

PWW: How to Place an Online Order





For every neighbor
in need.

What is PWW?

It's an internal website that allows your agency to bulk order approved foods and schedule them for pick-up or delivery. The website provides several features such as:

- Access to the Regional Food Bank's live inventory
- The ability to submit monthly HPNAP reports
- View your agency's individual grant balances
- View invoices, statements, and previous orders placed at the Regional Food Bank
- Access to early order deadline reminders

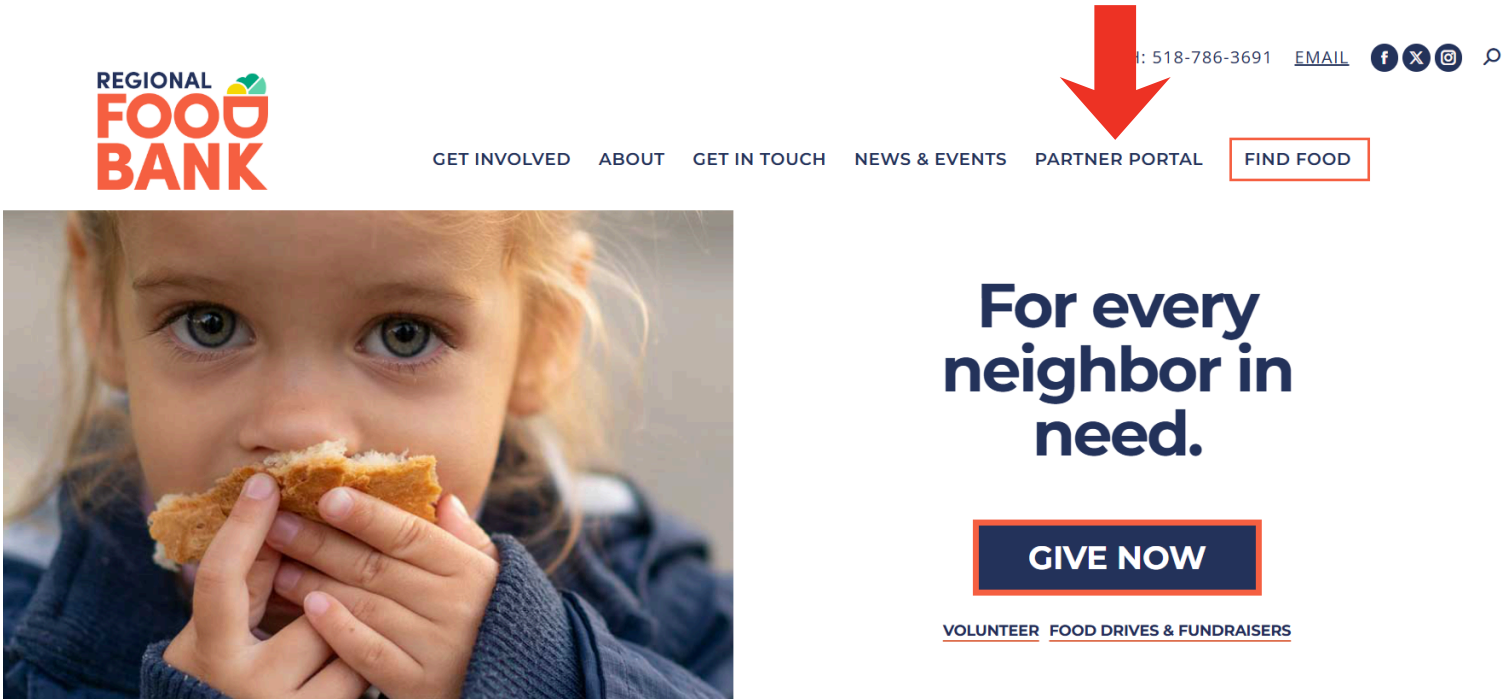
A screenshot of the Regional Food Bank's online ordering system. The page has an orange header with navigation links: Shop, Statistics, Order History, Grants, Other Agency Info, My Documents, and Reports. A green notification bar at the top says "You have successfully logged in". The main content area features a welcome message: "Welcome to the Regional Food Bank's Online Ordering System! If this is your first time using the system, please watch our new Training Video before ordering." Below this is an update regarding pick-up locations in Latham and Montgomery, and a note about bringing bags or boxes for bread products. A table lists upcoming early order deadlines: Thursday 08/28/25 and Friday 08/22/25. On the right, there is a promotional image of a smiling woman holding a sign that says "SIGN IT! Don't forget to have your invoice signed!". Below the image are "Important Links" and a link to "2025 Delivery Sites and Calendar".



