



**RIVER BEND  
FOOD BANK**

MEMBER OF  
**FEEDING<sup>®</sup>  
AMERICA**



**ST. STEPHEN'S**

A Branch of River Bend Food Bank



**RIVER BEND  
FOOD BANK**

Galesburg Branch

# **Ordering and Entering Statistics Handbook 2022**

Welcome to River Bend Foodbank'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.

**Agency 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](http://riverbendfoodbank.org) and click on **Agency Zone**. From there, select **Online Ordering** to take you to the login screen.



**RIVER BEND  
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Login

Agency Ref:

Username:

Password:

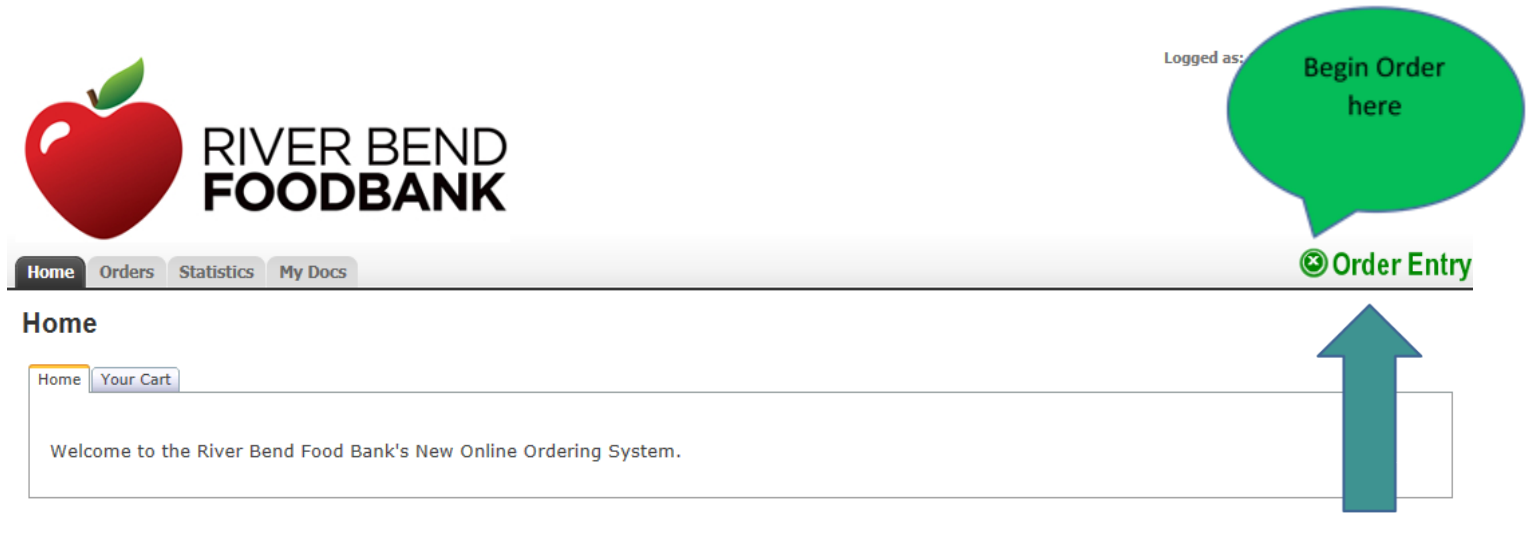
Login

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The login screen as it will appear after clicking the link. Enter your **Agency Reference, Username** and **Password**. Your **Agency Ref, Username** are the same (Hint: 5-digit agency number) and **Password** are attached on a separate document. Should you forget either your **Agency Reference Number, Username** or **Password**, please contact the Agency Partnerships Department – Danielle Tisor at [Dtisor@RiverBendFoodBank.org](mailto:Dtisor@RiverBendFoodBank.org) or Kelli Hoag at [KHoag@Riverbendfoodbank.org](mailto:KHoag@Riverbendfoodbank.org)

# ORDER ENTRY

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



The screenshot shows the River Bend Foodbank website. At the top left is the logo, which consists of a red apple with a green leaf next to the text "RIVER BEND FOODBANK". Below the logo is a navigation bar with buttons for "Home", "Orders", "Statistics", and "My Docs". On the right side of the page, there is a "Logged as:" label and a green speech bubble containing the text "Begin Order here". Below the speech bubble is a green button with a circular icon and the text "Order Entry". A large blue arrow points upwards from the bottom of the page towards the "Order Entry" button. The main content area has a "Home" heading and a sub-header with "Home" and "Your Cart" tabs. Below the tabs, it says "Welcome to the River Bend Food Bank's New Online Ordering System."

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You will now be logged into your agency home page. Please check the home page when you log on for messages from River Bend Foodbank. From this screen, place an order by clicking **Order Entry**.

# SCHEDULING PICK-UP

## River Bend Foodbank

Choose your **Shipping Option Method**. If you are picking up your order, choose your pick-up Location. 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.


