

# Welcome to Food Gatherers **Web Window** Ordering System

## Ordering Guidelines

**Orders** must be submitted by noon **TWO\*** business days before your pickup/delivery day. Orders can be submitted **up to 7 days in advance** (\* *note instructions below for ordering Purchased Fresh Produce from Frog Holler, with its own ordering deadlines.*)

**Purchased Fresh Produce** (a.k.a. "Frog Holler"): Frog Holler items must be submitted on their own *Web Window* order, **completely separate order** from your dry goods and frozen items!!

- Pickup/delivery **orders for Monday, Tuesday, or Wednesday** must be placed during the 24-hour period between noon on Thursday and noon on Friday *of the previous week*.
  - **ATTENTION Monday Sites:** Please note that if you are placing your Fresh Produce order on Friday morning, you will not be able to select Monday as your date for delivery or pick up due to the two-day ordering deadline set up in the system. Please select Tuesday and in the notes/comments section of your order write that you need the Fresh Produce for Monday.
- Pickup/delivery **orders for Thursday, Friday or Saturday** must be placed during the 24-hour period between noon on Monday and noon on Tuesday *of the same week* you need your delivery/pickup.

## Billing

Invoices and monthly statements are available here on the Web Window under the My Docs tab above.

**Invoices** include those for no-charge items, showing pounds your programs received

**Statements** are duplicates of those we send you each month

## Difficulty Ordering?

The Web Window system only officially supports Microsoft Internet Explorer (IE) versions 8+ and the most recent version of Firefox running on Windows.

Some other browsers might work on Windows, and some browsers might work on other operating systems (e.g., Mac OS X), but the browsers mentioned above are your best options.

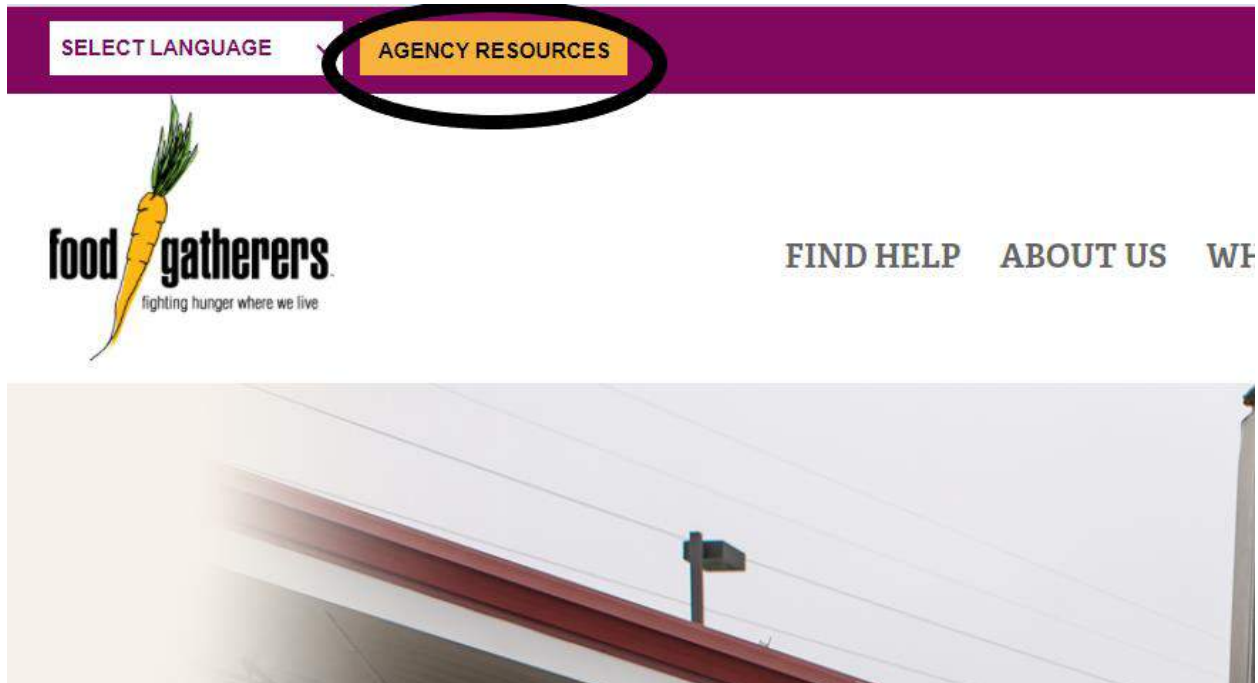
Do you have questions? Contact us:

**(734) 761-2796**

**[cfp@foodgatherers.org](mailto:cfp@foodgatherers.org)**

## Instructions: Placing an Online Order

1. You may start at [www.foodgatherers.org](http://www.foodgatherers.org) and select “Agency Resources” in the orange box at the top of the screen



2. Click on “Place an Order” (by default, this first tab will already be selected) and then click on “Click here” to take you to the login page.



