# Online Ordering Guide

You can get assistance from the Kuna Food Bank by ordering from our online store hosted by Pantrysoft. Online ordering includes scheduling an appointment to pick up your order and selecting foods for your online cart. A volunteer shopper will fill your order and bring it to your vehicle when you arrive for your appointment. To place online orders from the Kuna Food Bank, you need a user account.

## Contents


- Choose Your Language, page 1
- The Online Store, page 1
- Dietary Restrictions and Preferences, page 2
- Create Your User Account, page 2
- Log In to the Online Store, page 3
- Log Out of the Online Store, page 3
- Place an Online Order, page 3
- Edit an Order, page 4
- Edit an Appointment, page 4
- Cancel an Appointment, page 4
- Update Your User Profile, page 4

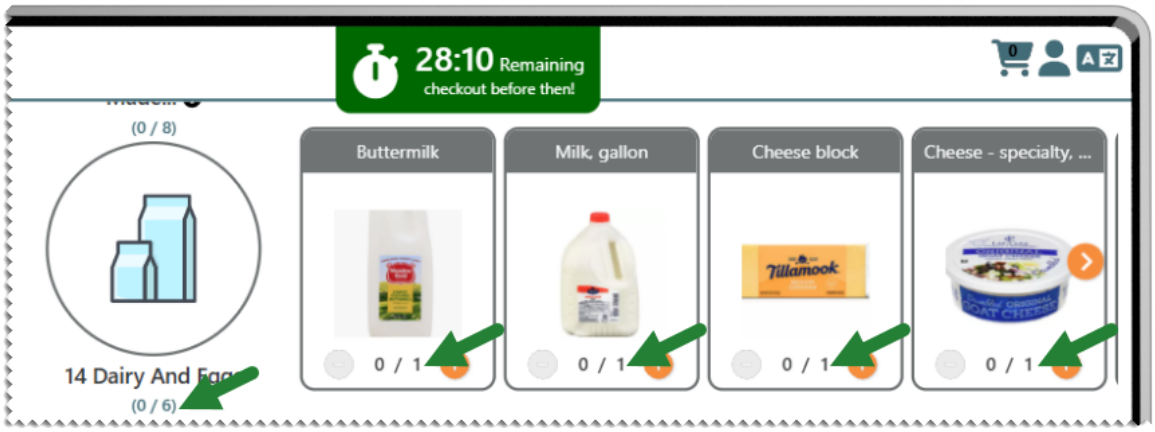

## Choose Your Language

The Kuna Food Bank's online store includes a built-in translator that supports nearly 50 languages. To change the language used on the screens, click  and make a selection from the drop-down.



## The Online Store

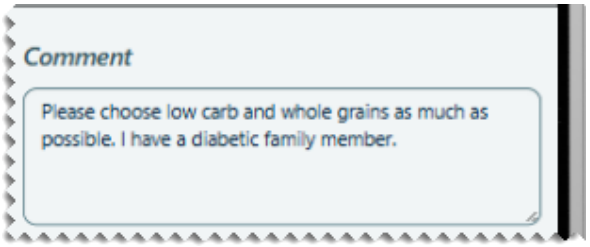
The Kuna Food Bank's online store is organized by categories. Within each category is a list of available food types and example images. The store shows the number of items you can choose from each category and the number of items you can choose for each type of food.




Your shopper will try to find items that closely match your choices. Depending on stock levels, there could be substitutions or some items might be unavailable.

# Dietary Restrictions and Preferences

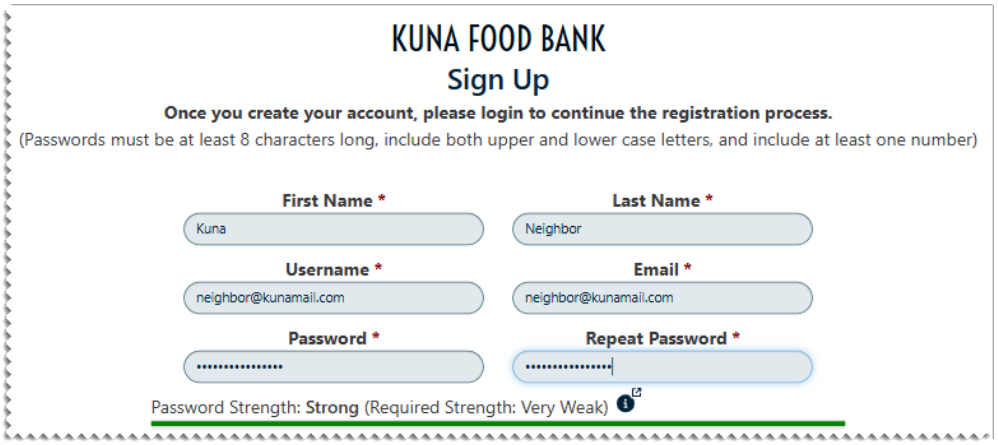
If a member of your household has dietary restrictions, let your shopper know by adding a comment to your cart about foods to avoid. Likewise, you can leave a comment about food preferences.



