

Announcement to Agencies: How to Order Whole Pallets of Donated Food From Facing Hunger Foodbank Using Primarius Web Window (PWW)

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What Type Of Food Can I Order By The Pallet and When Are These Items Available?

Facing Hunger has partnerships with major food retailers and manufacturers such as Nabisco, Mondelez, and Kelloggs. Sometimes we receive large donations which arrive as unsorted pallets. Cookies, crackers, cereal, granola bars, fruit snacks, and other snack foods are often received this way and every donation is different. We want to offer this resource to our agencies who order online, but we aren't always able to sort every pallet and show these items online as separate items. However, we can help you with ordering pallets of these unsorted donations on Primarius Web Window.

How Do I Place My Order and How Do I Know What I'm Getting?

Contact Facing Hunger today if you don't know how to order product on PWW and we will be glad to assist you. When you look at our product list on PWW, any mixed pallet items will have the words "MIXED PRODUCT" in all-capital letters in its name. If you click on the product in the list, you can read a description and sometimes see a picture of the types of food we have available.

When You Order Mixed Product, You Have to Be Aware That the Weight Shown On PWW and the Weight You Receive Will Be Different

Here's how this works: our inventory system will show you the number of pallets we have, and the weight of one pallet as it appears on PWW is the average weight of a single pallet. The shared maintenance fee shown on PWW is also based on the average weight. When you place an order, you are telling us the number of pallets you want us to prepare for you. Our staff will prepare the order, weigh your pallets, and your order, including fees, will be updated to show the actual weight of the pallets before your order is picked up or delivered.

