



RIVER BEND
FOOD BANK

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AMERICA

Online Ordering System Guide: Ordering Instructions, Profile Management, Statistics Entering

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WELCOME

Welcome to River Bend Food Bank's online ordering system!

This ordering system allows users to:

- view up-to-the-minute inventory lists
- place an order
- schedule a pick-up
- receive order confirmation
- submit monthly reports
- access agency invoices and statements

This handbook is designed as a step-by-step training tool to be used by both experienced and new users to the online ordering system. There are several key pieces of information needed every time a user logs into this system. We encourage you to write that information into this handbook and keep this in a safe and convenient location.

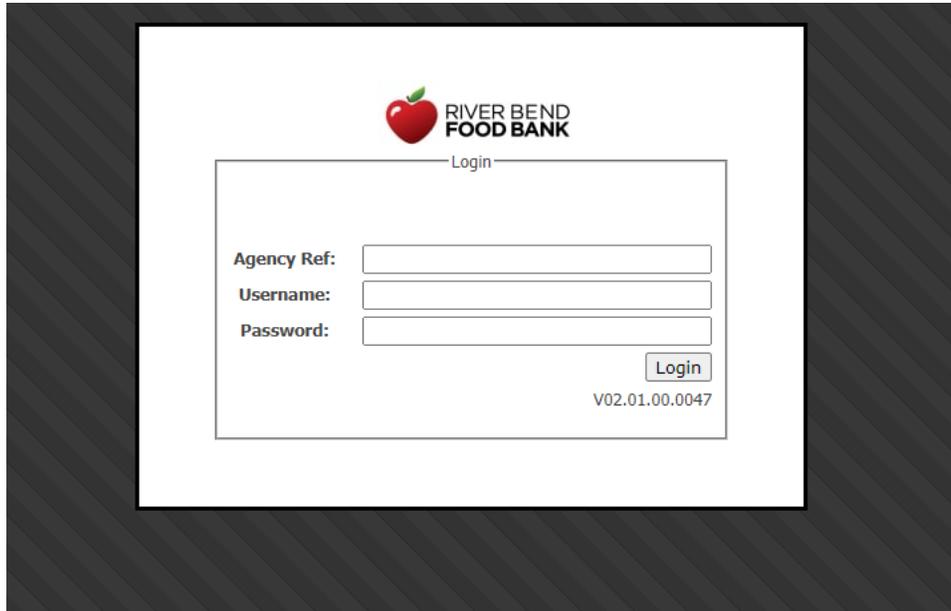
Online ordering log in information:

You will need this information every time you wish to log into the system:

- **Web Address:** <https://orders.riverbendfoodbank.org>
- **Agency Ref:** _____
- **Username:** _____
- **Password:** _____

GETTING STARTED – LOGGING IN

Go to riverbendfoodbank.org and click on **Agencies**. From there, select **Online Ordering-PWW** to take you to the login screen.



The login screen as it will appear after clicking the link

- Enter your **Agency Reference**, **Username** and **Password**. (Your **Agency Reference & Username** are the same (Hint: 5-digit agency number))
- **Agency Reference and Password** are attached on a separate document.
- Should you forget either your **Agency Reference Number** or **Password**, please contact the Agency Partnerships Department:
 - Danielle Tisor at Dtisor@RiverBendFoodBank.org
 - Kelli Hoag at KHoag@Riverbendfoodbank.org

Once logged in, you will see your agency home page. Please check the home page when you log on for messages and notices from River Bend Food Bank.

ORDER ENTRY

ALL ORDERS MUST BE PLACED ONLINE. THE FOOD BANK DOES NOT ACCEPT PHONE, FAX, OR MAIL ORDERS.

From this screen, start an online order by clicking **Order Entry**.



