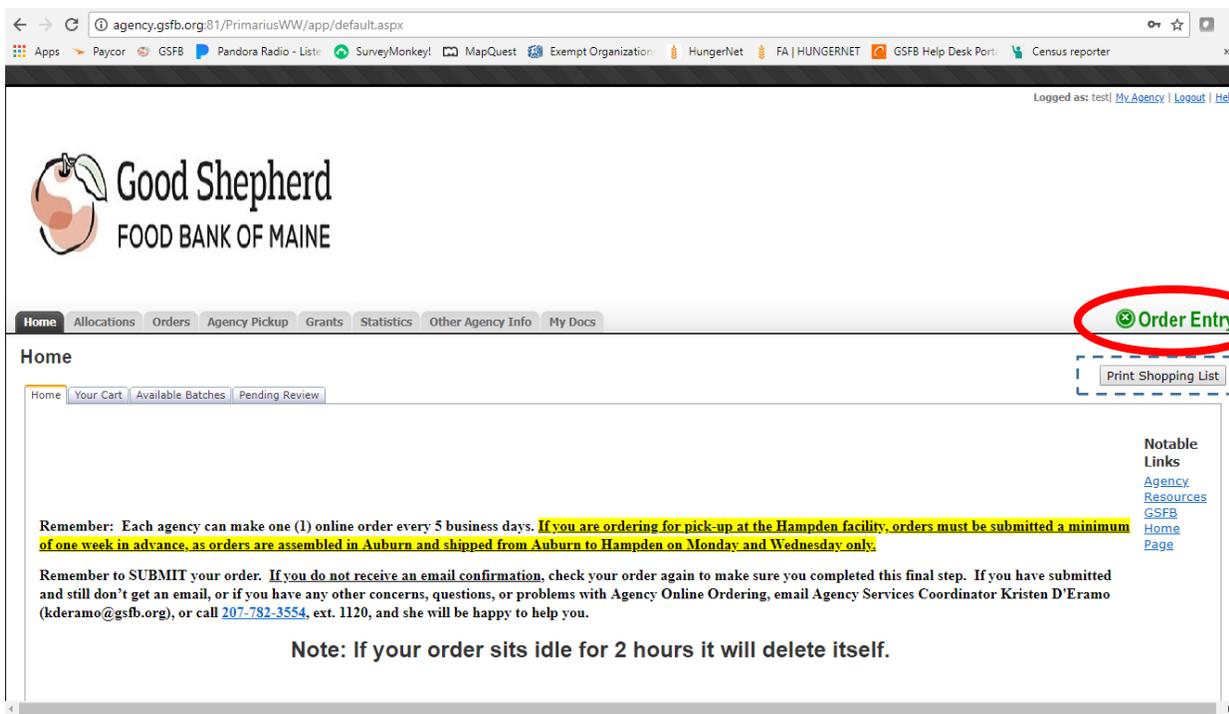
3. Click on "Partner Agency Login"



