

# **FOOD For Lane County Partner Agency Online Ordering Instructions**

FOOD For Lane County uses the “Primarius Web Window” online ordering system. This online system will enable you to log in to our virtual inventory, and view and order products available to your agency without having to worry with paper food lists or fussy fax machines.

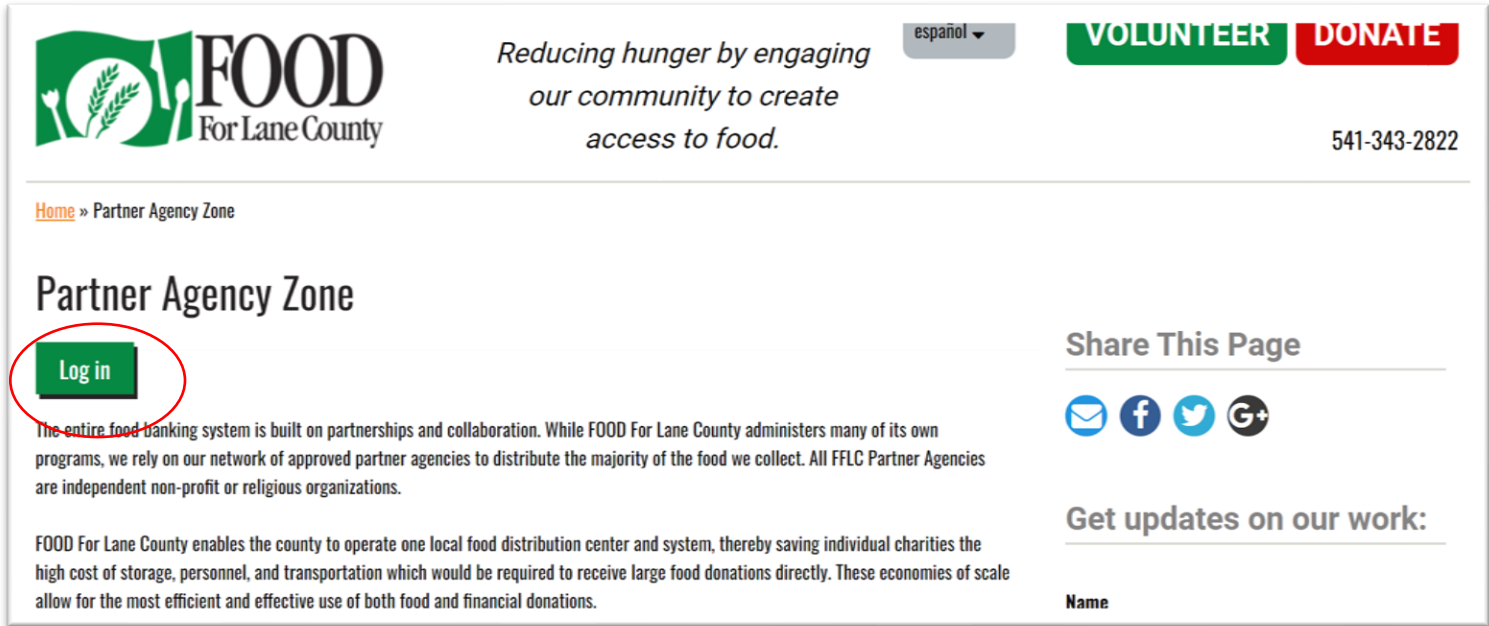
Your agency will receive your own username and password. Once you log on you will have the ability to view important details about your account including billing information, accounts receivable, invoices, and current orders. You will also receive important reminders about closure dates and announcements.

This manual was created to give step-by-step instructions on using the Primarius Web Window ordering system. Please use this as a first-stop reference guide to answer questions about ordering online.



# STEP 1: Logging on

1. Please go to the Partner Agency Zone at <https://foodforlanecounty.org/agency-zone/>



**FOOD For Lane County**  
Reducing hunger by engaging our community to create access to food.

español

**VOLUNTEER** **DONATE**

541-343-2822

Home » Partner Agency Zone

## Partner Agency Zone

**Log in**

The entire food banking system is built on partnerships and collaboration. While FOOD For Lane County administers many of its own programs, we rely on our network of approved partner agencies to distribute the majority of the food we collect. All FFLC Partner Agencies are independent non-profit or religious organizations.

FOOD For Lane County enables the county to operate one local food distribution center and system, thereby saving individual charities the high cost of storage, personnel, and transportation which would be required to receive large food donations directly. These economies of scale allow for the most efficient and effective use of both food and financial donations.

