

**CONNECTICUT FOOD BANK**  
**ONLINE**  
**ORDERING**

**UPDATED AUTUMN 2020**

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Connecticut Food Bank is committed to alleviating hunger in Connecticut by providing food resources, raising awareness of the challenges of hunger, and advocating for people who need help meeting basic needs. Connecticut Food Bank partners with the food industry, food growers, donors, and volunteers to distribute nutritious food to people in need. Connecticut Food Bank distributes food through a network of partners and programs in Fairfield, Litchfield, Middlesex, New Haven, New London, and Windham counties – where nearly 400,000 people struggle with hunger. In 2019, Connecticut Food Bank distributed food to help provide 24 million meals.

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# CONNECTICUT FOOD BANK

## ONLINE ORDERING

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**P**lacing orders for your agency is an easy process, comparable to making purchases on Amazon or other online shopping sites.

You will receive a username, password, and program code from Connecticut Food Bank. Go to [ctfoodbank.org/ordering](https://ctfoodbank.org/ordering). Enter your username, password, and program code. Once you log in, you will see an “Activity Status Alert.” It is important to read these, as they will contain important information about online ordering. Once you have read it, you can close out of it.

### **Selecting Items to Order**

To start your online order, go to “Order Options,” and click on “Shopping List.” Information about your selections can be seen in the table.

All items begin with a prefix indicating what category they are part of. Items are on the shopping list in alphabetical order by prefix. Take note of the prefix and prices.

**Donated food** has a 14¢ per pound shared maintenance fee (with the exception of bread, produce, and close-coded dairy).

**CTNAP** food has a 5¢ per pound shared maintenance fee.

Please note that in these cases you are not *buying* food from us; all prices are shared maintenance fees which allow us to continue providing services.

**TEFAP** items incur no shared maintenance fee.

The Shopping List page is organized into eleven columns:

**Gross Weight and Pack Size**

These columns detail the size and weight of each unit of an item that you order. You can use this to plan for transportation, storage, and use.

**Feature Type, VAP Fee, Favorite**

Currently Connecticut Food Bank does not categorize items using the Feature Type or VAP Fee columns; we also recommend against using the **Favorite** column feature.

**Unit Price**

This column shows how much per unit your agency will be invoiced.

**UOM**

This stands for “unit of measure.” Here you will see if an item is in cases or individual units

**Description**

This is where the prefix and name of the item are displayed.

**Item No.**

This column shows the item number of each product. You can see more information about each item by clicking on the number.

### **Available Quantity, Order Quantity**

Available quantity shows the maximum number of each item that your agency can order. In the text boxes under order quantity, your agency enters the number of each item that you wish.

We recommend that all agencies start at the last page and work their way to the first page in order to best make cost-effective choices. Items are listed alphabetically by prefix so no-cost and low-cost items appear on the last pages.

Agencies may acquire as many units as they can safely store and reasonably distribute. Do not exceed the available quantity that your agency is eligible for.

By clicking on the individual Item Number for an item you are able to see more information about each item. Please take note of the details provided. What items are frozen? How large is the unit? You need to make sure that you are checking pack size to ensure you are ordering enough food.

In the unlikely event that you see “provide copy of ingredient statement to client,” you need to provide a separate ingredient label to guests. Connecticut Food Bank will provide this information to you.

Please note that if you see listings entitled “rice,” these are “white rice,” unless otherwise specified.

Before clicking to another page, make sure that you press “add to cart.” If you do not do so, your numbers will not be saved.

## **Checking Out**

When you are finished selecting items, press the “Check Out” button.

You will then be brought to the “Check Out” page. Check the cart summary in the top right hand box for total fees charged, weight of order, etc. to make sure that all looks correct. If you need to make changes, you will be able to modify your order prior to submitting it.

**If you pick up orders at Wallingford warehouse,** you select your appointment date from the open days and times on the schedule by using the calendar and clock icons.

**If you pick up orders at Bridgeport distribution center,** you must select your designated day and time, even if you see other openings. You must enter the date you were provided by clicking on the calendar icon, and the time you were provided by clicking on the clock icon.

Additionally, if you obtain food from the Bridgeport distribution center you must select delivery as all food comes out of the Wallingford warehouse and is delivered to Bridgeport.

If you want to add items to your order, please edit your order. Do not create a second order as this takes up another time slot that another agency could be using to obtain food.

When ordering, please take note of the quantity, weight and size of your items.

We ask that you leave the comment section blank, as our system is not set up to receive comments in this manner. If

you have questions or are trying to make a special request, contact your Regional Partnership Coordinator.

All orders must be placed by 9:00am, two business days before your pickup or delivery. For example, if you have scheduled a pickup on Friday or your normal delivery day is Friday, you must submit your order by Wednesday morning at 9:00 am.

If agencies fail to accept a delivery or pick up items they order, they may be charged a restocking fee of \$75. In the case of inclement weather, this will not apply. To avoid being charged a restocking fee, if you cannot pick up an order at designated time, please contact the distribution center you pick up from to reschedule your pick up appointment.

The last step is to press “Submit Cart.” The most common issue agencies have is forgetting to press “Submit Cart.” If you do not submit your cart, it will not be processed by the warehouse and you will not receive the food. If you successfully submitted your cart, you will receive a popup notification with your Purchase Order (or PO) Number, and also a confirmation email. You should open the order attachment on the email confirmation to verify which items were released to your agency so you know what to expect at the time of pick up or delivery. Once your order has been confirmed, you will receive an Agency Order (or AO) Number. Please save these for your records in case we need to reference these entries in the future.

In order to see current and previous orders, go to “Order Options” and “Order Management.” To view the details of each order, click on the printer icon. You can also verify which items were released to your agency by looking at this document.

The columns on the “Order Management” page provide additional information concerning your order:

- Reference Number
- Created By
- Status
- Gross Weight
- Total Price
- Pickup/Delivery Date
- Admin Edited
- Modified Date.

If you look at the Status column, you will see the following progression:

1. *New Order*
2. *Sent to Food Bank*
3. *Acknowledged*
4. and then *Invoiced*, when order is delivered or picked up.

When the order is *Acknowledged* you will receive the email confirmation. *Draft* means the order has not yet been submitted.

*Cancelled* is when an agency cancels their order and *Rejected* is used in the rare occasion that the Food Bank has to cancel an order

## **Editing an Order**

Once an order has been submitted a shopper can edit the order after the order status reads acknowledged and an email confirmation is generated. Before editing an order, check the email confirmation to verify what items were released to your agency or click on the printer icon in Order Management to open the order to see what was released.

Next, click on the pencil icon to open the order for editing. Click continue shopping, and add items to the order, go to

check out and submit the edit. You will receive an email confirmation after each edit.

If you receive an error message and have to remove items before submitting an edit, it should only be the items that were not released to your agency the first time and wouldn't have received anyway. You should not lose items that were released to your agency unless an expiration date is changed on perishable items making them unavailable past a certain date. To reiterate: you would not have received these items anyway.

When editing an order on the Checkout page, the available quantities are listed on the edit screen in the table.

If there is a red number displayed by the shopping cart icon at the top of the page, your order has not been submitted.

To cancel an order, go to Order Management and find the order you want to cancel. Click on the red X and follow the prompts to cancel.

If you receive any email from Agency Express, please pay attention – if you haven't submitted your cart or you have an unsubmitted edit, you will receive an email reminder.