Logged as: 10001 | [My Agency](#) | [Logout](#) | [Help](#)



**RIVER BEND  
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[Home](#) **[Orders](#)** [Statistics](#) [My Docs](#) [Order Entry](#)

[Print Shopping List](#)

**Shipping Option**  
Method:   
Date:    
Time:

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

[Continue](#)

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After the date has been selected you will 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 your date and time have been selected and you have moved off of this page, no changes can be made. If you need to change or correct your pick-up date or time, please email [orders@riverbendfoodbank.org](mailto:orders@riverbendfoodbank.org)

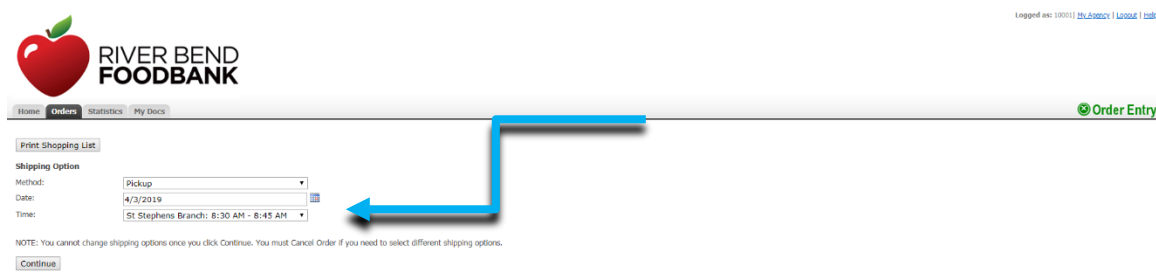
After you have scheduled your pick-up appointment, click **Continue** to begin selecting your products. **Note:** We are now honoring the pick -up time selected therefore please be prompt.

Choose Pickup as the **Shipping Option Method**. Your pick-up warehouse will **always** be **the hub you are assigned to in our system**. The system will default to the first available pick-up date, which represents the date the order is available in location.

To pick-up your order at River Bend Food Bank, St Stephens, or Galesburg location. The time as the <b>Shipping Option Time</b> . Utilize this matrix to determine the first date you can <b>pick-up</b> your order at St. Stephens:	
<b>Order Day (by Noon)</b>	<b>Earliest Pick-up Day</b>
Friday	Wednesday
Saturday/Sunday	Wednesday
Monday	Wednesday
Tuesday	Monday
Wednesday	Monday
Thursday	Monday

Weekday holidays (Monday through Friday) will push the “Order Day” to the next foodbank business day.

Click the calendar icon to select an available pick-up date. Only available pick-up dates and time slots will appear as shipping options. If a pick-up date or time is not shown, then that date/time is not available to schedule. If you choose a date and time **before** the earliest pick-up day provided in the matrix, your order will not be available.



Logged in: 100111 | [My Account](#) | [Logout](#) | [Help](#)

**RIVER BEND  
FOODBANK**

Home | **Orders** | Statistics | My Docs | [Order Entry](#)

[Print Shopping List](#)

Shipping Option

Method:

Date:

Time:


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

[Continue](#)

Once your date and time have been selected and you have moved off this page, no changes can be made. If you need to change or correct your pick-up date or time, please email [orders@riverbendfoodbank.org](mailto:orders@riverbendfoodbank.org) to have a correction made. After you have scheduled your pick-up appointment, click **Continue** to begin selecting your products. **Note:** We are now honoring the time selected therefore please try to be prompt.

# Orders

Logged as: 10001 | [My Agency](#) | [Logout](#) | [Help](#)



Home **Orders** Statistics 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	★ 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	<input type="text"/>	✗
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"/>	✗
DN100023	Assorted Non Meat Protein	Dry	40lb box	23 - Protein (non-meat)	Donated	\$7.20	CASE	40	6	<input type="text"/>	✗
DN100025	Assorted Snacks	Dry	14lb box	25 - Snack Foods/Cookies	Donated	\$2.52	CASE	14	14	<input type="text"/>	✗
DN100027	Assorted Canned Vegetables	Dry	40lb box	27 - Vegetables (Canned/Frozen)	Donated	\$7.20	CASE	40	12	<input type="text"/>	✗
DN100034	Assorted Frozen Foods	Frozen	30lb box	16 - Mixed & Assorted Food	Donated	\$5.40	CASE	30	8	<input type="text"/>	✗
DN100237	Crushed Tomatoes	Dry	6/6lb	27 - Vegetables (Canned/Frozen)	Donated	\$6.48	CASE	36	59	<input type="text"/>	✗
DN100255	Fruit Roll Up	Dry	4/11.7oz	25 - Snack Foods/Cookies	Donated	\$0.90	CASE	5	16	<input type="text"/>	✗
DN100256	Fruit Snack	Dry	10/8oz	25 - Snack Foods/Cookies	Donated	\$1.44	CASE	8	16	<input type="text"/>	✗
DN100288	Peanut Butter	Dry	6/5lb	23 - Protein (non-meat)	Donated	\$5.40	CASE	30	1	<input type="text"/>	✗
DN100289	Peanut Butter Bulk	Dry	50lb	23 - Protein (non-meat)	Donated	\$9.00	CASE	50	72	<input type="text"/>	✗
DN100317	Tortilla Chips	Dry	12/11oz	25 - Snack Foods/Cookies	Donated	\$1.44	CASE	8	22	<input type="text"/>	✗
DN100318	Tortilla Chips	Dry	12/5.5oz	25 - Snack Foods/Cookies	Donated	\$1.08	CASE	6	20	<input type="text"/>	✗
DN100382	Magic Shell Ice Cream Topping	Dry	12/7.5oz	26 - Spices/Condiments, Sauces	Donated	\$1.26	CASE	7	40	<input type="text"/>	✗
DN100399	Diced Tomatoes Spicy Red	Dry	12/15oz	27 - Vegetables (Canned/Frozen)	Donated	\$2.52	CASE	14	40	<input type="text"/>	✗