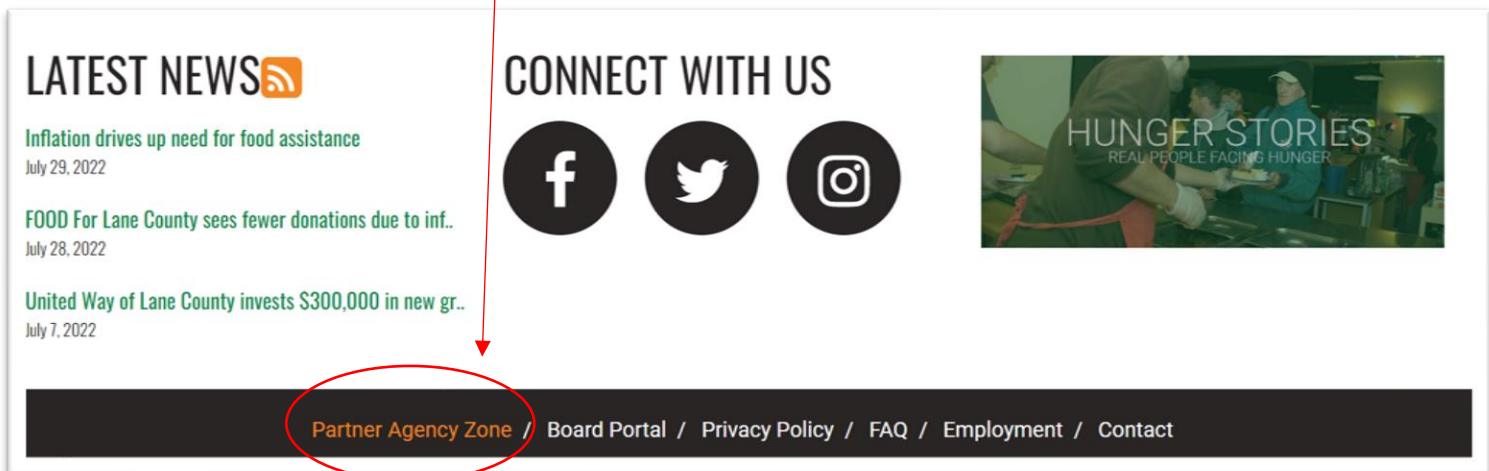
Share This Page

Get updates on our work:

Name

2. Click **the green button** that says “**Log in**”

*\*Please note: you can access the Partner Agency Zone from any page on our website by scrolling to the bottom of the page and clicking “Partner Agency Zone”. It’s a good idea to bookmark this website.*



**LATEST NEWS**

Inflation drives up need for food assistance  
July 29, 2022

FOOD For Lane County sees fewer donations due to inf..  
July 28, 2022

United Way of Lane County invests \$300,000 in new gr..  
July 7, 2022

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**HUNGER STORIES**  
REAL PEOPLE FACING HUNGER

**Partner Agency Zone** / Board Portal / Privacy Policy / FAQ / Employment / Contact



3. A new page like this will open allowing you to enter your **Agency Reference number**, your **Username**, and your **Password**. Your Agency Reference number is a 6-digit number assigned to your organization. It can be found at the top left of any FOOD For Lane County invoice for your agency. All Agency Reference numbers begin with 15, a hyphen and end with the 4-digit number unique to your organization. (*For example: 15-2345*) A couple of agencies will have two additional numbers after the 4 digits, bringing the total to 8 digits.

4. **Your Agency Reference number and your Username are the same.** Enter your number in both of these lines. Please remember, that you can find your assigned Password in the body of the e-mail used to send out these instructions.

5. Once you have successfully logged on, you will see your account Home page. The Home page includes messages from FOOD for Lane County. At the upper right-hand corner of the screen, you can see your agency number. You also will see a link for [My Agency](#), [Logout](#) and [Help](#).