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How to Access PWW

- Head over to www.regionalfoodbank.net
- Click on "Partner Portal" on the top menu
- Click on "Online Ordering"
- Fill in the login information:
 - Agency Reference: Your Agency ID
 - Username: Your Agency ID
 - Password: This was assigned to you by the Regional Food Bank. *Please note: The password is case sensitive*
 - Contact membersvcs@regionalfoodbank.net if you have login issues



AGENCY AND PARTNER PORTAL

WELCOME, REGIONAL FOOD BANK PARTNERS!

- CHECK INVENTORY
- ONLINE ORDERING
- NOURISH TO FLOURISH BLOG

PLACE ORDER BY EMAIL OR PHONE
CONTACT US WITH YOUR SUGGESTIONS AND IDEAS FOR THE PARTNER PORTAL



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Ordering Guidelines

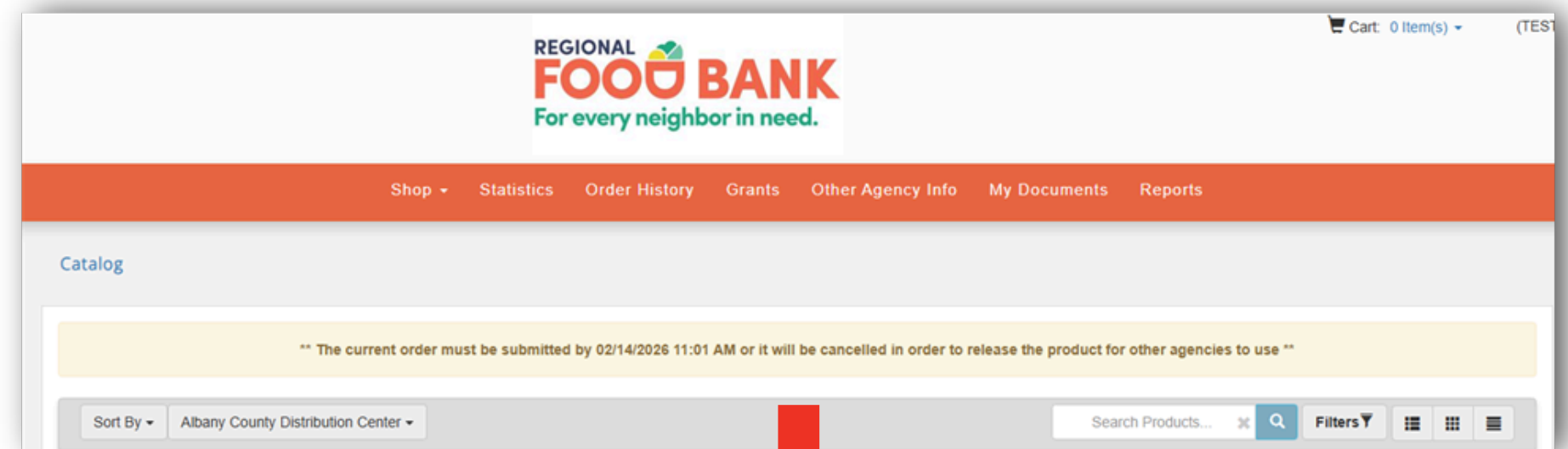
It's important to be aware of the ordering guidelines and upcoming closures that will affect order deadlines.

