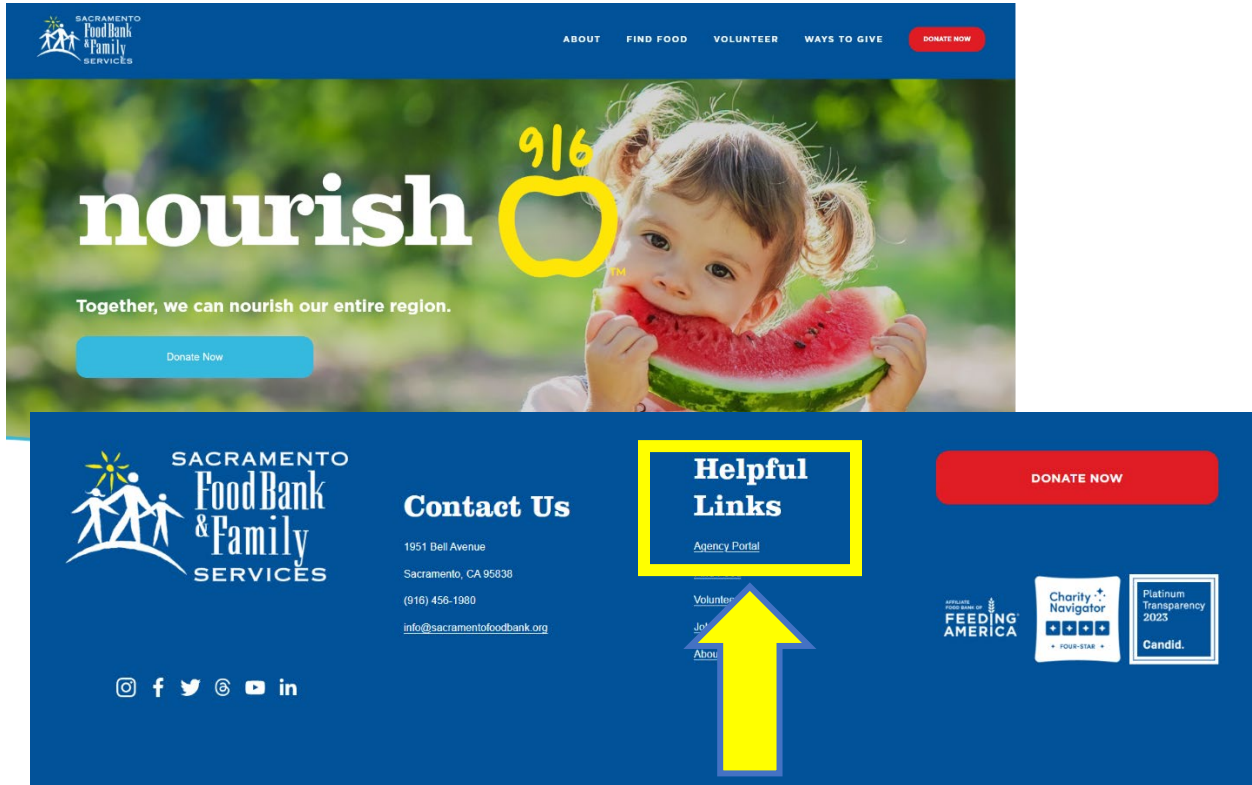


## **POL Ordering Instructional Guide**

**Step 1:** Go to the Sacramento Food Bank & Family Services website:  
[www.sacramentofoodbank.org](http://www.sacramentofoodbank.org)

**Step 2:** Scroll all the way down to the footer at the bottom of the home screen.

**Step 3:** Under the “Helpful Links” header, click “Agency Portal.”



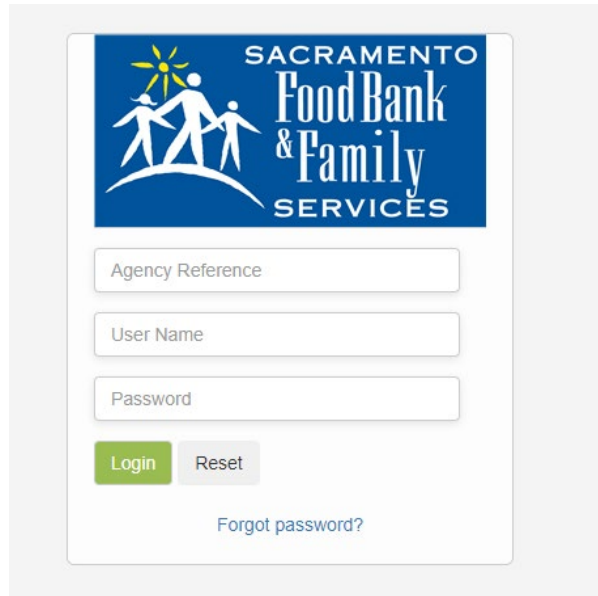
**Step 4:** When the Agency Portal page opens, click the “Agency Online Ordering & Reporting” button.