## Agency Resources

A screenshot of the "Agency Resources" page. At the top, there is a horizontal menu with five green buttons: "Place an Order", "Membership Documents", "Tools & Resources", "Become a Partner", and "Contact Us". The "Place an Order" button is circled in black. Below the menu is a white text area that says "Welcome to Food Gatherers' online ordering portal! [Click here](#) for the WebWindow Online Ordering system." The "Click here" link is also circled in black. Below the text is the heading "Important deadlines:".

- You may prefer to skip step one and two and just bookmark [www.foodgatherers.org/orders](http://www.foodgatherers.org/orders). This webpage takes you directly to the login page shown below.



food gatherers  
fighting hunger where we live

Login

Agency Ref:

Username:

Password:

Login

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- Type in your Agency Reference Number, Username and Password. This is still the same as with our old website. If you do not know your login information, please email [cfp@foodgatherers.org](mailto:cfp@foodgatherers.org) to ask.
- After typing in all your information, click “Login”.
- This will take you to the ordering portal. Click the green button at the top right corner: “Order Entry”



- Enter your delivery or pick up date and time and click “Continue”. This is a previously determined method, date and time coordinated with Food Gatherers. If you accidentally choose the wrong shipping method, Food Gatherers staff will change it back to your pre-determined method, date and time.

**Please note:** You **cannot** make reschedules or requests using this ordering system! Please contact [cfp@foodgatherers.org](mailto:cfp@foodgatherers.org) to cancel, schedule, reschedule a delivery or pick up before placing an order.

- Select what you need for your program. Keep in mind your program’s budget. You should also keep in mind when you will be getting your next delivery or pick up so you do not over-order. *More tips below for entering in quantities and sorting product by types.*

Ref	Product	Storage	Packing	Nutrition Description	Type	Category	Price	Unit	Weight	Grant	Available	Qty	Del
201244	USDA/Green Beans, low sodium	Dry	24/14.5oz	Go	27 - Vegetables (Canned/Frozen)	USDA	\$3.76	CASE	27	Yes	276	<input type="text"/>	✗
202090	USDA/Instant Mashed Potatoes	Dry	12/16 oz.	Slow	27 - Vegetables (Canned/Frozen)	USDA	\$1.66	CASE	12	Yes	662	<input type="text"/>	✗
200679	USDA/Spaghetti Sauce	Dry	24/15 oz.	Slow	26 - Sauces/Condiments, Sauces	USDA	\$3.78	CASE	27	Yes	909	<input type="text"/>	✗
200238	USDA/Rice (60#)	Dry	30/2 lb.	Slow	24 - Rice	USDA	\$8.40	CASE	60	Yes	353	<input type="text"/>	✗
205567	USDA/Beans, Lentils, Peas	Dry	12/2 lbs.	Go	21 - Protein (non-meat)	USDA	\$5.00	CASE	24	Yes	72	<input type="text"/>	✗

- You can select **NEXT** to move through all of the pages of inventory and select the items you want to order by entering in the Quantity in the **QTY cell**, shown above. The number you enter in the quantity cell is **the number of cases** you want
- Quantities on inventory update in real time. You **must wait** for the page to refresh and update the totals near the top of the page after making **each item** order QTY entry before making the next order QTY entry.

- To determine how many cases you need, **check out the “Packing” column.** Shown below. This column shows you the number of items per case and the weight of each individual item. **For example,** the frozen peaches shown below have 94 peach cups per case and each peach cup is 4.4 oz. So if you enter “2” in the QTY field you will receive 2 cases of frozen peach cups (188 peach cups in total).

**Order Ref #**

Item Count:      Total Weight:      Purchase Cost:      Service Fees:      Total Cost:

Search:   Free Food Only

Ref	Product	★ Storage	Packing	★ Nutrition Description	★ Type	★ Category
<a href="#">706493</a>	Peaches-diced/FROZEN *	Frozen	94/4.4 oz		10 - Fruits (Canned/Frozen)	Donated Food
<a href="#">706423</a>	DHHS/Blueberries FROZEN	Frozen	12/2.5 lbs		10 - Fruits (Canned/Frozen)	Donated Food

- Be sure to check out each page. You can scroll through pages, and your numbers entered in the quantity box saves automatically.
- You can also sort items on inventory by any of the columns by clicking on the star icon
  - Example:** If you want to sort by NUTRITION DESCRIPTION, click on that column heading and it will sort all of the inventory and group all of the GO, SLOW & WHOA categories so all GO products appear together, all SLOW products appear together, and all WHOA products appear together. The sort function will work on any of the columns in the document.
  - When you click the star, you can select from the menu pop up and then click “Apply”.** If you’d like to see all product again, you have to click “Reset”.

▲	★ Nutrition	★ Type	★ Category	Pri
	<input type="checkbox"/> Slow <input type="checkbox"/> Non-Food <input checked="" type="checkbox"/> Go <input type="checkbox"/> 00 Not Set <input type="checkbox"/> Whoa <a href="#">Apply</a>   <a href="#">Reset</a>	27 - Vegetables (Canned/Frozen)	USDA	\$1
		27 - Vegetables (Canned/Frozen)	USDA	\$3
	Slow	26 - Spices/Condiments	USDA	\$3