A variety of sort options are available when viewing the shopping list. 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 this example, **Type**. The **Search** box can be used to find specific products, such as cereal, in inventory by typing “cereal” in the **Search** box. When you are ready to place your order, simply enter the number of desired cases in the **Quantity (Qty)** box.

As you enter items the total weight and total cost adjusts, giving you an instant snapshot of how much your order is. 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  Column Sorting: Multi Page size: 20

This screen has an option available to print the entire inventory by clicking **Print Shopping List**. Since the shopping list is tied to our inventory that updates with each order submitted it will be accurate only until the next order is submitted by an agency.

Additional product detail information can be found for an inventory item by clicking on the reference number (REF).



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[Home](#) [Orders](#) [Statistics](#) [My Docs](#)

[Order Entry](#)

You have 12 hours as of 3/26/2017 8:19:43 AM before your order is canceled.

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

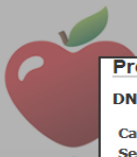
[Search](#)

Column Sorting: [Multi](#)

Page size: 20

Ref	Product	★ Storage	Packing	★ Type	★ Category	Price	Unit	Weight	Available	Qty	Del
<a href="#">DN100005</a>	Assorted Cereals	Dry	13lb box	05 - Cereal	Donated	\$2.34	CASE	13	48	<input type="text"/>	✗
<a href="#">DN100006</a>	Assorted Entrees	Dry	35lb box	06 - Complete Meals/Entrees, Soups	Donated	\$6.30	CASE	35	6	<input type="text"/>	✗
<a href="#">DN100016</a>	Mixed and Assorted Food Box	Dry	25lb box	16 - Mixed & Assorted Food	Donated	\$4.50	CASE	25	12	<input type="text"/>	✗
<a href="#">DN100021</a>	Assorted Pasta	Dry	15lb box	21 - Pasta	Donated	\$2.70	CASE	15	3	<input type="text"/>	✗
<a href="#">DN100023</a>	Assorted Non Meat Protein	Dry	40lb box	23 - Protein (non-meat)	Donated	\$7.20	CASE	40	6	<input type="text"/>	✗
<a href="#">DN100025</a>	Assorted Snacks	Dry	14lb box	25 - Snack Foods/Cookies	Donated	\$2.52	CASE	14	14	<input type="text"/>	✗
<a href="#">DN100027</a>	Assorted Canned Vegetables	Dry	40lb box	27 - Vegetables (Canned/Frozen)	Donated	\$7.20	CASE	40	12	<input type="text"/>	✗
<a href="#">DN100034</a>	Assorted Frozen Foods	Frozen	30lb box	16 - Mixed & Assorted Food	Donated	\$5.40	CASE	30	8	<input type="text"/>	✗

Logged as: 10001 | [My Agency](#) | [Logout](#) | [Help](#)



### Product Details

#### DN100006 - Assorted Entrees

Category: Donated  
Second Harvest Type: e Retail-Wholesale  
On Hand: 6  
Unit Measure: CASE  
Price Per: \$6.30  
Description: Complete meals, entrees, and soups

Storage: Dry  
Packaging: 35lb box  
Unit Weight: 35  
Qty Per Pallet: 0


[Close](#)

Click **Close** when you are finished.