Schedule Pick Up

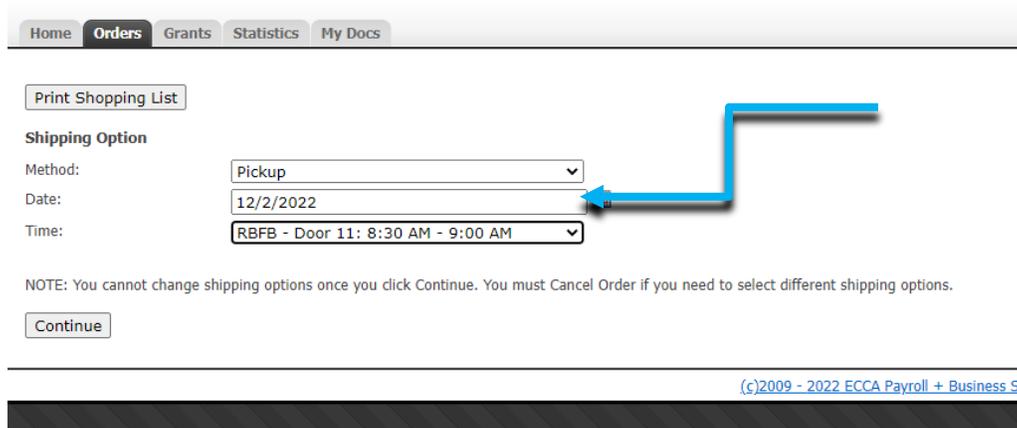
Step 1:

Choose your **Shipping Option Method**. Be sure to select the correct location (the Branch closest to you).

Step 2:

Choose your **Date**. The system will default to the first available pick-up date. To choose another day, click the calendar icon to view what is available and select your desired pick-up date.

Weekday holidays (Monday through Friday) will push the "Order Day" to the next Food Bank business day.

A screenshot of a web form titled 'Shipping Option'. The form has a navigation bar at the top with links for Home, Orders, Grants, Statistics, and My Docs. Below the navigation bar is a 'Print Shopping List' button. The 'Shipping Option' section contains three fields: 'Method' with a dropdown menu showing 'Pickup', 'Date' with a text input field showing '12/2/2022', and 'Time' with a dropdown menu showing 'RBFB - Door 11: 8:30 AM - 9:00 AM'. A blue arrow points from the right side of the page to the 'Date' field. Below the form is a 'Continue' button. At the bottom of the page, there is a footer with the text '(c)2009 - 2022 ECCA Payroll + Business S'.

If you choose a date **before** the earliest pick-up day provided in the matrix below, your order will not be available.

Order Day (by Noon)	Earliest Pick-up Day
Friday	Wednesday
Saturday/Sunday	Wednesday
Monday	Wednesday
Tuesday	Monday
Wednesday	Monday
Thursday	Monday

Step 3:

Use the drop-down arrow in **Time** to choose your pick-up time. Only available pick-up dates and time slots will appear as options. If a pick-up date or time is not showing up, that means that time is not available to schedule.

Once you click "Continue," no changes can be made. If you need to change or correct your pick-up date or time, please email orders@riverbendfoodbank.org

Step 4:

Click **Continue** to begin selecting your products.

Choosing Products

When viewing the shopping list, you may sort products in a variety of ways. Any column with a star can be sorted by double-clicking the column name or clicking the star to get a list of the categories. In the example below, **Type**. Use the **Search** box to find specific products, such as cereal, by typing the keyword in the **Search** box. When you are ready to place your order, simply enter the number of desired cases in the **Quantity (Qty)** box.

Home **Orders** Grants Statistics My Docs

You have 11 hours 59 minutes as of 11/29/2022 4:10:58 PM before your order is canceled. Cancel

Order Ref #

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	Grant	Available	Qty	Del
DNI102006	Assorted NonFood (order "1" gets you 10 lbs)St. St	Dry	DUBQ Whse Only	Not Rated	01 - Assorted Non-Foods *	Donated	\$0.00	CASE	0	No	5	<input type="text"/>	✗
DNI102007	Assorted Bevq (order "1" gets you 50 lbs)St. Steph	Dry	DUBQ Whse Only	Yellow - Choose Sometimes	03 - Beverages	Donated	\$0.00	CASE	0	No	5	<input type="text"/>	✗
DNI102022	Assorted Beverage (order "1" gets you 50 lbs)	Dry	FOR PICKUP AT DVPT WHSE ONLY	Yellow - Choose Sometimes	03 - Beverages	Donated	\$2.00	CASE	50	No	5	<input type="text"/>	✗
DNI102008	Assorted Bread (order "1" gets 1 10 lb) St. Steph	Dry	DUBQ Whse Only	Yellow - Choose Sometimes	04 - Bread & Bakery	Donated	\$0.00	CASE	0	No	5	<input type="text"/>	✗
DNI102009	Assorted Pastry - St. Stephen	Dry	10#	Red - Choose Rarely	04 - Bread & Bakery	Donated	\$0.00	CASE	0	No	5	<input type="text"/>	✗
DNI103402	Sandwich Dough, uncooked bulk	Frozen	21# Bulk	Red - Choose Rarely	04 - Bread & Bakery	Donated	\$3.78	CASE	21	No	70	<input type="text"/>	✗
DNI102992	Oatmeal	Dry	4/8.4 oz	Red - Choose Rarely	05 - Cereal	Donated	\$0.10	CASE	2.5	No	385	<input type="text"/>	✗
DNI103271	Cheese Sauce	Refrigerated	6/6# 10 oz	Yellow - Choose Sometimes	07 - Dairy	Donated	\$7.20	CASE	40	No	3	<input type="text"/>	✗
DNI102010	Assorted Dairy (order "1" gets 10 lbs.)St. Stephen	Refrigerated	DUBQ Whse Only	Yellow - Choose Sometimes	07 - Dairy	Donated	\$0.00	CASE	0	No	133	<input type="text"/>	✗