- Orders open **6 business days** before the pickup/delivery date and are due **3 business days** before the pickup/delivery date. Orders are always due at **2:00 PM**.
- Whenever our warehouse is closed for a holiday or inventory day, there will be early order deadlines surrounding that date.
- Early deadline information is sent out via email each month and posted on the online ordering home page.
- Our delivery schedule and delivery locations are located on the partner portal home page.

FOR PICKUP ON	ORDER OPENED ON	SUBMITTED BY 2:00PM
Monday	Friday (2 weeks previous)	Wednesday (previous week)
Tuesday	Monday (previous week)	Thursday (previous week)
Wednesday	Tuesday (previous week)	Friday (previous week)
Thursday	Wednesday (previous week)	Monday (current week)
Friday	Thursday (previous week)	Tuesday (current week)

72-Hour Inventory Hold

- Once you start an order, your items and time slot will be held for **72 hours**. If you do not submit the order within 72 hours, **the order will automatically be deactivated**, and you will have to start a new order.
- Once you have submitted your order, you can still add or remove items up until the regular order deadline by reaching out to the orders team (518) 786-3691 x3000 or orders@regionalfoodbank.net.
- The amount of time remaining for the inventory held can be seen in the yellow banner at the top of the live inventory/ordering page



** The current order must be submitted by 02/14/2026 11:01 AM or it will be cancelled in order to release the product for other agencies to use **

Order Deadline vs. 72-Hour Inventory Hold

You must honor whichever of these dates comes first in order to keep your order.

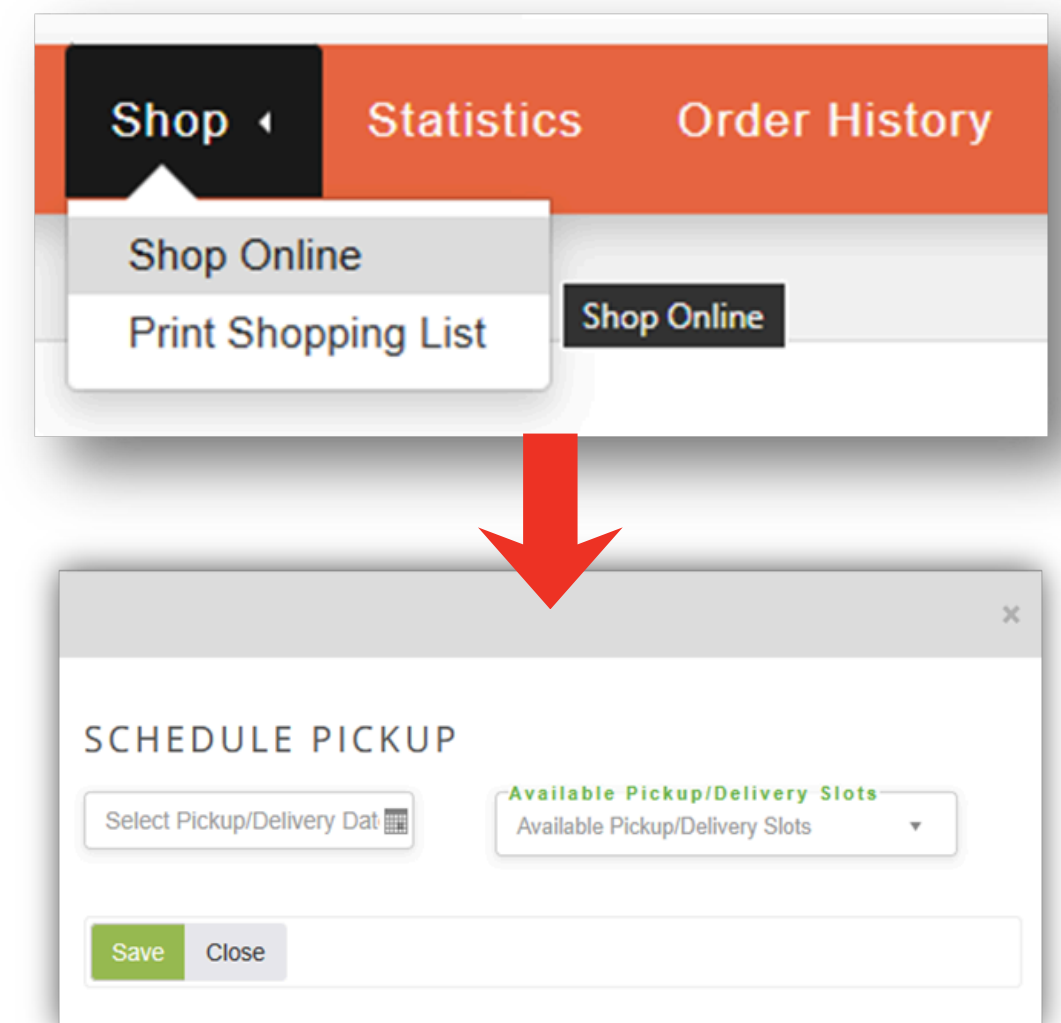
ORDER DEADLINE	72-HOUR INVENTORY HOLD
Day the order must be submitted by 2PM - always 3 business days prior to pickup/delivery date.	How long the items in your cart (and time slot) will be held before being automatically deactivated.
If you miss the order deadline, you will be prompted to select a new date. We finalize orders at 2PM.	If you do not submit your order within 72 hours, your order will be deactivated, and you will need to start a new order.
Affected by closures and subject to early order deadlines.	NOT affected by closures and early order deadlines.
Available on partner portal website	Visible on yellow banner at top of live inventory/catalogue for ordering