## ORDER ENTRY ERRORS

Logged as: 10001 | [My Agency](#) | [Logout](#) | [Help](#)



# RIVER BEND FOODBANK

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[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 

Column Sorting: [Multi](#) | Page size: [20](#)

Ref	Product	★ Storage	Packing	★ Type	★ Category	Price	Unit	Weight	Available	Qty	Del
<a href="#">DN100005</a>	Assorted Cereals	Dry	13lb box	05 - Cereal	Donated	\$2.34	CASE	13	48	<input type="text"/>	✗
<a href="#">DN100006</a>	Assorted Entrees	Dry	35lb box	06 - Complete Meals/Entrees, Soups	Donated	\$6.20	CASE	25	6	7	✗
<a href="#">DN100016</a>	Mixed and Assorted Food Box	Dry	25lb box	16 - Mixed & Assorted Food	Donated	\$4.50	CASE	25	12	<input type="text"/>	✗
<a href="#">DN100021</a>	Assorted Pasta	Dry	15lb box	21 - Pasta	Donated	\$2.70	CASE	15	3	<input type="text"/>	✗

This example shows a quantity placed that exceeded the available amount. There were only 6 available and when 7 was entered the box became **pink** indicating an error. If the error is not corrected, this message will appear when an attempt is made to move to another page 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. You must be sure the quantity ordered shows up in the **Qty** column before moving to the next item.


**Please remember 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

To finalize your order, click **View Cart**. On this page you will be required to enter **your name**, **telephone number** and **email address** (*Note: if you incorrectly enter the email address no confirmation will be sent*), **NOT the agency information**. 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. When you are satisfied with your final order, click **Checkout** to submit.

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

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# RIVER BEND FOODBANK

Home **Orders** Statistics My Docs Order Entry

**Order Ref #1013102** You have 11 hours 51 minutes as of 3/26/2017 8:33:16 AM before your order is canceled.

Contact Information		Shipping/Delivery	
Name:	Bob Evans	Method:	Pickup
Phone Number:	317 674 5892	Location:	RBFB - Door 10
E-mail Address:	bevans@riverbendfoodb	Date:	3/29/2017
Comment:	Please add ground beef if it is back in	Time:	8:00 AM
		Order Status:	Entry NOT complete, Must Check Out

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

Item Count: 3      Total Weight: 267      Purchase Cost: \$0.00      Service Fees: \$48.06      Total Cost: \$48.06


Ref	Product	Storage	Type	Weight	Category	Price	Unit Measure	Available	Qty	Del
<a href="#">DN100005</a>	Assorted Cereals	Dry	05 - Cereal	13	Donated Products	\$2.34	CASE	45	<input type="text" value="3"/>	✗
<a href="#">DN100023</a>	Assorted Non Meat Protein	Dry	23 - Protein (non-meat)	40	Donated Products	\$7.20	CASE	3	<input type="text" value="3"/>	✗
<a href="#">DN100237</a>	Crushed Tomatoes	Dry	27 - Vegetables (Canned/Frozen)	36	Donated Products	\$6.48	CASE	56	<input type="text" value="3"/>	✗

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

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

If you do not receive this message, your order has **NOT** been submitted to River Bend Foodbank for review. Be certain that you click **Checkout**.

Logged as: 10001 | [My Agency](#) | [Logout](#) | [Help](#)



# RIVER BEND FOODBANK

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 click [here](#) a PDF will be downloaded. Click to open for review or printing



Order# 1013102

Agency: 10001 - River Bend Foodbank  
Order Status: Waiting to be Reviewed  
Order Placed: 3/26/2017  
Warehouse: River Bend Foodbank  
Shipping Method: Pickup  
Delivered/Picked Up: 3/29/2017 At 8:00 AM  
Deliver/Pick Up Location: RBFB - Door 10


Product Ref	Product	Type	Category	Quantity	Weight	Unit Measure	Total Cost
DN100005	Assorted Cereals	05 - Cereal	Donated	3	39	CASE	\$7.02
DN100023	Assorted Non Meat Protein	23 - Protein (non-meat)	Donated	3	120	CASE	\$21.60
DN100237	Crushed Tomatoes	27 - Vegetables (Canned/Frozen)	Donated	3	108	CASE	\$19.44
Totals:				9	267		\$48.06

Once an online order has been received and reviewed by River Bend Foodbank, you will receive a confirmation message to the email address listed. The order has been scheduled and will be available for pick-up on the date and time on the email message.

**Warning: If you do not receive an email message, please review the steps and email [orders@riverbendfoodbank.org](mailto:orders@riverbendfoodbank.org) as your order may not have been submitted.**

## PREVIOUS ORDER SUMMARY

The **Orders** tab at the top of the page shows all orders that have been placed. A **Yes**, in the **Reviewed** column indicates that your order has been received and reviewed by the River Bend Foodbank.



Logged as: 10001 | [My Agency](#) | [Logout](#) | [Help](#)

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	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

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

Double clicking on any order will bring up a summary screen. Use this to print a copy of your order if you desire.