Viewing Product Details

Clicking on the "Ref" number in the first column of the shopping list will bring up the details of that product. You can see the cost, weight, and quantity included in an order of "1."

Product Details

DNI102022 - Assorted Beverage (order "1" gets you 50 lbs)

Category:	Donated	Storage:	Dry
Second Harvest Type:	e Retail-Wholesale	Packaging:	FOR PICKUP AT DVPT WHSE ONLY
On Hand:	5	Unit Weight:	50
Unit Measure:	CASE	TI:	9999 HI: 9999
Price Per:	\$2.00		
Description:	Assorted Beverage (order "1" gets you 50 lbs)		

[Close](#)

Viewing Cart Information

As you select and add items to your "cart," the total weight and total cost adjusts to give you a snapshot of your order details. You can view your cart using the **View Cart** button.

Home Orders Statistics My Docs Order Entry

Order Ref # 1013099 Cancel Order Print Shopping List Print Cart View Cart

Item Count: 1 Total Weight: 39 Purchase Cost: \$0.00 Service Fees: \$7.02 Total Cost: \$7.02

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

This screen also has an option available to print the entire inventory by clicking **Print Shopping List**. **NOTE:** The shopping list is tied to our inventory and updates with each order submitted. A printed copy will only be accurate only until the next order is submitted by an agency.

Order Entry Errors

Home Orders Statistics My Docs Order Entry

You have 11 hours 54 minutes as of 3/26/2017 8:25:00 AM before your order is canceled.

Order Ref # 1013102 Cancel Order Print Shopping List Print Cart View Cart

Item Count: 0 Total Weight: 0 Purchase Cost: \$0.00 Service Fees: \$0.00 Total Cost: \$0.00

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

Ref	Product	Storage	Packing	Type	Category	Price	Unit	Weight	Available	Qty	Del
DN100005	Assorted Cereals	Dry	13lb box	05 - Cereal	Donated	\$2.34	CASE	13	48	<input type="text"/>	×
DN100006	Assorted Entrees	Dry	35lb box	06 - Complete Meals/Entrees, Soups	Donated	\$6.30	CASE	35	6	7	×
DN100016	Mixed and Assorted Food Box	Dry	25lb box	16 - Mixed & Assorted Food	Donated	\$4.50	CASE	25	12	<input type="text"/>	×
DN100021	Assorted Pasta	Dry	15lb box	21 - Pasta	Donated	\$2.70	CASE	15	3	<input type="text"/>	×

- Selecting a quantity for an item that is higher than the available amount will cause the **Qty** box to turn **pink**. If the error is not corrected, an error message will appear when you try to move to the next step or view your cart. You will not be able to continue until the correction is made.
- Moving too quickly between items and not hitting "ENTER" when ordering quantities will result in the items not being placed in your cart. Be sure the quantity you want to order shows up in the **Qty** column before moving to the next item.
- The shopping cart **empties out 12 hours after an order has been started if it has not been submitted.** You may continue to add product and delete product from the cart within 12 hours of starting the order.

Finalizing Your Order

Step 1:

- Click **View Cart**. Enter **your name, telephone number and email address, NOT the agency information** (*Note: if you incorrectly enter the email address, no confirmation will be sent*).
- Add any instructions specific to your order in the **Comments** field. If you find you need to add to this order **BEFORE** submitting, click **Shopping List** to return to your order detail.

