OVERVIEW: Use this guideline in order to most effectively/efficiently place agency Food Pantry/Soup Kitchen orders online.

- **Additional Resources**: Video Walkthrough Titled “001-002 Agency Training - Ordering”

I. **PROCEDURE: (Ordering)**

a. After Log-in (Follow Log-in How to) click Select Agency in the upper right-hand corner and select the agency you are ordering for from the drop down.

b. Click New Order on the left side of the screen, just below the Feeding Westchester Logo.

c. Click on the blue Order link to the right of the agency you are ordering for. This appears under the column marked ORDER.
d. Select delivery or pick-up and your Appointment Time. Remember you must have ordered more than 750 lbs. in order to qualify for delivery.

1. If date is grayed out, it is not a date Feeding Westchester delivers to your area. If the date is white, it is valid and you can choose that date to receive your product.
2. If you get a scheduling error, you have picked a date Feeding Westchester cannot accommodate. Please pick another date.
3. Enter your delivery time. Remember delivery times are a request and NOT guaranteed. You will be called the morning of your delivery with a 2–3-hour block of time for delivery.

e. Click Begin Order
f. Choose the items you would like to order and enter the amount of each in the quantity box. Please be cognizant of minimum amounts when ordering. Click on the orange shopping cart next to each ordered item to enter the item into your shopping cart. You should see the “Successfully added to your cart banner” if your item has been put in your shopping cart.

g. Click on the green View Cart on the right-hand side, just below the search icon.

h. If all information is correct (Agency Name, Appointment Date, Items Ordered and Balance) click on the green Check out button on the right just below the Agency Name and Sign out link.
i. This is your final chance to review your order, make corrections, or add items to your order. If all is correct, scroll to the bottom of the page and click on the green Place Order on the lower right. Your order will not be submitted to Feeding Westchester until you click on the Place Order button.

j. Record your order number for future reference.

**CONGRATULATIONS…YOU HAVE SUCCESSFULLY PLACED YOUR ORDER**