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[Home](#) | [Orders](#) | [Statistics](#) | [My Docs](#) | [Order Entry](#)

Order #1012342

Order Date: 3/7/2017

Weight: 36

Total Cost: \$0.00

Payments: \$0.00

Applied Grants: \$0.00

Balance: \$0.00

Order Status: Confirmed 3/7/2017

Warehouse: River Bend Foodbank

Shipping Method: Agency Pickup

Delivered/Picked Up: 3/7/2017 12:00 AM

Picked Up By: mboland

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

Print Order

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## **ENTERING MONTHLY AGENCY REPORTS**

All monthly agency reports must be submitted through the online ordering system, this is the only option available. The **Statistics** tab is where you will submit your reports. Current policy requires agency reports to be up to date. **If your agency is missing reports, you will not be allowed to place an order.**



Logged as: 10001 | [My Agency](#) | [Logout](#) | [Help](#)

[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

< Prev 1 Next > | Page 1 of 1

[Enter Statistics](#)

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Click **Enter Statistics** to begin entering your monthly agency statistics.

As soon as any missing reports are entered, you will immediately be able to place an order.

Click on the **month** and **year** for which you are reporting; otherwise your statistics will not be recorded. For example, to report October statistics you would enter October and 2016.



Logged as: 10001 | [My Agency](#) | [Logout](#) | [Help](#)

[Home](#) [Orders](#) **[Statistics](#)** [My Docs](#)

[Order Entry](#)

## Enter Statistics

Effective Date: Month:  Year:

Comments:

Category	Quantity	Comment
1a. Total number of Visits to your agency (1 household visiting twice would count as 2)	<input type="text" value="0"/>	<input type="text"/>
1b. Total number of People in the households per each visit (1 household with 3 people visiting twice would count as 6)	<input type="text" value="0"/>	<input type="text"/>
2. Number of Unduplicated Households served (1 household visiting twice would count as 1)	<input type="text"/>	<input type="text"/>
3. Total number of Individuals in those Unduplicated Households (1 household with 3 people visiting twice would count as 3)	<input type="text"/>	<input type="text"/>
3a. Number of Children 0-18 (if known)	<input type="text"/>	<input type="text"/>
3b. Number of Adults 19-64 (if known)	<input type="text"/>	<input type="text"/>
3c. Number of Seniors 65+ (if known)	<input type="text"/>	<input type="text"/>
4. Total number of Meals Served (for Meal Sites and Shelters only)	<input type="text" value="0"/>	<input type="text"/>
5. Number of Households Served who receive SNAP benefits (food stamps)	<input type="text"/>	<input type="text"/>
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")		
	<input type="text"/>	<input type="text"/>

[Submit Statistics](#)

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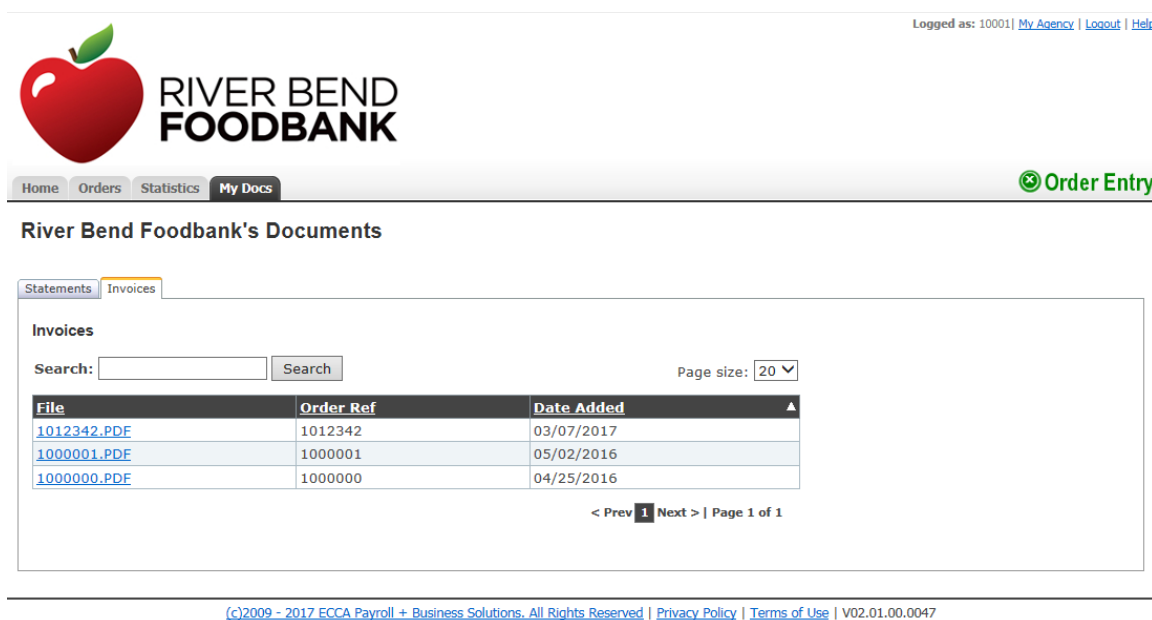
**Meal Sites** are meals served and consumed onsite at a soup kitchen, shelter, residential facility, day care, senior meal site, rehabilitation center, camp, etc. Meal Sites are required to complete the **Total number of Meals served**.