Step 2:

When you are satisfied with your final order, click **Checkout** to submit.

You must click Checkout, or your order will NOT be submitted

Order Ref #1130504

You have 11 hours 50 minutes as of 11/29/2023 4:22:08 PM before your order is canceled.

Contact Information

Name: Danielle Tisor
Phone Number: 563 345 6490
E-mail Address: dtisor@riverbendfoodbank.org
Comment: Please add ground beef

Shipping/Delivery

Method: Pickup
Location: RFB - Door 11
Date: 12/2/2023
Time: 8:30 AM
Order Status: Entry NOT complete, Must Check Out

Item Count: 2 Total Weight: 0 Purchase Cost: \$0.00 Service Fees: \$0.00 Total Cost: \$0.00
Grants Applied: \$0.00 Payments: \$0.00 Balance: \$0.00

Ref	Product	Storage	Type	Weight	Category	Price	Unit Measure	Available	Qty	Del
0110205	Assorted NonFood (order "1" gets you 10 lbs)St	Dry	01 - Assorted Non-Foods	0	Donated Products	\$0.00	CASE	4	1	X
0110202	Assorted Bev (order "1" gets you 50 lbs)St	Dry	03 - Beverages	0	Donated Products	\$0.00	CASE	4	1	X

Shopping List Checkout

Shopping List Checkout

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After clicking **Checkout**, this message will appear:

Home Orders Statistics My Docs Order Entry

Order Ref #1013102

Thank-you! Your order was successfully submitted.

Click [here](#) for a PDF summary of your order.

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If you do not receive this message, your order has **NOT** been submitted to River Bend Food Bank for review.

Once your order has been reviewed by River Bend Food Bank, you'll receive an email confirmation to the email address you entered during the ordering process. The confirmation message will include your scheduled pick-up date and time.

Warning: If you do not receive an email message, please review the steps and email orders@riverbendfoodbank.org to be sure your order has been submitted.

ACCESSING PREVIOUS ORDERS

Reviewing Previous Orders

- Click **Orders** tab at the top of the page to show all orders that have been placed.
- In the **Reviewed** column, a **“Yes”** indicates that your order has been received and reviewed by the River Bend Food Bank. A **“No”** means your order has not yet been reviewed.

Home **Orders** Statistics My Docs Order Entry

Orders

Search: Page size: 20

Order	Status	Entered	Del/Pickup	Method	Reviewed?	Released	Picked	Confirmed?	Location
1013102	Open	03/26/2017	03/29/2017	Pickup	No			No	RFBF - Door 10
1012342	Closed	03/07/2017	03/07/2017	Agency Pickup	Yes	03/07/2017	03/07/2017	Yes	No Del/PU Location
1000001	Closed	05/02/2016	05/02/2016	**NONE**	Yes	05/02/2016	05/02/2016	Yes	No Del/PU Location

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Printing a Previous Order

- From the **Orders** tab, clicking on any order number will bring up a summary screen. On this page you can review details of your order or print a copy of your order if needed.

Home **Orders** Statistics My Docs Order Entry

Order #1012342

Order Date: 3/7/2017	Order Status: Confirmed 3/7/2017
Weight: 36	Warehouse: River Bend Foodbank
Total Cost: \$0.00	Shipping Method: Agency Pickup
Payments: \$0.00	Delivered/Picked Up: 3/7/2017 12:00 AM
Applied Grants: \$0.00	Picked Up By: mboland
Balance: \$0.00	Delivery/Pick-up Location: No Del/PU Location

Order Notes:

Products

Product	Name	Type	Category	Weight	Quantity	Total Cost
DN100717	Tissue Puffs	20 - Paper Products-Personal *	Donated	36	2	\$0.00

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ENTERING MONTHLY AGENCY STATISTICS

All monthly agency reports must be submitted through the online ordering system. Partner agency contracts require that agency reports be up to date every month. **If your agency is missing reports, you will not be allowed to place an order.**

Entering Monthly Statistics

Step 1:

- From the **Statistics** tab in the online ordering system, click **Enter Statistics**.