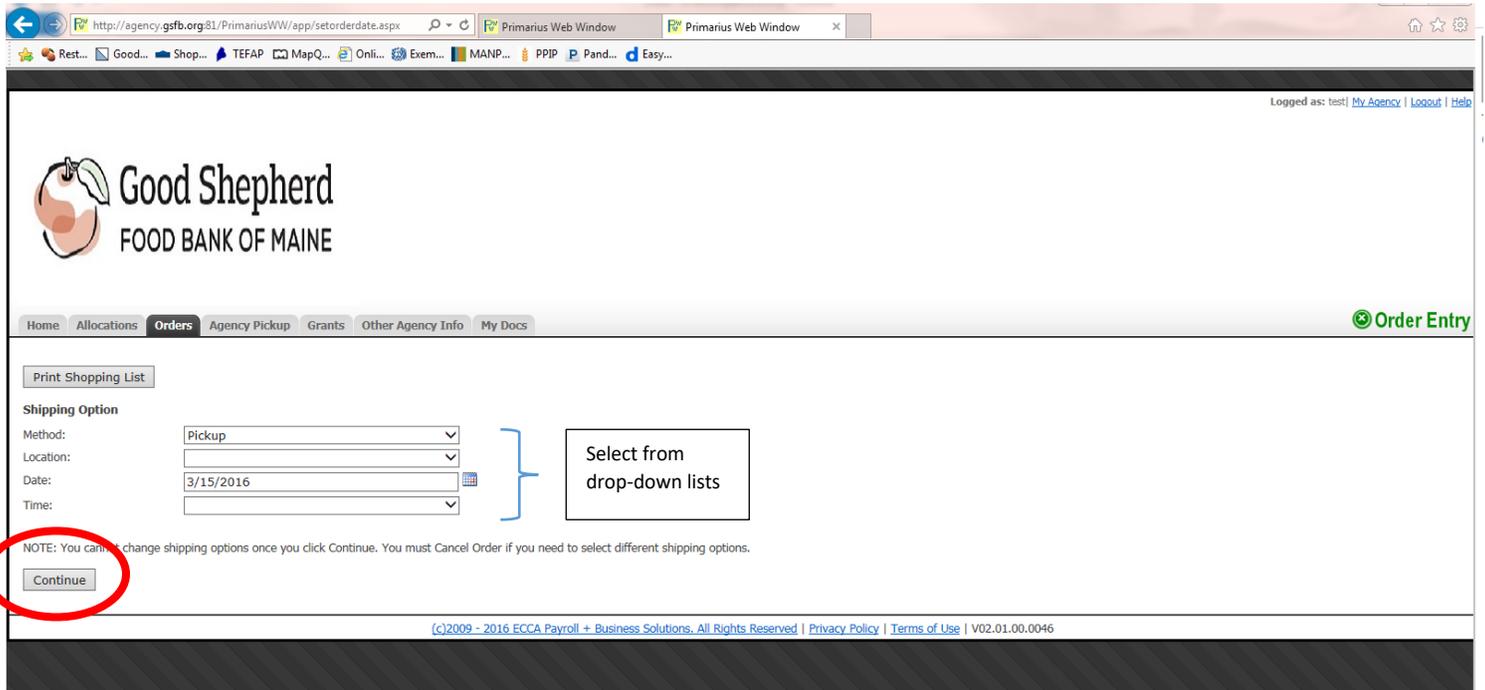
4. Type in your Agency Ref, Username and Password and then press "Login".  
\*If you do not have your Agency Ref, Username or Password, or you are unable to log in, please call Good Shepherd Food Bank at 207-782-3554.



5. Please read the important notices listed on the Home screen.
6. You may choose "Print Shopping List" before you start a new order if you'd like a paper list of the products available (see box below). To start a new order, press "Order Entry" (circled in red below).



7. Select a shipping method and choose when you will pick up the order at the GSFb warehouse. Appointments for order pick up are required. First select a date, then available appointment times will appear in the drop down list. Auburn has 3 appointments each half-hour; Hampden has one. If your orders are normally delivered or you utilize a GSFb drop site, the ordering system should automatically indicate that on this Shipping Options screen. Once finished, click Continue.