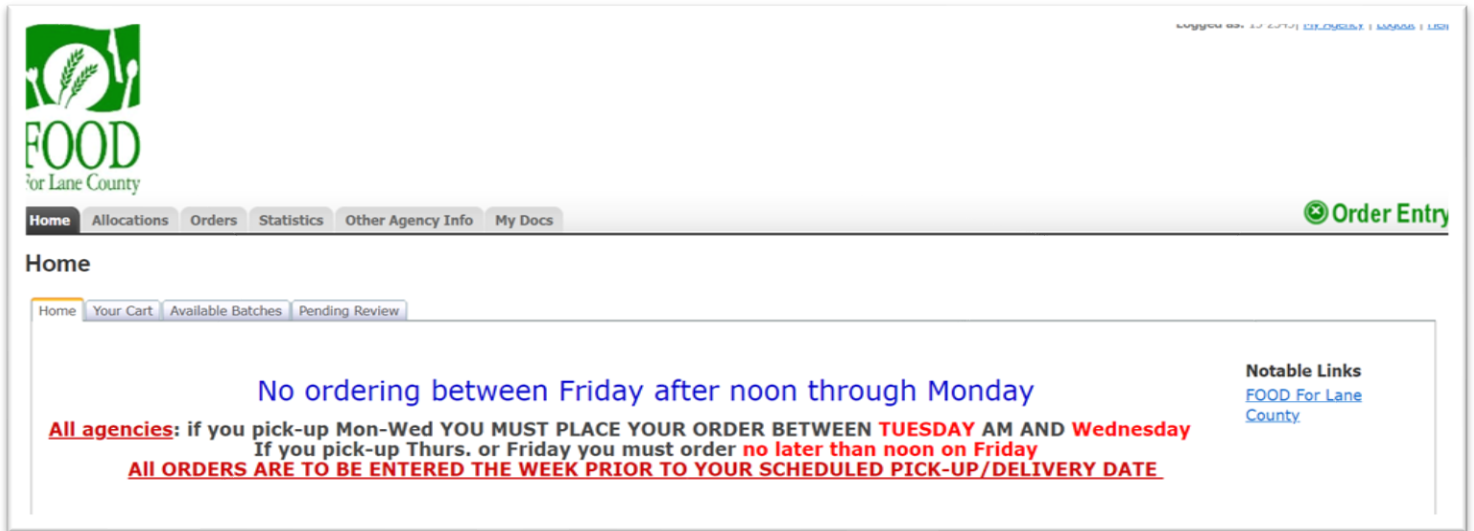
6. The [Help](#) button will open a separate screen with details pertaining to all of the options available on that particular page.

7. The [Log Out](#) button will log you out.

8. The [My Agency](#) button will direct you to a number of options that include your **Agency Information**, **Locations** or site address, **Contacts** we have on file for you, **Hours of operation**, and current accounts receivable (**Open AR**). Please take some time to familiarize yourself with this information and click through the sub-tabs.

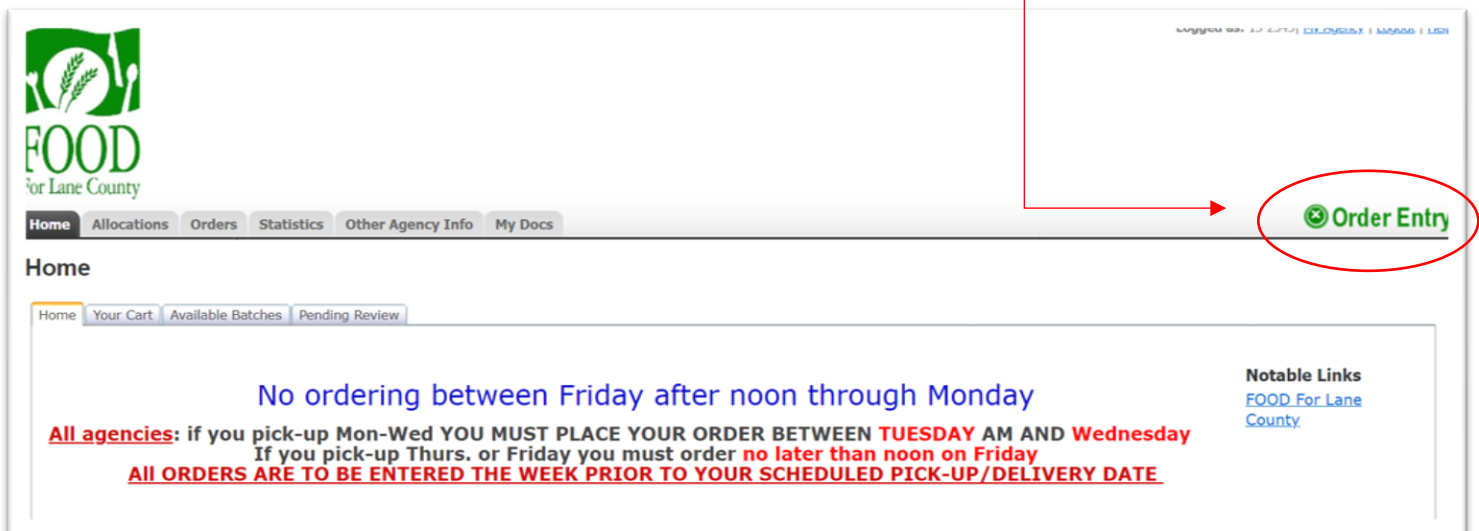
# STEP 2: Ordering

From the home page, there are a number of tabs that you can click on, but only one will allow you to order off of the food list. To get back to the Home page, simply click on the upper grey tab that is labeled Home.