Home Orders **Statistics** My Docs Order Entry

Statistics

Page size: 20

Stat Date	Comment
03/31/2017	Submitted by Agency via Primarius Web Window at 3/26/2017 8:51 AM
02/28/2017	Submitted by Agency via Primarius Web Window at 3/26/2017 8:52 AM
01/31/2017	Submitted by Agency via Primarius Web Window at 2/27/2017 2:01 PM
12/31/2016	Submitted by Agency via Primarius Web Window at 3/26/2017 8:52 AM
11/30/2016	Submitted by Agency via Primarius Web Window at 12/8/2016 11:04 AM
04/30/2016	Submitted by Agency via Primarius Web Window at 5/18/2016 8:21 PM
12/31/2015	Submitted by Agency via Primarius Web Window at 6/29/2016 9:17 AM

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Enter Statistics

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Step 2:

- Click on the **month** and **year** for which you are reporting. For example, to report October statistics for 2016, you would select October and 2016 from the respective drop-down menus next to "Effective Date."

Home Orders **Statistics** My Docs Order Entry

Enter Statistics

Effective Date: Month: **October** Year: **2016**

Comments:

Category	Quantity	Comment
1a. Total number of Visits to your agency (1 household visiting twice would count as 2)	0	
1b. Total number of People in the households per each visit (1 household with 3 people visiting twice would count as 6)	0	
2. Number of Unduplicated Households served (1 household visiting twice would count as 1)		
3. Total number of Individuals in those Unduplicated Households (1 household with 3 people visiting twice would count as 3)		
3a. Number of Children 0-18 (if known)		
3b. Number of Adults 19-64 (if known)		
3c. Number of Seniors 65+ (if known)		
4. Total number of Meals Served (for Meal Sites and Shelters only)	0	
5. Number of Households Served who receive SNAP benefits (food stamps)		
We would appreciate a story about a person who has been helped in the Comments box above. (Enter the number of stories provided under "Quantity")		

Submit Statistics

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Step 3:

Report the data that applies to your agency:

Meal Sites are meals served and consumed onsite at a soup kitchen, shelter, residential facility, day care, senior meal site, rehabilitation center, camp, etc. Meal Sites are required to complete the data for line 4 - "**Total number of Meals served.**"

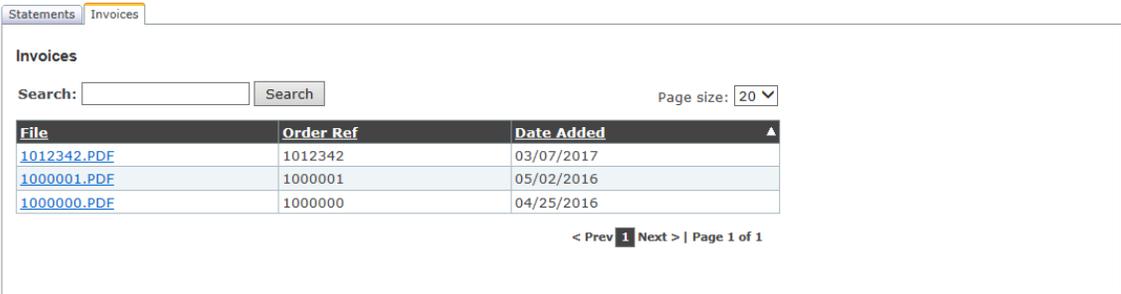
Food pantries are required to report the number of pantry households and pantry individuals served for the month – lines 1 (a & b), 2 (a & b), 3 (a, b, & c), and 5. Enter the values for each line under **Quantity**. It is not necessary for pantries to complete line 4 (this applies to Meal Sites only).

Step 4:

Click **Submit Statistics** when your monthly entry is complete. If any statistics have been entered incorrectly, you will need to email Danielle Tisor at DTisor@riverbendfoodbank.org or Kelli Hoag at KHoag@riverbendfoodbank.org to correct or change them.

ACCESSING AGENCY DOCUMENTS/INFO

The **My Docs** tab has 2 sub-tabs. One contains your monthly statements; the other, invoices.



The screenshot shows a web interface with two tabs: "Statements" and "Invoices". The "Invoices" tab is active. Below the tabs, there is a search bar with a "Search" button and a "Page size" dropdown menu set to "20". A table displays the following data:

File	Order Ref	Date Added
1012342.PDF	1012342	03/07/2017
1000001.PDF	1000001	05/02/2016
1000000.PDF	1000000	04/25/2016

At the bottom of the table, there is a pagination control: "< Prev 1 Next > | Page 1 of 1".