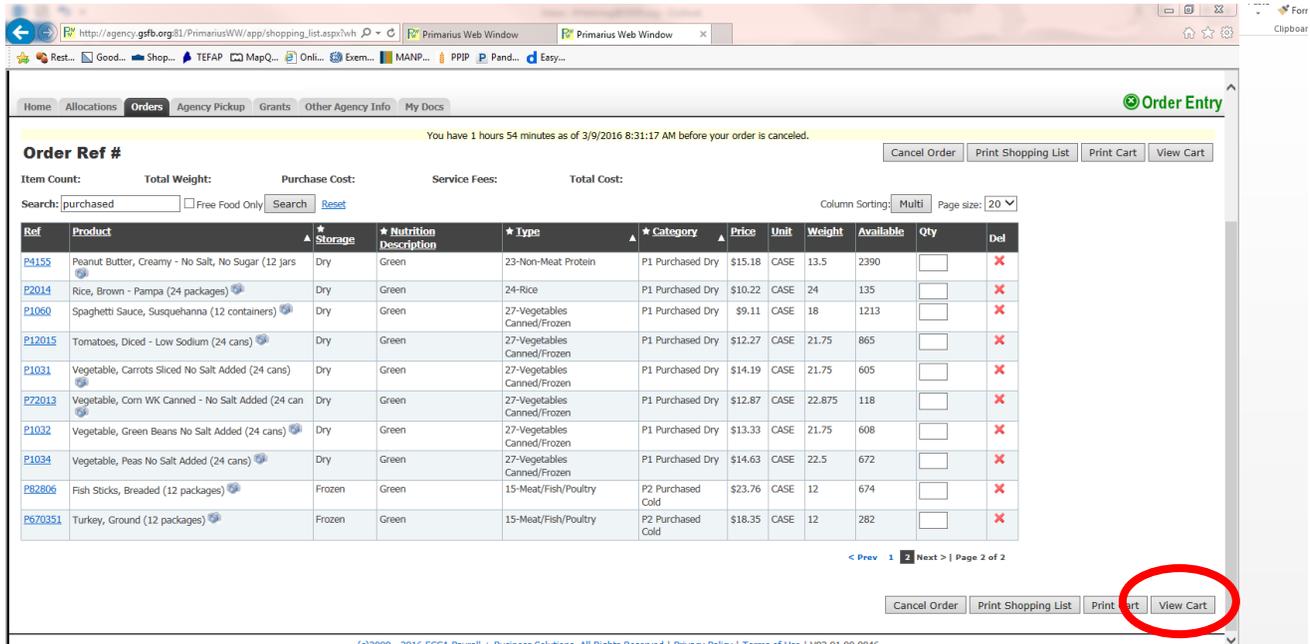


8. A list of available products appears next. Type the amount of each product you'd like to order into the "Qty" column beside those products. (Note: Generally, products are available by the case. Click on the little camera icon next to the product name for more information about product packaging. **MAC users: you won't be able to see the product pictures**; we've included as much info as we can on the product list.) There are often several pages of products, so be sure to look at the bottom right side of the product list for additional pages.

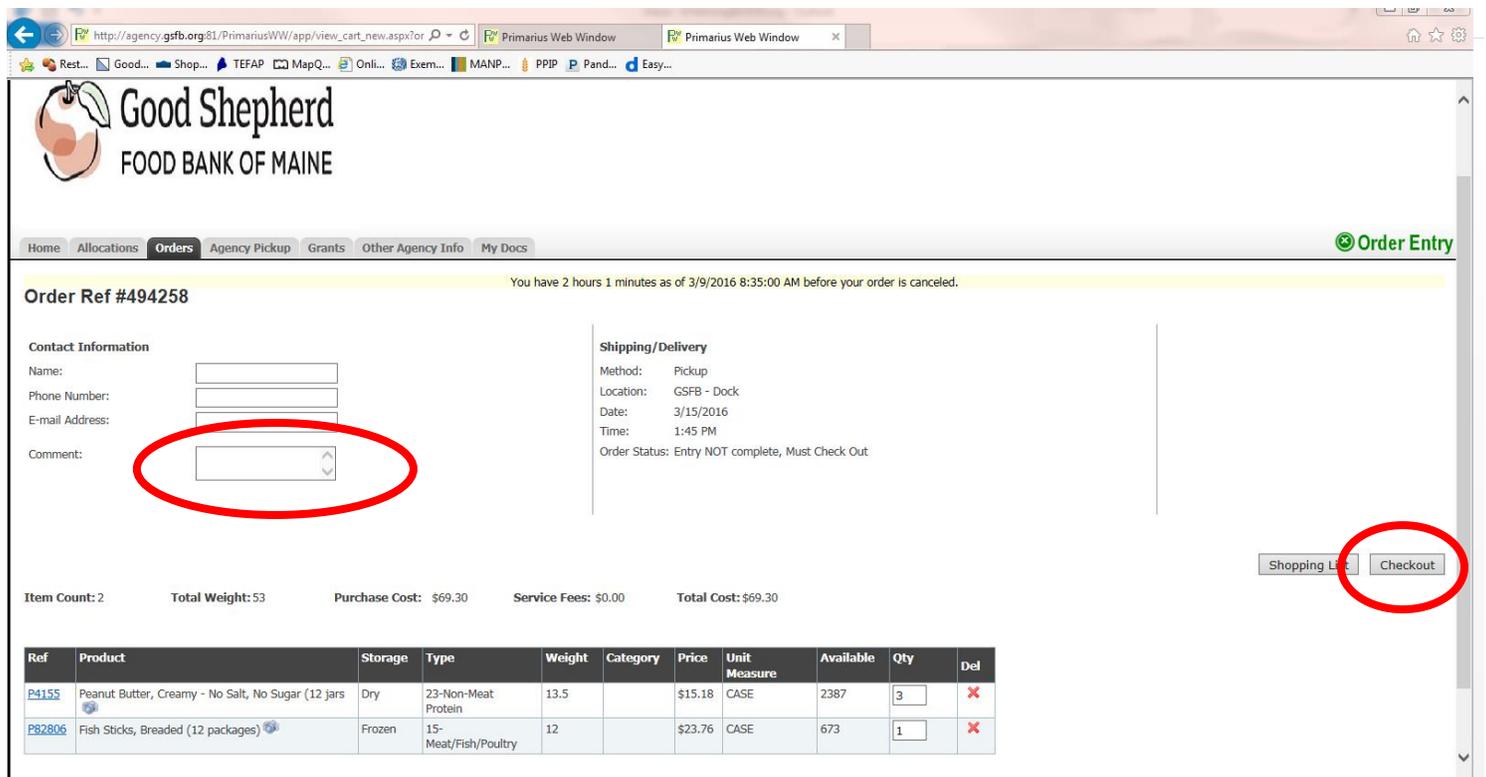
Ref	Product	Storage	Nutrition Description	Type	Category	Price	Unit	Weight	Available	Qty	Del
G4850	Tuna, Reduced by Grant funds (48)	Dry	Green	15-Meat/Fish/Poultry	G01 Grant Purchased	\$25.29	CASE	15	149		✗
P20606	Cereal, Shredded Wheat - Barbaras (12 boxes)	Dry	Green	05-Cereal	P1 Purchased Dry	\$13.20	CASE	24	59		✗
P50157	Mac and Cheese - 50% Whole Grain (24 boxes)	Dry	Yellow	06-Meals/Entrees/Soups	P1 Purchased Dry	\$15.44	CASE	9	2492		✗
P80455	Soup, Chicken and Rice - Healthy Request (12 cans)	Dry	Green	06-Meals/Entrees/Soups	P1 Purchased Dry	\$10.67	CASE	7.875	772		✗
P97015	Soup, Vegetable, Healthy Request ( 12 cans)	Dry	Green	06-Meals/Entrees/Soups	P1 Purchased Dry	\$10.67	CASE	7.875	1044		✗
P1113	Milk, Single Serve, 1% (27 containers)	Dry	Green	07-Dairy Products	P1 Purchased Dry	\$11.33	CASE	13.5	252		✗
7685009902	Milk, White 1% or 2% - Liquid (12 boxes)	Dry	Green	07-Dairy Products	P1 Purchased Dry	\$14.14	CASE	24	1227		✗
P1824	Fruit, Applesauce - Cups, Unsweetened (72 cups)	Dry	Green	10-Fruits Canned/Frozen	P1 Purchased Dry	\$15.98	CASE	18	287		✗
P2810	Fruit, Applesauce - CAN , Unsweetened (24 cans)	Dry	Green	10-Fruits Canned/Frozen	P1 Purchased Dry	\$14.33	CASE	22.5	230		✗