**Food pantries** are required to report the number of pantry households and pantry individuals served for the month under **Quantity**. It is not necessary for pantries to complete the Meals and People under the date.

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](mailto:DTisor@riverbendfoodbank.org) or Kelli Hoag at [KHoag@riverbendfoodbank.org](mailto:KHoag@riverbendfoodbank.org) to correct or change them.

## Agency Documents/Invoices

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



The screenshot shows the River Bend Foodbank's Documents page. At the top, there is a logo for River Bend Foodbank and a navigation bar with tabs: Home, Orders, Statistics, and My Docs. The My Docs tab is selected, and the Invoices sub-tab is active. The page displays a table of invoices with columns for File, Order Ref, and Date Added. The table contains three rows of data. Below the table, there is a pagination control showing '< Prev 1 Next > | Page 1 of 1'. The footer of the page contains copyright information and links to Privacy Policy and Terms of Use.

Logged as: 10001 | [My Agency](#) | [Logout](#) | [Help](#)

**RIVER BEND  
FOODBANK**

Home Orders Statistics **My Docs** [Order Entry](#)

**River Bend Foodbank's Documents**

Statements Invoices

**Invoices**

Search:   Page size: 20 ▼

File	Order Ref	Date Added
<a href="#">1012342.PDF</a>	1012342	03/07/2017
<a href="#">1000001.PDF</a>	1000001	05/02/2016
<a href="#">1000000.PDF</a>	1000000	04/25/2016

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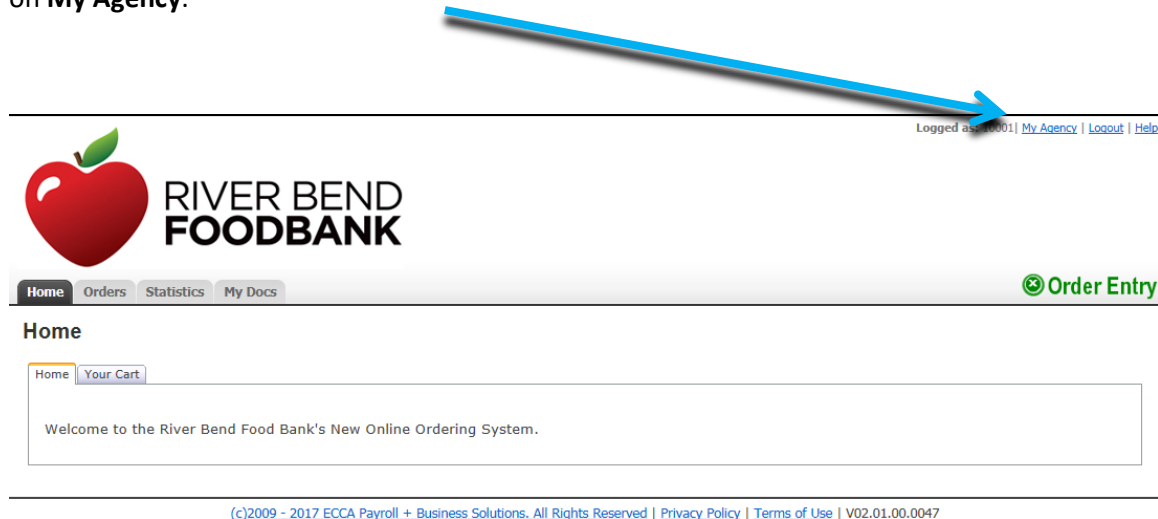
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Double clicking any invoice listed will bring up a copy of that invoice.