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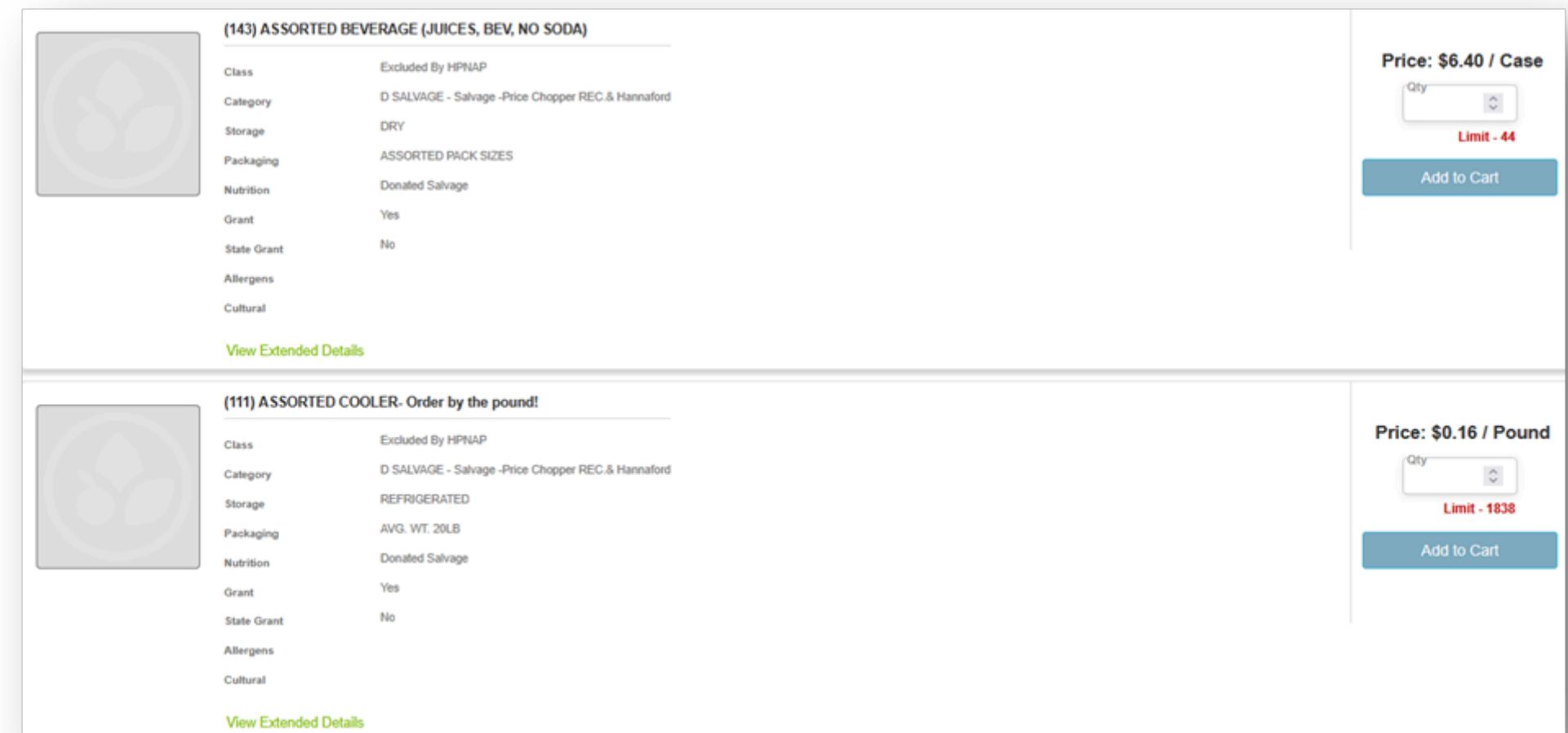
How to Order

