

PARTNER AGENCY GUIDELINES FOR PLACING FOOD ORDERS

1. All orders are placed through Primarius Online

- <http://www.foodforlanecounty.org/agency-zone>
- If you experience difficulties while ordering or have questions about product, please call FFLC at 541-343-2822 and ask for the Partner Agency Services team or Inventory team.

2. Orders MUST be placed according to the schedule below.

- There is a specific window when you are able to place your order, which is determined by the day of the week your agency is scheduled to pick up or receive an order.
- You must place your order the week before you access food.
- You cannot place an order for the same week, or more more than one week in advance.
- You cannot place orders on Mondays or over the weekend.
- If your order is placed too late, we are unlikely to be able to fulfill it.

	You <u>must</u> place your order the week before you access food.	
If you pick up on a...	The earliest you can order (the week before) is...	The latest you can order (the week before) is...
Monday	Tuesday in the morning	Wednesday, 3pm
Tuesday	Tuesday in the morning	Wednesday, 3pm
Wednesday	Tuesday in the morning	Wednesday, 3pm
Thursday	Tuesday in the morning	Friday, 12pm
Friday	Tuesday in the morning	Friday, 12pm

3. You may not change orders once they are submitted.

- Please do not request to add or remove items from an order that has already been submitted.
- Only place one order per week, unless you have received permission in advance from Partner Agency Services.
- Pantries should submit their USDA allocation(s) at the same time as their order.

4. Please review each item's unit size and weight, and keep in mind your capacity to store and transport your food.

- Review the total weight before submitting your order.
- Your agency is responsible for picking up and transporting all of the food that you order; we cannot accept it back in the warehouse.