9. Please note that when you are ordering PWWPRODUCE, we need to know how many pounds you need entered in the quantity field on PWW. If you historically order by the case, we normally multiply it by 25 - 40 LBs (an estimate of a case weight). The total would be the amount of pounds that needs to be entered in the quantity field on PWW. If you historically note how many Households/Families you serve, our formula for "Households" is 10 LBs per household. Example... If you serve 50 households a week, we would estimate 500 LBs and this is the amount that needs to be entered in the quantity field on PWW.

10. When finished selecting products, go to the bottom of the order form and press “View Cart” (bottom, far right).



11. Review order items listed for accuracy.
12. Enter Contact Information for the order. You must supply this information; you cannot submit your order without it.
13. IMPORTANT! It is very helpful to know how many Households/Families you serve. You are encouraged to note this in the comments, but we will still need the pounds of produce in the inventory quantity field. It's also encouraged to note specific items that you are looking for or you have enough/too much of. We will do our best to meet your needs, depending on what we have available.



14. Your order will be reviewed by GSFb staff. You will receive a confirmation email by the end of the next **business** day after the order was placed. **If you do not receive a confirmation email, please call!** If we do not send a confirmation email, it may mean that your order did not go through properly or that we do not have a correct email address for you.

**Please note:** Weights on salvage product are *approximate*. Weight is assigned when the request is picked at the warehouse and will appear on the *final* invoice. The PDF you can print out should not be used as an invoice, as it will not show an exact weight or fee.

The grid below outlines the 3-day order window required. *Reminder: Agencies using our Hampden distribution center – you need to place your order no later than noon ONE WEEK before you plan to pick-up to allow for trucking from our Auburn DC to Hampden.*

To Pick Up Order On:	Monday	Tuesday	Wednesday	Thursday	Friday
Place Order On or Before:	noon previous Wednesday	noon previous Thursday	noon previous Friday	noon previous Monday	noon previous Tuesday

**We're available to help.**

**GSFB is open Monday-Thursday, 7:30am-4:30pm and Friday, 7:30am-2pm.**

**If you need assistance please call 207-782-3554.**