- Click on the “Shop” tab at the top of the screen and click on “Shop Online”
- On the “Schedule Pickup” window, select your pickup/delivery date on the left side
- On the right, select the time slot
 - A helpful tip to consider: Type the name of your selected location in the box. Example, for Kingston timeslots type in KINGSTON
 - Please note: You will confirm pickup or delivery at a later step
- **Important Reminders:**
 - Once you start an order, your items will be held for up to 72 hours. Please be sure to check-out as soon as possible
 - You may still edit your shopping cart during your 3-day window by contacting the Orders Team: (518) 786-3691 x3000



How to Order – Continued

- Certain products will be charged by case or by pound, so be mindful when selecting the quantity.
- If a product's pricing is "by the pound," please check the "Packaging" field on the product
- For example, if a product's packaging says, "AVG. WT. 20LB", then one case of the product is equal to 20 pounds. (i.e. if I want two cases, then I would type "40" in the quantity line)
- Click on "Add to Cart" once you're done with the product

A screenshot of a web application interface showing two product listings. Each listing includes a placeholder image, a title, a list of attributes, and pricing information. The first product is "(143) ASSORTED BEVERAGE (JUICES, BEV, NO SODA)" with a price of "\$6.40 / Case" and a quantity limit of 44. The second product is "(111) ASSORTED COOLER- Order by the pound!" with a price of "\$0.16 / Pound" and a quantity limit of 1838. Both listings have an "Add to Cart" button and a "View Extended Details" link.

Product ID	Product Name	Price	Limit
(143)	ASSORTED BEVERAGE (JUICES, BEV, NO SODA)	\$6.40 / Case	44
(111)	ASSORTED COOLER- Order by the pound!	\$0.16 / Pound	1838