**Your statements are always available to you here.**

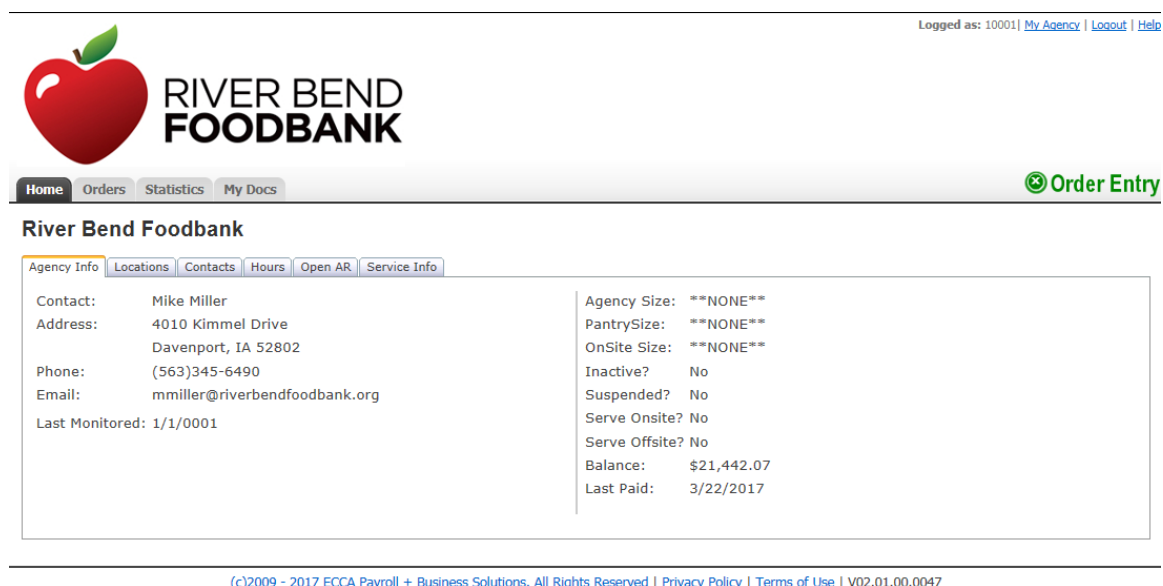
# AGENCY INFORMATION

From the main **Home** page, you are able to access information specific to your agency by clicking on **My Agency**.




## Agency Info tab

Displays general information regarding your agency, including your balance and the last paid date. It is important to note that the information in these tabs cannot be changed online. The information is imported from the master agency file. Any requested changes or corrections need to be emailed to Danielle Tisor at [DTisor@riverbendfoodbank.org](mailto:DTisor@riverbendfoodbank.org) or Kelli Hoag at [KHoag@riverbendfoodbank.org](mailto:KHoag@riverbendfoodbank.org).



**Locations tab** Displays all the locations and their type that is currently on file.

Logged as: 10001 | [My Agency](#) | [Logout](#) | [Help](#)



**RIVER BEND  
FOODBANK**

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River Bend Foodbank

Agency Info **Locations** Contacts Hours Open AR Service Info


Addresses

Type	Name	Address	Address 2	City	State	Zip
Bill To	River Bend Foodbank	4010 Kimmel Drive		Davenport	IA	52802

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**Contacts tab** Displays all the agency contacts on record.

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**RIVER BEND  
FOODBANK**

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River Bend Foodbank

Agency Info Locations **Contacts** Hours Open AR Service Info

Contacts


Type	Name	Phone	Ext.	E-mail	Authorized?	Can Pickup?	Can Order?	Food Safety Cert?	Food Safety Cert
POL Order	Bob Evans	317 674 5892		bevans@riverbendfoodbank.org	Yes	Yes	Yes	Yes	

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**Hours tab** Displays all the hours for the days of the week.

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**RIVER BEND  
FOODBANK**

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Agency Info Locations Contacts Hours Open AR Service Info

Hours of Operation


Day	Hours
Sunday	Closed
Monday	8:00 - 2:00
Tuesday	8:00 - 2:00
Wednesday	8:00 - 2:00
Thursday	8:00 - 2:00
Friday	8:00 - 2:00
Saturday	Closed

Hours Comments:

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**Open AR (Accounts Receivable) tab** Displays any order with a balance greater than or less than \$0. To view the details of an order, click the respective row.

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**RIVER BEND  
FOODBANK**

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Agency Info Locations Contacts Hours Open AR Service Info

Open Account Receivables

OrderRef	Status	Entered	Delivered/Pickup	Reviewed?	Picked?	Balance
----------	--------	---------	------------------	-----------	---------	---------

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**Service Info tab** Displays several charts regarding your agency. The information pertains to the categories of the food that you've ordered as well as the statistics you have submitted.



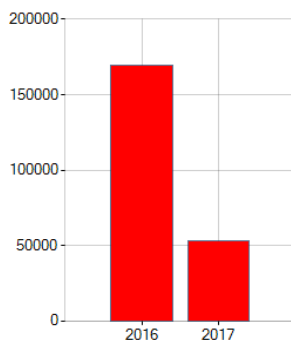
Home Orders Statistics My Docs

[Order Entry](#)

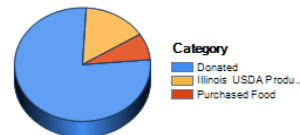
### Project Success DBA Hall Township Food Pantry

Agency Info Locations Contacts Hours Open AR Service Info

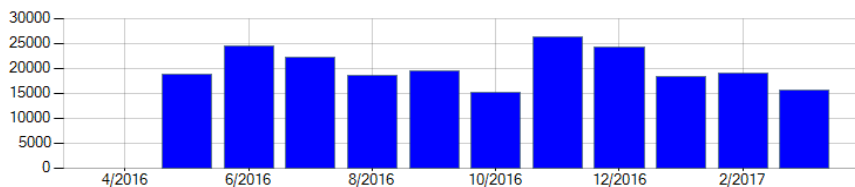
Total Pounds Distributed



Pounds Distributed by Category (YTD)



Pounds Distributed



A great snapshot of your agency's service with easy-to-read graphs. An excellent tool for reporting to Boards, Members, etc. It is also a good tool for fundraising requests.