## **Agency Portal**

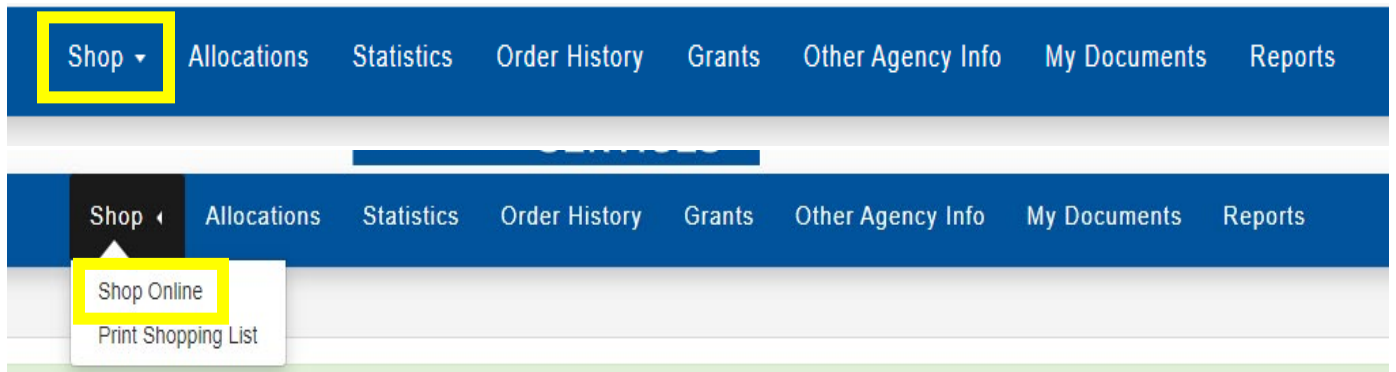


**Step 5:** A login page will open. Enter your Agency Reference Number, Username and Password. (This information will be given to you directly via email from PACE staff.)



The screenshot shows the login page for Sacramento Food Bank & Family Services. At the top is the organization's logo, which features a stylized sun and three figures holding hands. Below the logo are three input fields: "Agency Reference", "User Name", and "Password". There are two buttons: a green "Login" button and a grey "Reset" button. At the bottom of the form is a link that says "Forgot password?".

**Step 6:** Click on "Shop" in the blue strip at the top, hit the down tab and click on "Shop Online."



**Step 7:** You'll see a listing of current inventory. This gets updated on a weekly basis when new product gets delivered to us. *You'll enter how much of each product you want in the quantity. Then click on "Add to Cart." The blue button will change from "Add to Cart" to "Update Cart." Repeat this process for additional items.*

**\*Note:** Each agency has a limit for each item based on household count.

(TOMAT-P008) Diced Tomatoes (CalFoods)	
Class	
Category	3Purchased Product
Storage	Dry
Packaging	24/ 14.5 oz. Cans Per Case
Nutrition	
<a href="#">View Extended Details</a>	
<b>Price: \$0.00 / CASE</b>	
Qty	<input type="text"/>
<b>Limit - 30</b>	
<b>Add to Cart</b>	

(TOMAT-P008) Diced Tomatoes (CalFoods)	
Class	
Category	3Purchased Product
Storage	Dry
Packaging	24/ 14.5 oz. Cans Per Case
Nutrition	
<a href="#">View Extended Details</a>	
<b>Price: \$0.00 / CASE</b>	
Qty	<input type="text" value="2"/>
<b>Limit - 30</b>	
<b>Update Cart</b>	

**Step 8:** In the upper right corner, click on the total number of items to view cart.



**Step 9:** Review your cart to make sure everything you want is listed and the quantities of each item are correct. If so, click on “Proceed to Checkout.”



**Step 10:** Make sure your shipping method is correct and your pickup/delivery date and time corresponds to when you need it. (Deliveries are pre-approved only and reserved for larger agencies). Pickup dates can be scheduled for four business days after the order is placed. For example, an order placed on Monday will be ready no earlier than Friday.

Then, *after you have confirmed everything*, click “Submit Order.”

The image shows a form with several fields. On the left, there are two dropdown menus: "Shipping Method" with "Agency Pickup" selected, and "Pickup Warehouse" with "Sacramento Food Bank & Family Ser..." selected. In the center, there is a checkbox labeled "Is Delivery" which is unchecked, and a date/time picker labeled "Pickup Delivery Date" showing "01/25/2023 10:54 AM". On the right, there are two dropdown menus: "Agency Contact" with "Burpee, Timothy" selected, and "Agency Address" with "Mercy Housing - La Mancha - 7789 L..." selected. To the far right is a text area labeled "Delivery Pickup Notes". At the bottom left, there are two buttons: "Submit Order" (highlighted in yellow) and "Reset".

**Step 11:** You can view orders under the “Order History” tab and print a copy of your invoice if needed.

**Step 11:** Please pick up orders on the delivery date you chose during Warehouse Shopping hours (7:30 a.m. to 9:00 a.m.). If you need a pickup time outside of that window or if you are unable to pick up your order up on the date you selected, please contact PACE for approval in advance.