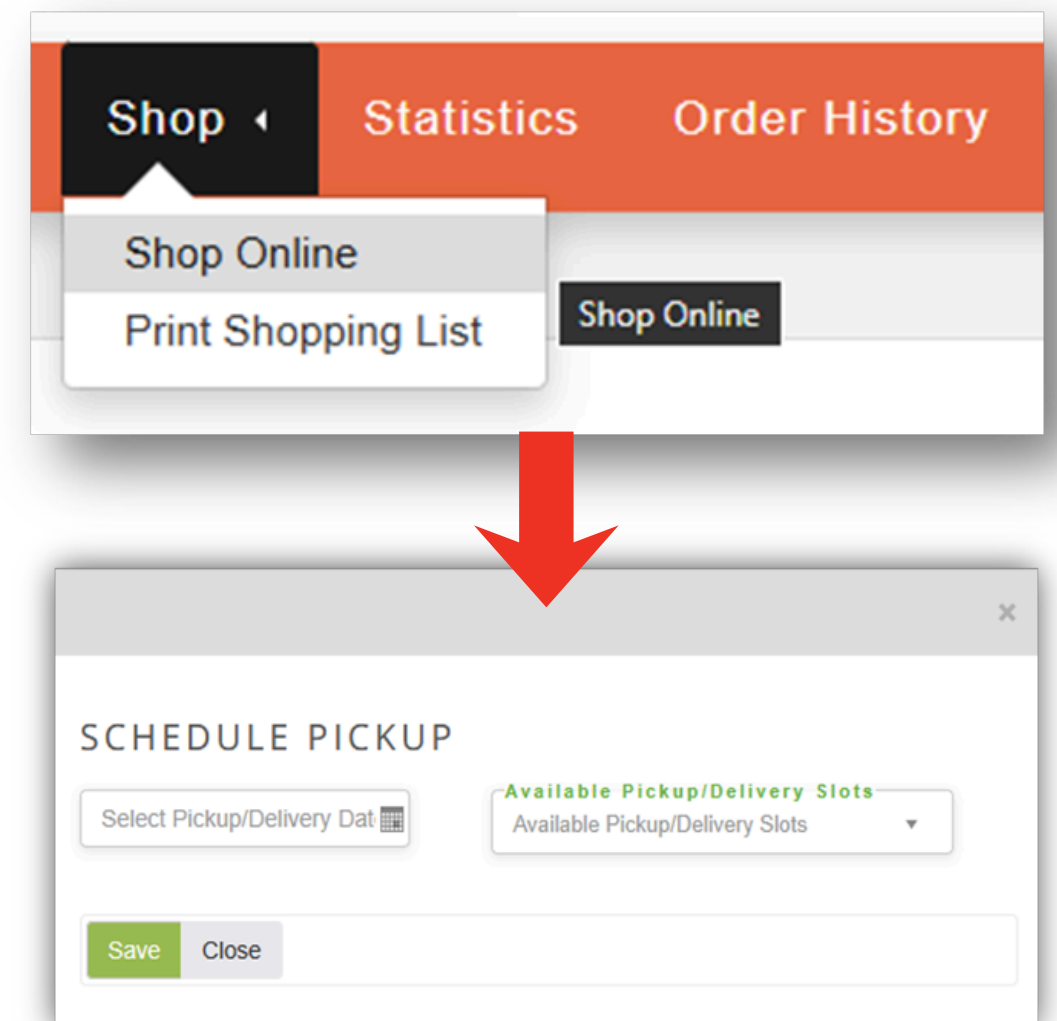
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How to Change Inventory Location

When you first create your order, you don't have the option to select the inventory location. You will first have to create a placeholder date to switch locations.

Steps:

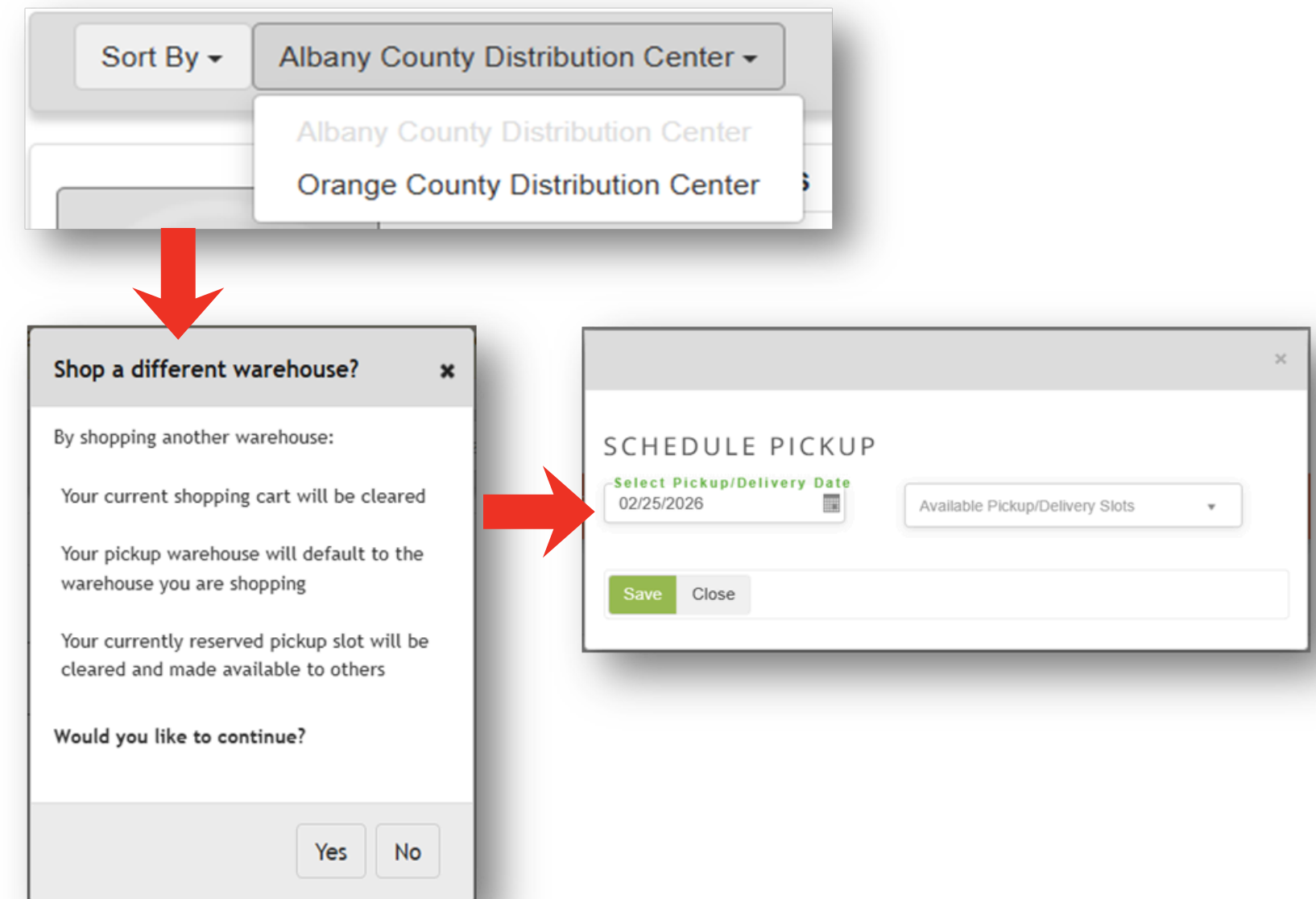
- Once you have logged onto the portal, click on the "Shop" tab and select "Shop Online" from the dropdown list.
- The "Schedule Pickup" window will appear. Leave the date as is (you'll change it to the correct one afterwards). Select any time slots and click "Save".



How to Change Inventory Location – Continued

Steps:

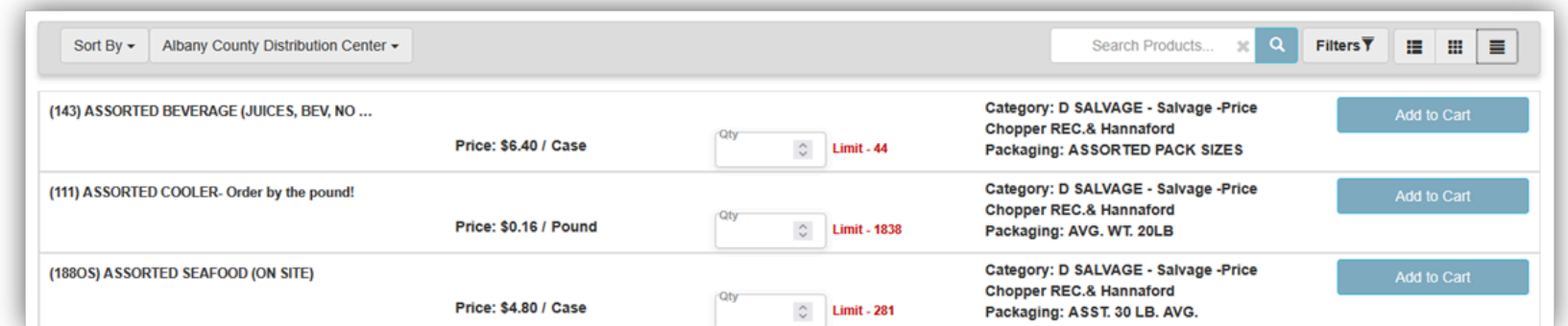
- Once the page refreshes, head over to where it has the distribution center (it may say Albany County or Orange County).
- Select the distribution center you want to shop from. It will then ask you to confirm if you want to switch distribution centers and you will select "Yes" if you wish to continue.
- You will be redirected back to the "Schedule Pickup" window. From here, select your pickup/delivery date and time slot.



