



Agency Reference: _____ Username: _____ Password: _____

HOW TO ACCESS PWW:

1. Go to either food bank website (www.regionalfoodbank.net or www.foodbankofhudsonvalley.org)
2. Click on the "Online Ordering" link in the top right corner (on RFB website) or top left corner (FBHV).
3. Log in to PWW:
 - a) Agency Reference: Your Agency ID
 - b) Username: Also Your Agency ID
 - c) Password: This was assigned to you by the Food Bank. The password is **case sensitive**.

HOW TO SCHEDULE AN ORDER:

1. Click the green "Order Entry" button in the top right of any screen in PWW
2. Select the appropriate warehouse
 - a) To pick up in Latham or any of our delivery sites, select "Regional Food Bank of NENY"
 - b) To pick up in Cornwall-on-Hudson, select "Food Bank of the Hudson Valley"
3. Select the appropriate shipping method, Delivery or Pickup
 - a) Select "Pickup" if you are picking up in Latham or Cornwall-on-Hudson
 - b) Select "Delivery" if you are picking up at a delivery location or participate in Food Express
4. Select a Dock or Delivery site.
5. Select your desired date and time for pickup
 - a) View the Delivery Calendar on our website before scheduling a delivery (link on PWW home page)
HINT: If you are scheduling pickup for a delivery site on the second stop, you must select a "dummy" time after 1:00. For a pickup at a third stop, select a time after 4:00. We will call you and you will receive a confirmation email before pickup with your exact pickup time.
6. Click "Continue"

HOW TO PLACE AN ORDER:

1. Once you are on the inventory page, enter the quantities of the desired items. Click anywhere or hit "Enter".
HINT: Feel free to search for particular items by name or number, sort by different fields, and make sure to scroll to the bottom of the page to see if there are additional pages of product.
HINT: Remember, products #1, #2, #7, #111, and #3100 need to be ordered by the pound, not the case.
2. When you have selected all of your items, click "View Cart" at the top right of the inventory.
3. Enter contact information:
 - a) Name: name of the person placing the order
 - b) Phone Number: phone number of the person placing the order
 - c) E-mail address: e-mail address of the person placing the order
 - d) Comment: Name and phone number of person **picking up** the order
4. Click "Checkout" to submit your order **OR** click "Shopping List" to go back to the inventory to add additional items
HINT: If you plan on adding on to your order, do NOT click "Checkout". If you logout and come back, your order will still be open and can be found in "My Cart" on the PWW homepage, or just click "Order Entry".
5. Simply log out of PWW when you have submitted your order or are ready to leave the order open for additions. **Order must be submitted by 2:00 pm TWO business days before pickup or you will be forced to reschedule.**
6. You will receive a confirmation email after your order has been reviewed by the Food Bank.