The Home page also includes 4 sub-tabs that include **Your Cart**, **Available Batches**, and **Pending Review**. Clicking on **Your Cart** displays the current items in your cart along with summary detail. **Available Batches** displays any allocations that FOOD For Lane County has made available (This function is only made available to food pantries). **Pending Review** displays all products that have been ordered from an available batch/allocation and are awaiting review by FOOD For Lane County (This function only pertains to food pantries).

1. To begin an order from the food list, you will need to click on Order Entry. This button is the green button that is located on the right-hand side of the screen.



2. After clicking on order entry, you will be asked to list your pick-up date and time:

FOOD  
For Lane County

Home Allocations **Orders** Statistics Other Agency Info My Docs [Order Entry](#)

[Print Shopping List](#)

**Shipping Option**

Method: PU  
Date: 8/23/2022  
Time: 3:00 PM - 3:15 PM

NOTE: You cannot change shipping options once you click Continue. You must Cancel Order if you need to select different shipping options.

[Continue](#)

If you receive a paid delivery, then select delivery as the Method, and list your delivery time and date. You may place an order **between Tuesday and Friday at Noon of each week for pick up the following week. Orders placed before Tuesday, or after Noon on Friday will not be honored.**

# STEP 3: Placing an Order

FOOD for Lane County

Home Allocations **Orders** Statistics Other Agency Info My Docs Order Entry

Order Ref # Cancel Order Print Shopping List Print Cart View Cart

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

Search:   Free Food Only  Column Sorting: Multi Page size: 20

| Ref                     | Product                        | ★ Storage | Packing      | ★ Nutrition Description | ★ Type       | ★ Category | Price  | Unit   | Weight | Available | Qty                      | Del |
|-------------------------|--------------------------------|-----------|--------------|-------------------------|--------------|------------|--------|--------|--------|-----------|--------------------------|-----|
| <a href="#">53-1589</a> | Blankets/Emergency 8ct         | Dry       | 8 per case   | 4-NF -Non Food          | 01-Non-Foods | DONATED    | \$0.00 | CASE   | 27     | 10        | <input type="checkbox"/> | ✗   |
| <a href="#">53-1036</a> | Household Items - non-chemical | Dry       | By the Pound | 4-NF -Non Food          | 01-Non-Foods | DONATED    | \$0.00 | Pounds | 1      | 40        | <input type="checkbox"/> | ✗   |
| <a href="#">30535</a>   | Non-Food Asst                  | Dry       | Asst         | 4-NF -Non Food          | 01-Non-Foods | DONATED    | \$0.00 | CASE   | 11.2   | 1         | <input type="checkbox"/> | ✗   |
| <a href="#">53-1276</a> | Coffee & Tea                   | Dry       | By the Pound | 1-Choose Often          | 03-Beverages | DONATED    | \$0.00 | Pounds | 1      | 30        | <input type="checkbox"/> | ✗   |
| <a href="#">53-1054</a> | Water                          | Dry       | By the Pound | 1-Choose Often          | 03-Beverages | DONATED    | \$0.00 | Pounds | 1      | 250       | <input type="checkbox"/> | ✗   |
| <a href="#">53-1180</a> | Cereal - 12 oz. box            | Dry       | 12 oz box    | 0-Not Yet Ranked        | 05-Cereal    | DONATED    | \$0.00 | CASE   | 11     | 6         | <input type="checkbox"/> | ✗   |

In the **Search** field, type a product description then click Search to find all products that match what you typed. (i.e. “beans”) You can click any of the underlined column headings to sort alphabetically by that field. You can filter the shopping list by certain Storage, Types, and Category options. Click the (★) next to the column you want to filter by. All options will appear in a list. Check the box next to each item you want to be displayed in the grid. After making your selections, click Apply. To clear filters for that column, click Reset. Click the Product Ref number of a product to view additional details about that product.

1. You may begin ordering products simply by putting the **Quantity** in the space provided.

FOOD for Lane County

Home Allocations **Orders** Statistics Other Agency Info My Docs Order Entry

You have 1 days 11 hours 59 minutes as of 8/15/2022 10:43:41 AM before your order is canceled.