We hope you will find the online ordering system to be an efficient and effective tool for your agency and should you have any questions or comments, please do not hesitate to email Danielle Tisor at [DTisor@riverbendfoodbank.org](mailto:DTisor@riverbendfoodbank.org) or Kelli Hoag at [KHoag@riverbendfoodbank.org](mailto:KHoag@riverbendfoodbank.org).

# DELIVERY

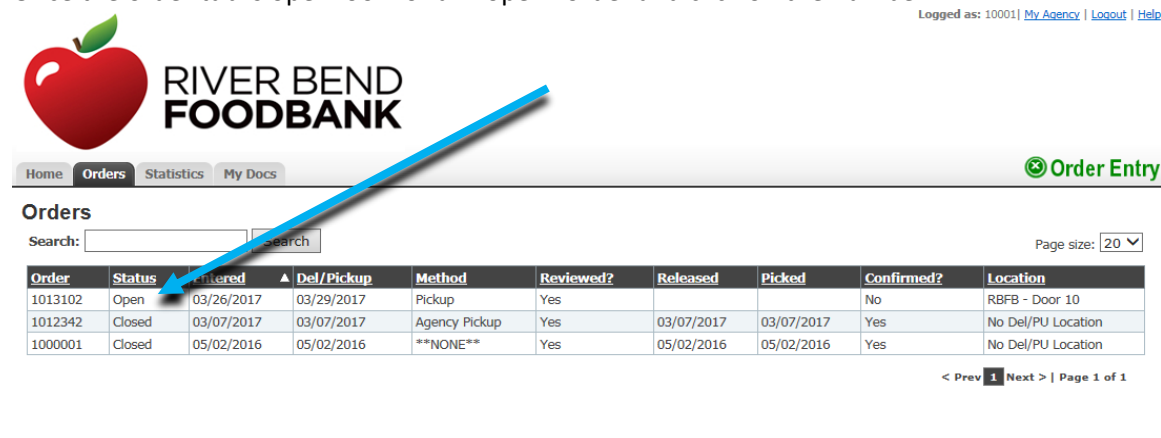
Once a month delivery is only for Partner Agencies who take part in TEFAP. IL or IA TEFAP are commodities allocated to counties and provided to River Bend Food Bank by the state. These deliveries are scheduled by operations. If you are an IA or IL TEFAP Agency and see an order in the system you did not place, that is the TEFAP order. Deliveries are scheduled by operations. You can see your delivery date by logging in. It will be the same day and time every month. If you have questions about your TEFAP delivery, please email [orders@riverbendfoodbank.org](mailto:orders@riverbendfoodbank.org) . If you are interested in TEFAP, please contact the Agency Partnerships Department.

## TEFAP PARTNER AGENCIES

The TEFAP Commodity orders will now be available to view online through the 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. In the event TEFAP shipments are delayed orders may be added to when TEFAP product(s) become available.

When you first login please click on the “Order” tab in the upper left corner.

Once the order tab is open look for an “open” order and click on the number.



Logged as: 10001 | [My Agency](#) | [Logout](#) | [Help](#)

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Orders

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Order	Status	Entered	Del/Pickup	Method	Reviewed?	Released	Picked	Confirmed?	Location
1013102	Open	03/26/2017	03/29/2017	Pickup	Yes			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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As you can see in the screen shot below you will be able to see the IL\*\*\*\*\* items and quantities being allocated. I would also note you will also be able to know the date that the delivery will be made to you location.

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[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 Status:**  
**Warehouse:**  
**Shipping Method:**  
**Delivered/Picked Up:**  
**Picked Up By:**  
**Delivery/Pick-up Location:**

Waiting to be Released  
 River Bend Foodbank  
 Delivery  
 4/5/2017 9:15 AM  
 Delivery

**Order Notes:**

**Products**

Product	Name	Type	Category	Weight	Quantity	Total Cost
IL100777	Beans Blackeye	23 - Protein (non-meat)	Illinois USDA Product	140	5	\$0.00
IL100776	Canberry 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 TANF Product	192	16	\$0.00
IL100760	TANIF Spaghetti & Meatballs	06 - Complete Meals/Entrees, Soups	Illinois TANF Product	252	9	\$0.00
IL100763	Tuna	15 - Meats/Fish/Poultry	Illinois USDA Product	54	3	\$0.00

All issues with orders or all things operations, please contact:

[Orders@Riverbendfoodbank.org](mailto:Orders@Riverbendfoodbank.org)

Agency Partnership Department:

Danielle Tisor [DTisor@Riverbendfoodbank.org](mailto:DTisor@Riverbendfoodbank.org)

Kelli Hoag [KHoag@Riverbendfoodbank.org](mailto:KHoag@Riverbendfoodbank.org)

Thank you for being a valued partner of

**River Bend Food Bank**