The screenshot illustrates the process of changing the distribution center. At the top, a dropdown menu is open, showing the current selection as 'Albany County Distribution Center' and an option to switch to 'Orange County Distribution Center'. A red arrow points from this menu to a confirmation dialog box titled 'Shop a different warehouse?'. The dialog box contains the following text: 'By shopping another warehouse:', 'Your current shopping cart will be cleared', 'Your pickup warehouse will default to the warehouse you are shopping', 'Your currently reserved pickup slot will be cleared and made available to others', and 'Would you like to continue?'. At the bottom of the dialog box are 'Yes' and 'No' buttons. A red arrow points from the 'Yes' button to the 'SCHEDULE PICKUP' window. This window has a title bar with a close button, a date selector set to '02/25/2026', a dropdown for 'Available Pickup/Delivery Slots', and 'Save' and 'Close' buttons at the bottom.

Navigating PWW

- You can sort the inventory to the Albany County or Orange County by selecting the “Sort By” option.
- You can search up a product by using the search bar with the magnifying glass icon
 - You can type in the name of the product or the product number (i.e. Alani Energy Drinks or 86520)
 - You can filter the products by clicking the “Filters” option. You can filter the products based on category, price, and a more.
 - You may also select how the products are displayed by clicking one of three display icons on the far right







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How to Checkout

- Click on the shopping cart icon on the top of the website.
- Click "Proceed to Checkout".
- Please include the name of the person picking up the order in the "Delivery Pickup Notes" textbox.
- Please make sure to select if your order is a pickup or delivery in the "Shipping Method" dropdown list.
- Click on "Submit Order" once you're done. Please note: If you need to pick a new date, you can do so on this section.
- Once your order is reviewed, you will receive a follow-up email to notify you that the order was entered correctly.

SHOPPING CART

** The current order must be submitted by 08/29/2025 12:25 PM or it will be cancelled in order to release the product for other agencies to use **

Name	Weight	Price	Service Fee	Grants Ap...	Qty	Price Ext	
 (143) ASSORTED BEVERAGE (JUICES, BEV, NO SODA)	40.00	\$0.00	\$0.16	\$0.00	1	\$6.40	

Totals Weight 40.00 Quantity 1 Price \$6.40

[Cancel Order](#) [Continue Shopping](#) [Proceed to Checkout](#)



CHECKOUT

** The current order must be submitted by 08/29/2025 12:25 PM or it will be cancelled in order to release the product for other agencies to use **

Shipping Method: ****NONE**** Is Delivery: Agency Contact: Sweet, Kayla Delivery Pickup Notes

Pickup Warehouse: Albany County Distribution Center Pickup Delivery Date: 8/21/2025 8:00:00 AM Agency Address: TEST - 965 Albany Shaker Road, ...

Order Totals Weight 40.00 Quantity 1 Price \$6.40

[Submit Order](#) [Reset](#)



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Questions or Concerns?

Contact us!

Please feel free to contact the Orders Team

Email Address:

orders@regionalfoodbank.net

Phone:

(518) 786-3691 x3000