**Order Ref # 394933** Cancel Order Print Shopping List Print Cart View Cart

Item Count: 5 Total Weight: 164 Purchase Cost: \$0.00 Service Fees: \$0.00 Total Cost: \$0.00

Search:   Free Food Only  Column Sorting: Multi Page size: 20

| Ref     | Product                        | Storage | Packing      | Nutrition Description | Type         | Category | Price  | Unit   | Weight | Available | Qty                             | Del |
|---------|--------------------------------|---------|--------------|-----------------------|--------------|----------|--------|--------|--------|-----------|---------------------------------|-----|
| 53-1589 | Blankets/Emergency 8ct         | Dry     | 8 per case   | 4-NF -Non Food        | 01-Non-Foods | DONATED  | \$0.00 | CASE   | 27     | 7         | <input type="text" value="3"/>  | ✗   |
| 53-1036 | Household Items - non-chemical | Dry     | By the Pound | 4-NF -Non Food        | 01-Non-Foods | DONATED  | \$0.00 | Pounds | 1      | 39        | <input type="text" value="1"/>  | ✗   |
| 30535   | Non-Food Asst                  | Dry     | Asst         | 4-NF -Non Food        | 01-Non-Foods | DONATED  | \$0.00 | CASE   | 11.2   | 1         | <input type="text"/>            | ✗   |
| 53-1276 | Coffee & Tea                   | Dry     | By the Pound | 1-Choose Often        | 03-Beverages | DONATED  | \$0.00 | Pounds | 1      | 0         | <input type="text" value="30"/> | ✗   |
| 53-1054 | Water                          | Dry     | By the Pound | 1-Choose Often        | 03-Beverages | DONATED  | \$0.00 | Pounds | 1      | 220       | <input type="text" value="30"/> | ✗   |
| 53-1180 | Cereal - 12 oz. box            | Dry     | 12 oz box    | 0-Not Yet Ranked      | 05-Cereal    | DONATED  | \$0.00 | CASE   | 11     | 6         | <input type="text" value="2"/>  | ✗   |

It will take a few seconds to process each product before allowing you to move on to the next product. Once you have ordered a couple of items, you will begin to see the available inventory adjust based on what you have ordered.

If you make a mistake, you can remove a product from your order by either making the **Quantity** 0 or by clicking the **Red X (Del)** next to the product you want to remove.

*\*Note: Any quantities that are over the available limit will change to a rose color and must be changed before you can continue.*

To view items currently on your order, either **View Cart** or click **Print Cart** to download a PDF summary of the current order. You can also print out a list of all products available for order by clicking **Print Shopping List**; however, you can only place your order by ordering online.

FOOD for Lane County

Home Allocations **Orders** Statistics Other Agency Info My Docs Order Entry

You have 1 days 11 hours 59 minutes as of 8/15/2022 10:43:41 AM before your order is canceled.

**Order Ref # 394933** Cancel Order Print Shopping List Print Cart View Cart

Item Count: 5 Total Weight: 164 Purchase Cost: \$0.00 Service Fees: \$0.00 Total Cost: \$0.00

Search:   Free Food Only  Column Sorting: Multi Page size: 20

| Ref     | Product                        | Storage | Packing      | Nutrition Description | Type         | Category | Price  | Unit   | Weight | Available | Qty                             | Del |
|---------|--------------------------------|---------|--------------|-----------------------|--------------|----------|--------|--------|--------|-----------|---------------------------------|-----|
| 53-1589 | Blankets/Emergency 8ct         | Dry     | 8 per case   | 4-NF -Non Food        | 01-Non-Foods | DONATED  | \$0.00 | CASE   | 27     | 7         | <input type="text" value="3"/>  | ✗   |
| 53-1036 | Household Items - non-chemical | Dry     | By the Pound | 4-NF -Non Food        | 01-Non-Foods | DONATED  | \$0.00 | Pounds | 1      | 39        | <input type="text" value="1"/>  | ✗   |
| 30535   | Non-Food Asst                  | Dry     | Asst         | 4-NF -Non Food        | 01-Non-Foods | DONATED  | \$0.00 | CASE   | 11.2   | 1         | <input type="text"/>            | ✗   |
| 53-1276 | Coffee & Tea                   | Dry     | By the Pound | 1-Choose Often        | 03-Beverages | DONATED  | \$0.00 | Pounds | 1      | 0         | <input type="text" value="30"/> | ✗   |
| 53-1054 | Water                          | Dry     | By the Pound | 1-Choose Often        | 03-Beverages | DONATED  | \$0.00 | Pounds | 1      | 220       | <input type="text" value="30"/> | ✗   |
| 53-1180 | Cereal - 12 oz. box            | Dry     | 12 oz box    | 0-Not Yet Ranked      | 05-Cereal    | DONATED  | \$0.00 | CASE   | 11     | 6         | <input type="text" value="2"/>  | ✗   |