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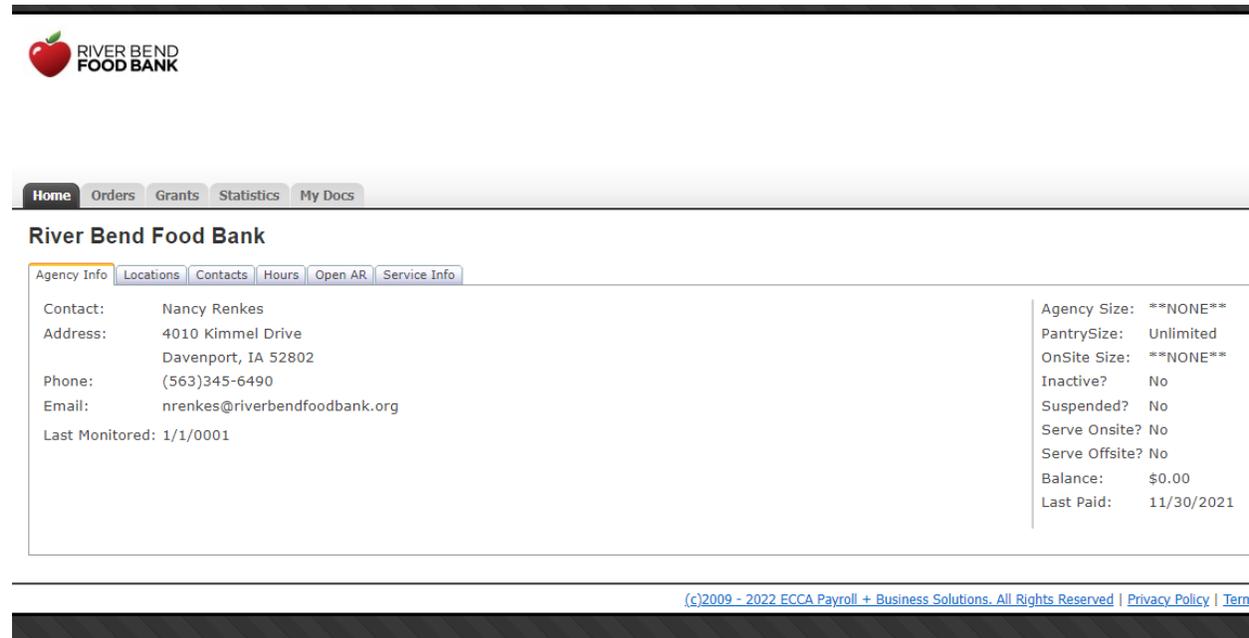
Accessing Documents

Double clicking any invoice listed will bring up a copy that can be viewed or printed. Invoices are available back to the year the account was created.

Accessing Agency Information

From the main **Home** page, you are able to access information specific to your agency by clicking on **My Agency**. (See screenshots below for examples of how information is displayed on some of the tabs)

Note: the information in these tabs cannot be changed online. The information is imported from the master agency file. If any information on these tabs needs to be corrected or changed, please contact Danielle Tisor at DTisor@riverbendfoodbank.org or Kelli Hoag at KHoag@riverbendfoodbank.org.



The screenshot shows the River Bend Food Bank logo at the top left. Below it is a navigation bar with tabs: Home, Orders, Grants, Statistics, and My Docs. The main content area is titled "River Bend Food Bank" and has sub-tabs: Agency Info, Locations, Contacts, Hours, Open AR, and Service Info. The "Agency Info" tab is active, displaying the following information:

Contact:	Nancy Renkes	Agency Size:	**NONE**
Address:	4010 Kimmel Drive Davenport, IA 52802	PantrySize:	Unlimited
Phone:	(563)345-6490	OnSite Size:	**NONE**
Email:	nrenkes@riverbendfoodbank.org	Inactive?	No
Last Monitored:	1/1/0001	Suspended?	No
		Serve Onsite?	No
		Serve Offsite?	No
		Balance:	\$0.00
		Last Paid:	11/30/2021

At the bottom right of the page, there is a footer: (c)2009 - 2022 ECCA Payroll + Business Solutions. All Rights Reserved | [Privacy Policy](#) | [Term](#)

Agency Info tab:

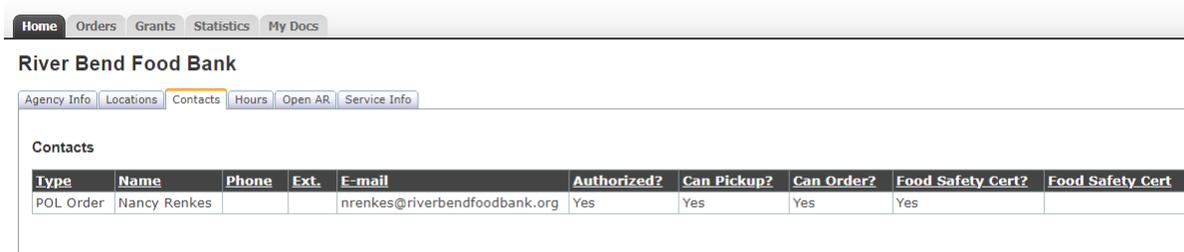
Displays general information regarding your agency, including your balance and the last paid date.

Locations tab:

Displays all the locations currently associated with your organization and their type.

Contacts tab:

Displays all the agency contacts on record and their permissions/access to the system.



The screenshot shows the River Bend Food Bank logo and navigation bar. The "Contacts" tab is active, displaying a table of agency contacts:

Type	Name	Phone	Ext.	E-mail	Authorized?	Can Pickup?	Can Order?	Food Safety Cert?	Food Safety Cert
POL Order	Nancy Renkes			nrenkes@riverbendfoodbank.org	Yes	Yes	Yes	Yes	

Hours tab:

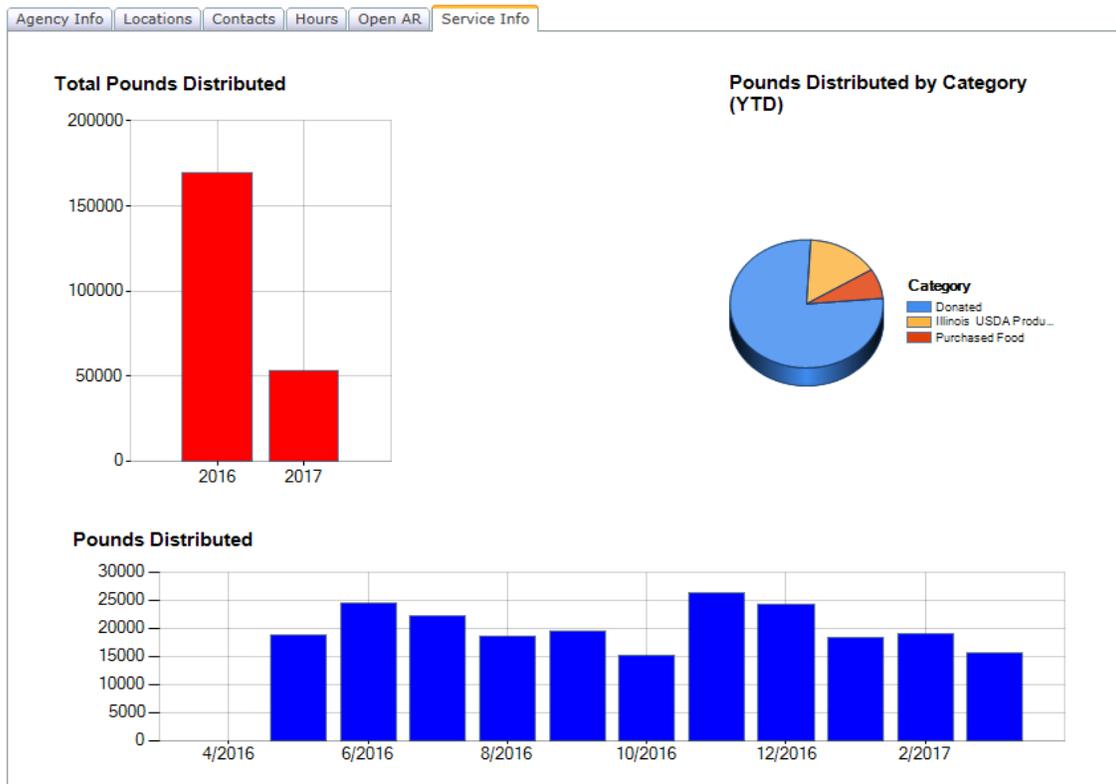
Displays the hours River Bend Food Bank has on file for your agency and its locations.

Open AR (Accounts Receivable) tab:

Displays any orders with a balance greater than or less than \$0. To view the details of an order, click the respective row.

