

MEMORANDUM

DATE: March 19, 2015

RE: Action Required: Important change to the Food Bank's online ordering system

TO: All Agencies

FROM: Chasten Toler, Agency Relations Coordinator and Sam Sarcone, Director of Finance

Switch From Primarius Online (POL) to Primarius Web Window

On March 20, 2015, the online ordering system may be unavailable as Facing Hunger implements upgrades to its computer equipment and online ordering system. The system currently in use, called Primarius Online (POL), is being upgraded to Primarius Web Window (PWW). This system will increase the quality of customer service, address several concerns brought to our attention at the 2014 Agency Meeting, and provide the Food Bank with new technology to better serve you.

What this means to your agency right now:

- **Even you if are a USDA-only agency, you will eventually use PWW to submit reports and look at your history of USDA items received.**
- **The Food Bank's inventory availability will be represented in real-time, thus preventing over-commitment of product.** Let's say the Food Bank has 10 cases of corn and Agency A and Agency B both order 10 cases within moments of it being posted to the online ordering site. POL would allow both agencies to be promised the product even though there is not enough to fill both orders. PWW prevents this.
- **Agencies will be able to select available appointment times to pick-up their order at the Food Bank.** With POL, we did not have the ability to automate reservation of appointment times, which meant that every agency scheduling a pick-up had to verify that the appointment was available by calling Rhonda. This will no longer be necessary.
- **Authorized agency representatives will be able to view invoices, statements, and account balances in PWW.** However, agencies will not be able to pay their invoices through PWW.

- **The log-in credentials (i.e. agency reference number and password) that you currently use to log on to the online ordering system will change slightly. In addition to your agency reference number and password, you will have a username as well. We will keep your existing password and assign a username based on your agency reference number followed by the first and last initials of your primary contact person currently on record.**
 - For example, Facing Hunger Foodbank has an agency reference of 200100, its primary contact is Cyndi Kirkhart, and its password is “foodbank”. Facing Hunger would log-in as follows:
 - Agency Ref: 200100
 - Username: 200100ck
 - Password: foodbank

Any agencies experiencing difficulty with logging into their account are encouraged to contact the Food Bank staff for assistance.

- The online ordering page will look different from how it used to, but will retain the same functionality. For anyone who has ever shopped online or used POL before, it will likely be self-explanatory.
- **As with any technological change, it is possible there will be technical difficulties during the initial phase of this transition. Please bear with us and reach out to our staff for assistance if you encounter an obstacle.**

What this means to your agency in the near future:

- **Monthly reports, retail donation pick-up reports, and perhaps even TEFAP inventory reports will be collected through Primarius Web Window.** Our limited staff spends a substantial amount of time collecting, recording, and filing various reports which we require from agencies. By submitting your reports online, we will be able to seamlessly integrate them into our secure database, more efficiently analyze results, and reduce the risk that reports may be lost or misfiled.
- **Agencies receiving federal commodity allocations will be able to view their allocation through PWW and complete a form specifying the amount of the allocation they are willing to accept.** This will provide allocation information to agencies faster, allow us to better track and analyze rejections, and increase warehouse efficiency in preparing orders.

- Facing Hunger will schedule agency training days where agency representatives may visit the Food Bank and work directly with a staff person to receive training on using PWW.
- Facing Hunger will release written instructions and instructional videos for agencies to reference when using PWW.

Please direct questions, feedback, and requests for assistance to:

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