2. Please be sure to look through all of the available pages by clicking on **Next** at the bottom of the screen.



|             |  |     |          |                  |                            |         |        |      |         |   |  |  |   |
|-------------|--|-----|----------|------------------|----------------------------|---------|--------|------|---------|---|--|--|---|
| 03310       | Stock, Pacific Foods Sm/Med Pk               | Dry | Sm/Med   | 1-Choose Often   | 06-Meals/Entrees/Soups     | DONATED | \$0.00 | CASE | 27.0865 | 6 |  |  | X |
| 60411       | Dairy, FEMA-Milk 1% Shelf Stable<br>12/32 oz | Dry | 12/32 oz | 1-Choose Often   | 07-Dairy Products          | DONATED | \$0.00 | CASE | 27      | 3 |  |  | X |
| 53-<br>1447 | Coconut, Medium Unsulphured<br>12/16oz       | Dry | 12/15oz  | 0-Not Yet Ranked | 10-Fruits<br>Canned/Frozen | DONATED | \$0.00 | CASE | 15      | 2 |  |  | X |

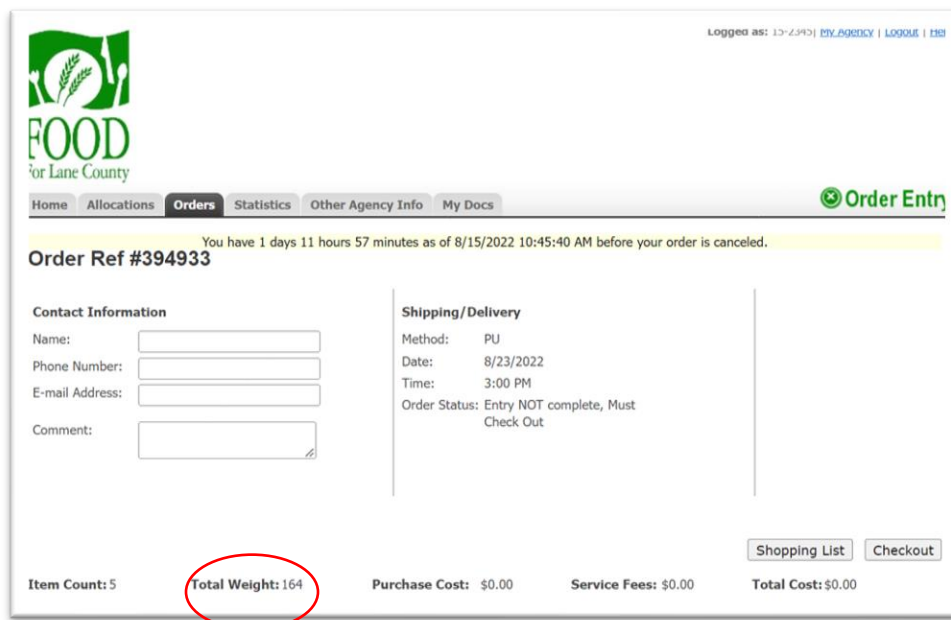
< Prev **1** 2 3 4 Next > | Page 1 of 4

Cancel Order Print Shopping List Print Cart View Cart

3. Once you are finished selecting products off of the food list, click on **View Cart**. This will take you to the checkout page.

## Step 4: Submitting an Order

1. The checkout page displays all of the items that are currently on your order. You must enter your **Contact Information** in case we need to contact you with questions about the order.



FOOD for Lane County

Home Allocations **Orders** Statistics Other Agency Info My Docs Order Entry

You have 1 days 11 hours 57 minutes as of 8/15/2022 10:45:40 AM before your order is canceled.

**Order Ref #394933**

|                                      |  |
|--------------------------------------|--|
| <b>Contact Information</b>           | <b>Shipping/Delivery</b>                         |
| Name: <input type="text"/>           | Method: PU                                       |
| Phone Number: <input type="text"/>   | Date: 8/23/2022                                  |
| E-mail Address: <input type="text"/> | Time: 3:00 PM                                    |
| Comment: <input type="text"/>        | Order Status: Entry NOT complete, Must Check Out |

Item Count: 5 **Total Weight: 164** Purchase Cost: \$0.00 Service Fees: \$0.00 Total Cost: \$0.00

Shopping List Checkout

\*Note: Please do not use the comment box for important questions or changes about your order. Please contact your Partner Agency Services Coordinator for assistance.