Service Info tab:

Displays your agency's statistics in charts. The charts display information based on categories of the food ordered as well as the monthly statistics submitted.



This tab can provide a great snapshot of your agency's statistics with easy-to-read graphs. Use as a tool for reporting to your board, organization members, or donors.

TEFAP PARTNER AGENCIES

Partner Agencies who participate in TEFAP (The Emergency Food Assistance Program) are eligible to receive delivery of a TEFAP product order once per month. IL and IA TEFAP are commodities allocated to counties at the federal level and provided to River Bend Food Bank by the respective state.

Viewing TEFAP Orders Online

- TEFAP commodities orders are available to view through the online ordering system after the **25th** of each month. If the 25th falls on a weekend, the orders will be available to view by the following Monday.
- If you review your orders and see an order you did not place, it is likely your monthly TEFAP order.
- If commodities shipments are delayed, when TEFAP product(s) become available we may add them to your order. Depending on timing, these additional products may not appear in the details of the online ordering system.

Step 1:

- Log in, then click on the "**Orders**" tab in the upper left corner.
- Look for an "open" order and click on the number.

Home **Orders** Statistics My Docs Order Entry

Orders

Search: Page size: 20

Order	Status	Entered	Del/Pickup	Method	Reviewed?	Released	Picked	Confirmed?	Location
1013102	Open	03/26/2017	03/29/2017	Pickup	Yes			No	RBFB - Door 10
1012342	Closed	03/07/2017	03/07/2017	Agency Pickup	Yes	03/07/2017	03/07/2017	Yes	No Del/PU Location
1000001	Closed	05/02/2016	05/02/2016	***NONE**	Yes	05/02/2016	05/02/2016	Yes	No Del/PU Location

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Step 2:

- Clicking on an "open" order will bring up the details of that order, where you will be able to see the items allocated and the delivery date and time. NOTE: these items are pre-set and cannot be changed.

Home **Orders** Statistics My Docs Order Entry

Order #1013113

Order Date: 3/27/2017
 Weight: 1808
 Total Cost: \$0.00
 Payments: \$0.00
 Applied Grants: \$0.00
 Balance: \$0.00

Order Notes:

Order Status: Waiting to be Released
 Warehouse: River Bend Foodbank
 Shipping Method: Delivery
 Delivered/Picked Up: 4/5/2017 9:15 AM
 Picked Up By:
 Delivery/Pick-up Location: Delivery

Products

Product	Name	Type	Category	Weight	Quantity	Total Cost
IL100777	Beans Blackeye	23 - Protein (non-meat)	Illinois USDA Product	140	5	\$0.00
IL100776	Carberry Juice Concentrate	14 - Juices	Illinois USDA Product	372	31	\$0.00
IL100184	Chicken Quarters	15 - Meats/Fish/Poultry	Illinois USDA Product	160	4	\$0.00
IL100629	Orange Juice	14 - Juices	Illinois USDA Product	288	9	\$0.00
IL100457	Potatoes Fresh	28 - Produce	Illinois USDA Product	350	7	\$0.00
IL100759	TANIF Chicken Noodle Soup	06 - Complete Meals/Entrees, Soups	Illinois TANIF Product	192	16	\$0.00
IL100760	TANIF Spaghetti & Meatballs	06 - Complete Meals/Entrees, Soups	Illinois TANIF Product	252	9	\$0.00
IL100763	Tuna	15 - Meats/Fish/Poultry	Illinois USDA Product	54	3	\$0.00

Delivery of Orders

Delivery of orders is currently only available to TEFAP-participating agencies. Deliveries are scheduled by the Operations department for once per month. You can see your delivery date and details of TEFAP orders by following the steps above. TEFAP orders are delivered on the same day and time every month.

TROUBLESHOOTING/QUESTIONS

Errors or Issues with Orders

Orders are reviewed, processed, picked, and prepared by the Operations department. For questions about placing an order, or for issues with existing orders, please contact: Orders@riverbendfoodbank.org

Agency Profile/Info Changes

To correct or change any information in an agency profile, please contact the Agency Partnerships Department.

Agency Partnerships Coordinators:

Danielle Tisor DTisor@riverbendfoodbank.org | 563-345-6490, ext. 2050

Kelli Hoag KHoag@riverbendfoodbank.org | 563-345-6490, ext. 2080