



PWW Frequently Asked Questions

CONTENTS

FIRST STEPS – Page 2

- What are my Agency Ref, Username and Password?
- When can I place my order?
- Which day does Foodlink deliver to my agency?

PLACING YOUR ORDER – Page 3

- Which items on the shopping list are free or covered by grants?
- How do I delete an item from my order?
- What do I do if I would like to order an item, but it isn't available on the Shopping List?
- Can I keep my order open so that I can add additional items to it later?
- How will I know when new items have been added to the shopping list?

AFTER YOU PLACE AN ORDER – Page 4

- How do I receive a confirmation e-mail after I place my order?
- Now that I have placed my order, I can no longer access the shopping list. Is there a way around this issue?
- Why isn't the Foodlink driver delivering my order at the time I requested?
- I lost my invoice. How can I get another copy?
- What is Foodlink's Credit and Return Policy?

SHOPPING – Page 5

- What is a Shopping Appointment? How do I schedule one?
- What is an Extended Shopping Appointment? How do I schedule one?

NEED ADDITIONAL ASSISTANCE? – Page 5

FIRST STEPS

What are my Agency Ref, Username and Password?

- They are all your agency code in ALL CAPS.
- Agency codes have three letters and three numbers. Example: PWW001.
- Please call/email us if you have forgotten your agency code.

When can I place my order?

- PWW will not allow you to have more than one open order at a time, so you will not be allowed to place a new order until your current order has been picked up or delivered.
- Orders can be placed as little as three business days (M-F) ahead of the day you are picking up the order. So, if you are placing an order on a Monday, the earliest day you can pick it up is that Thursday.
- On the other hand, orders can be placed as far as 11 business days (M-F) from the day that you are picking up an order. So, you can place your order about three weeks ahead of your pickup or delivery date.
- If you select a pickup or delivery date that is not within one of these timeframes, PWW will ask you to select a different date.
- You can sign on and place an order any time of day, even when Foodlink is closed.
- Order placing will be unavailable each year during the Christmas Shutdown.

Which day does Foodlink deliver to my agency?

- Foodlink deliveries run on a bi-weekly schedule.
- All agencies outside of Monroe County have been pre-assigned a delivery week (Week 1 or Week 2) and a delivery day (M, T, W, Th, F). You must select YOUR correct pre-assigned delivery date when you place an order on PWW.
- Refer to the "2015 Delivery Schedule", which displays the weeks of the year that are categorized as Week 1 or Week 2, and the "Foodlink Bi-weekly Delivery Schedule" to determine which week and day Foodlink delivers to your agency.

PLACING YOUR ORDER

Which items on the shopping list are free or covered by grants?

- Refer to “Shopping List 101,” which provides a breakdown of the types of product on the shopping list and how their cost is covered. Your available grants and their balances can be viewed under the “Grants” tab on PWW.

How do I delete an item from my order?

- You must click the red “X” next to the item to delete it from your order. Selecting the item and clicking delete on your keyboard will not delete the item.
- If you have already checked out, you must call Agency Services to make any changes to your order.

What do I do if I would like to order an item, but it isn't available on the Shopping List?

- We may be able to find such an item for you in our Retail Donations, which can be purchased at a price of \$.49 a pound. This cost is NOT eligible to be covered by grants, and must be paid by you out of pocket.
- You may request an item from Retail Donations by doing the following:
 - After you place your usual order and click “View Cart,” write your request for Retail Donations in the “Comment” box including:
 - Item requested
 - Amount (quantity, size, weight, etc.) that you would like of that item.
- **Note: We will only accept requests for product that is NOT on the shopping list. We will try our best to fill your request but it is not guaranteed.**
- Or, you can schedule a Shopping or Extended shopping appointment and shop for items right in our warehouse.

Can I keep my order open so that I can add additional items to it later?

- Yes. If you do not click “Checkout,” PWW will allow you to go in and out of your order and make changes. Just be sure to check out your order at least three days ahead of your pickup/delivery date. Otherwise, you will be required to select a new date that is at least three days away.

How will I know when new items have been added to the shopping list?

- On the home page of PWW there are links — such as “New Product Added to the Shopping List Today - 01/22/2015” — which will show you the new items that we have added each day.

AFTER YOU ORDER

How do I receive a confirmation e-mail after I place my order?

- After you place an order, you should receive a confirmation e-mail within a couple of days that includes important information about your order, such as changes to your pickup or delivery date.
- This confirmation e-mail will be sent to the person designated as "POL Order" within the "My Agency" link in the upper right hand corner of PWW, under the "Contacts" tab. If you would like to change this e-mail address (or any other information), please let us know and we can make the change for you.

Now that I have placed my order, I can no longer access the shopping list. Is there a way around this issue?

- No, unfortunately there isn't. However, next time you go to place an order, it may be helpful for you to print a copy of the shopping list (using the "Print Shopping List" button) before you place another order so that you have a hard copy to look at.

Why isn't the Foodlink driver delivering my order at the time I requested?

- PWW requires you to pick a delivery time in order to place an order. However, Foodlink does not guarantee delivery times. Your order may come at ANY time during the selected delivery day.
- Your driver will call you on your delivery day with a predicted time of arrival.
- Please call our Fleet Manager at 585-328-3380x 175 with further questions about your delivery time.

I lost my invoice. How can I get another copy?

- All of your past statements and invoices can be found under the "My Docs" tab on PWW.

What is Foodlink's Credit and Return Policy?

- When requesting a return or credit, e-mail kfloeser@foodlinkny.org (this must be in e-mail form so that we have a record) and supply the following information:
 - Your Agency Code
 - Order Number
 - Item code(s) of product being credited/returned.
 - Reason for credit/return request.
- If your order was a pickup...
 - Report discrepancies in the order directly to the Shop Thru Associate, who will handle your return at the time of pickup.
- If your order was a delivery...
 - Check your order upon delivery and report the discrepancy to the driver. The driver will provide you with a form to complete and sign.
 - If discrepancies are not noticed at the time of delivery **you must contact us within TWO BUSINESS DAYS.**
- We do not accept returns for frozen and perishable items (incl. bread, produce, & dairy).
- You may only return product from your most recent order.

SHOPPING

What is a Shopping Appointment? How do I schedule one?

- Shopping appointments are 30 minutes long. During this time you are allowed to pick out items from within the shop-thru area. This product is donated and eligible to be covered by grants.
- To schedule a shopping appointment, place an order for the day & time you would like to shop, and order the item "SHOP," just like you would order any other item. You may also contact Agency Services to schedule an appointment.

What is an Extended Shopping Appointment? How do I schedule one?

- Extended Shopping Appointments are scheduled for one hour. During this time you will be escorted through donated product, where you can purchase items at \$.49 per pound. This cost is NOT eligible to be covered by grants, and must be paid by you out of pocket.
- This type of appointment is useful when you are looking for special items that cannot be found on the shopping list, items with specific expiration dates, smaller quantities of specific items, etc.
- To schedule an extended shopping appointment, place an order for the day and time you would like to shop, selecting an "Extended Shopping- Not Grant Covered" slot for your time (under Shipping Options), and order the item "SHOP," just like you would order any other item. You may also contact Agency Services to schedule an appointment.

NEED ADDITIONAL ASSISTANCE?

Please contact Agency Services Associate, Kim Floeser

- Email: kfloeser@foodlinkny.org
- Phone: 585-328-3380 x 128.