Please confirm all of the information on the checkout page regarding your order. Confirm that the **Shipping Method** is correct, including the pickup time and date. Also, be sure to check the **Total Weight** of your order and that it is below the weight restrictions of the vehicle you will be using to pick up.

| Ref                     | Product                        | Storage | Type         | Weight | Category | Price  | Unit Measure | Available | Qty                             | Del |
|-------------------------|--------------------------------|---------|--------------|--------|----------|--------|--------------|-----------|---------------------------------|-----|
| <a href="#">53-1036</a> | Household Items - non-chemical | Dry     | 01-Non-Foods | 1      | DONATED  | \$0.00 | Pounds       | 39        | <input type="text" value="1"/>  | ✗   |
| <a href="#">53-1054</a> | Water                          | Dry     | 03-Beverages | 1      | DONATED  | \$0.00 | Pounds       | 220       | <input type="text" value="30"/> | ✗   |
| <a href="#">53-1180</a> | Cereal - 12 oz. box            | Dry     | 05-Cereal    | 11     | DONATED  | \$0.00 | CASE         | 4         | <input type="text" value="2"/>  | ✗   |
| <a href="#">53-1276</a> | Coffee & Tea                   | Dry     | 03-Beverages | 1      | DONATED  | \$0.00 | Pounds       | 0         | <input type="text" value="30"/> | ✗   |
| <a href="#">53-1589</a> | Blankets/Emergency 8ct         | Dry     | 01-Non-Foods | 27     | DONATED  | \$0.00 | CASE         | 7         | <input type="text" value="3"/>  | ✗   |

[Shopping List](#) [Checkout](#)

Finally, be sure that the number of items is correct with what you wanted to order. You can return to the Shopping List at any time before checking out, by clicking **Shopping List**.

After reviewing your order, click to submit the order to the food bank for processing. Congratulations! You have just ordered online. Please be aware that all orders are reviewed by FOOD For Lane County staff, and may be adjusted to facilitate the movement of product in the warehouse.

## Trouble Shooting: Returning to a current order

Logged as: 15-2345 | [My Agency](#) | [Logout](#) | [Help](#)

**FOOD For Lane County**

Home Allocations **Orders** Statistics Other Agency Info My Docs [Order Entry](#)

**Orders**

Search:   Page size: 20


| Order  | Status | Entered    | Del/Pickup | Method | Reviewed? | Released | Picked | Confirmed? | Location           |
|--------|--------|------------|------------|--------|-----------|----------|--------|------------|--------------------|
| 394933 | Open   | 08/15/2022 | 08/23/2022 | PU     | No        |          |        | No         | No Del/PU Location |

< Prev **1** Next > | Page 1 of 1

If you had to step away from an order you were working on and had not yet submitted, you will typically need to log on again. The system will automatically log you out after a certain time of inactivity. To find the order you were working on, after logging back in, go to **Orders**, one of the main Home page tabs. The first order listed will be the last order you were working on. Any other orders listed will be past or pending orders.

After clicking on your current order, an order summary will appear (see next section). To continue adding items to your order, click on the **Order Entry** icon. This will take you back to the available food list.

## Order Summary



Home
Allocations
Orders
Statistics
Other Agency Info
My Docs

⊗ Order Entry

You have 1 days 11 hours 53 minutes as of 8/15/2022 10:49:47 AM before your order is canceled.

### Order #394933

|                        |           |                                   |                                    |
|------------------------|-----------|-----------------------------------|------------------------------------|
| <b>Order Date:</b>     | 8/15/2022 | <b>Order Status:</b>              | Entry NOT complete, Must Check Out |
| <b>Weight:</b>         | 164       | <b>Warehouse:</b>                 | West Broadway FFLC                 |
| <b>Total Cost:</b>     | \$0.00    | <b>Shipping Method:</b>           | PU                                 |
| <b>Payments:</b>       | \$0.00    | <b>Delivered/Picked Up:</b>       | 8/23/2022 3:00 PM                  |
| <b>Applied Grants:</b> | \$0.00    | <b>Picked Up By:</b>              |                                    |
| <b>Balance:</b>        | \$0.00    | <b>Delivery/Pick-up Location:</b> | No Del/PU Location                 |

**Order Notes:**      PU Order::

#### Products

| Product | Name                           | Type         | Category | Weight | Quantity | Total Cost |
|---------|--------------------------------|--------------|----------|--------|----------|------------|
| 53-1589 | Blankets/Emergency 8ct         | 01-Non-Foods | DONATED  | 81     | 3        | \$0.00     |
| 53-1180 | Cereal - 12 oz. box            | 05-Cereal    | DONATED  | 22     | 2        | \$0.00     |
| 53-1276 | Coffee & Tea                   | 03-Beverages | DONATED  | 30     | 30       | \$0.00     |
| 53-1036 | Household Items - non-chemical | 01-Non-Foods | DONATED  | 1      | 1        | \$0.00     |
| 53-1054 | Water                          | 03-Beverages | DONATED  | 30     | 30       | \$0.00     |

Since this particular order has not been submitted and has not been checked out, the order status is listed as “NOT complete.”

At this point, you are also able to print your order if you want a hard paper copy for your records. You can resume ordering on the food list by clicking on Order Entry.

# Allocations: For Food Pantries only

All of the USDA product available to your agency will now appear as a batch (a list) under the Allocations tab.

Logged as: 15-2384 | [My Agency](#) | [Logout](#) | [Help](#)

**FOOD**  
For Lane County

Home **Allocations** Orders Statistics Other Agency Info [Order Entry](#)

## Product Batches

Page size: 20

| Status | Batch        | Effective  | Expiration | Warehouse          | Type    |
|--------|--------------|------------|------------|--------------------|---------|
| Active | 14-USDA-2022 | 07/17/2022 | 08/28/2022 | West Broadway FFLC | Percent |
| Active | 16-USDA-2022 | 08/01/2022 | 09/11/2022 | West Broadway FFLC | Percent |
| Active | 17-USDA-2022 | 08/07/2022 | 09/25/2022 | West Broadway FFLC | Percent |

< Prev **1** Next > | Page 1 of 1

Batches listed include both expired and currently available lists.

Click the respective row to review the details of the batch.

FOOD For Lane County

Home Allocations Orders Statistics Other Agency Info Order Entry

Batch # 14-USDA-2022

Effective/Expire Date: 7/17/2022 - 8/28/2022  
 Comment: 8-18-22

| Product                                  | Storage Packing          | Nutrition          | Unit Weight | Purchase Cost | Service Fee/Lb | Available | Accept               | Return                   |
|--|--------------------------|--------------------|-------------|---------------|----------------|-----------|----------------------|--------------------------|
| 80080-Beans Pinto 2                      | DRY 12/2# bag            | 1-Choose Often     | 26          | \$0.00        | \$0.00         | 1         | <input type="text"/> | <input type="checkbox"/> |
| 80090-Beans Green 300                    | DRY 24/15 oz can         | 0-Not Yet Ranked   | 27          | \$0.00        | \$0.00         | 23        | <input type="text"/> | <input type="checkbox"/> |
| 80210-Beans, Great Northern Dry- 12/2 lb | DRY 12/2# bag            | 1-Choose Often     | 26          | \$0.00        | \$0.00         | 6         | <input type="text"/> | <input type="checkbox"/> |
| 80560-Beef Stew Chunkv                   | DRY 24/24 oz can/pouches | 2-Choose Sometimes | 43          | \$0.00        | \$0.00         | 8         | <input type="text"/> | <input type="checkbox"/> |

Instead of an Order #, you will see a Batch #. This will help differentiate between the food list products and USDA products.

Each batch lists USDA products line by line. For each product you have the ability to accept any amount you choose, not exceeding the amount made available to you. If you do not want some, or all of the product, you may select the "Return" box – which essentially means, "no thank you".

These batches will be available to you for a period of 8 weeks, until they expire. You can order partial quantities from the amount available to you, and the remaining amount, **if not returned**, will be held for you until the period expires.

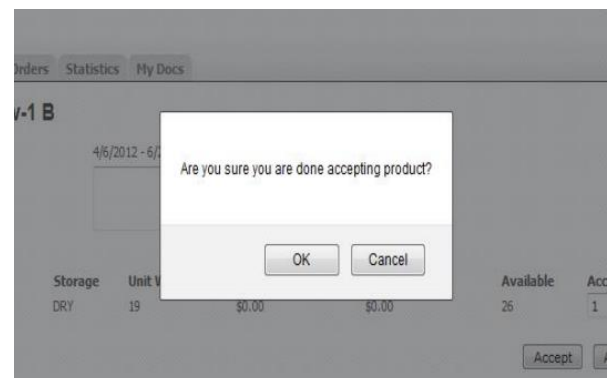
Once you are finished with either accepting or returning each of your USDA allocated products, you will need to choose one of the following options:

**Accept:** You will get what you have accepted and returned what you do not want. Returned items will not be made available again.

**Accept all:** Choose this to accept everything Listed.

**Reset:** to clear all the fields.

Once you have chosen one of these options you will see this screen. This is your last option to either continue accepting allocated product or to submit your order. Once you press OK, the batch will be sent for processing.



*Additional notes: Any categories that are over-limit will change to a rose color and must be changed before you can continue. After submitting your allocation, you can print a PDF summary of the batch once you log back in and go to allocations.*