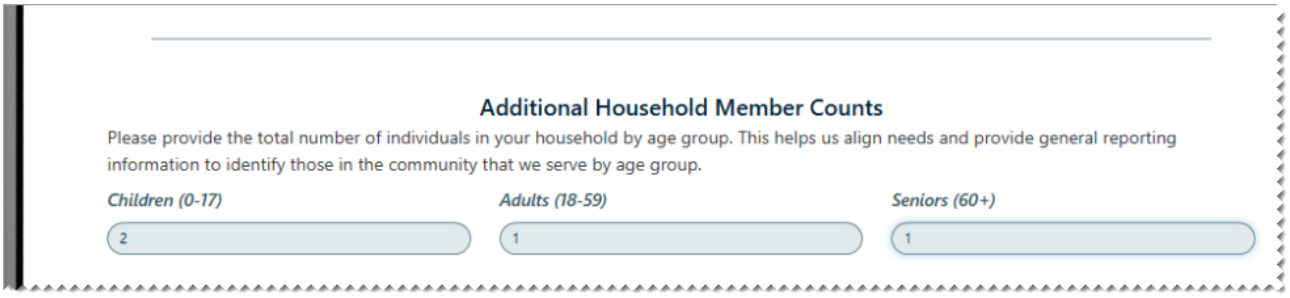

# Create Your User Account

To create a user account, define a username and password. Then create a profile with your contact information and the number of people in your household.

1. Go to https://tinyurl.com/KFB-Ordering or scan the QR code.
2. Click **Sign Up**.
3. Type your name, username, email address, and password.
   **Note:** You can use your email address as your username.
4. Click **Sign Up** (again). A confirmation message appears, along with a prompt to log in.
5. Log in with the username and password you just created.




6. Add your contact information.
7. Define the number of people in your household for each age group.




8. Click **Save and Continue**. Now you can place your first order.

# Log In to the Online Store

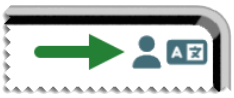
Go to https://tinyurl.com/KFB-Ordering or scan the QR code and do one of the following:

- Type your username and password. Then click **Login**.
- Click **Login with Email**, type your email address, and click **Send Login Link to Email**. Then check your email for a message from Pantrysoft.

If you cannot log in to the store, use the links to reset forgotten usernames and passwords or request support from Pantrysoft.

# Log Out of the Online Store

To exit the online store at any time, click and select **Logout**.

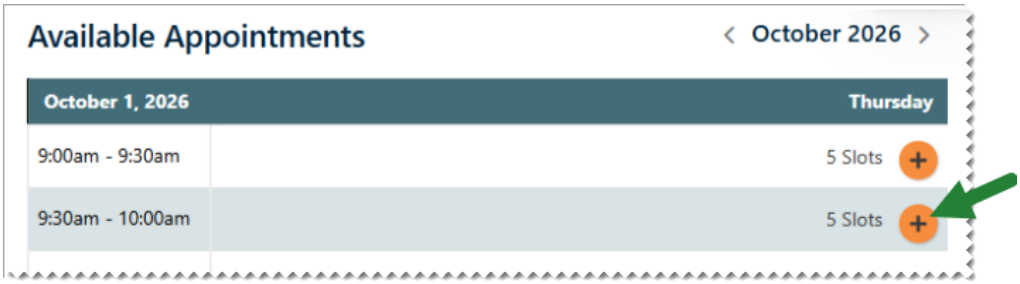


# Place an Online Order

You can order from the Kuna Food Bank's online store once a week. Ordering includes scheduling an order pickup appointment and selecting foods for your online cart. You can place an order up to seven days in advance.

**Note:** The online store has a 30 minute ordering timeframe. If you don't complete your order in 30 minutes, it'll expire.

1. Log in to the online store.
2. Click for the order pickup date and time you want to schedule.



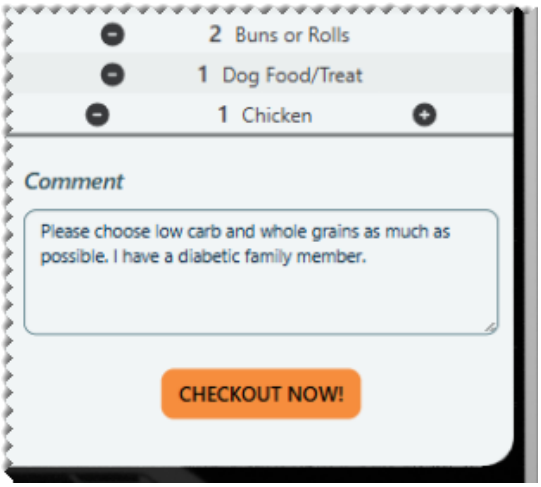

3. Select foods from each category. To see more items, click on the right side of the screen. To return to the beginning of the category, click .



4. Click or **Open Cart to Checkout**.




5. Review the cart, and do the following as needed:
   - Click and to adjust the number of items.
   - Add notes about dietary restrictions, preferences, or requests in the **Comment** field.
6. Click **Checkout Now**. A summary of your order and the scheduled appointment time appear.




Once your order is submitted, you will receive a confirmation email. You can log out of the online store.

## Edit an Order

To change items and quantities in your order, edit and resubmit it. Online order editing is allowed until two hours before your scheduled appointment. If you need to edit your order within two hours of your appointment, call **208-922-4745** and speak to a food bank representative.

To edit an order in the online store, click **Edit Order** at the bottom of the order summary.

## Edit an Appointment

Editing an appointment replaces your current order with a new order. When you edit an appointment, choose a new date and time. Then choose the items you want for your household. When appointments are edited, previously-selected items are removed from the cart.

To edit an appointment in the online store, click **Edit** in the upper-left corner of the screen or click **Edit Appointment** at the bottom of the order summary.

## Cancel an Appointment

If you can no longer pick up your order, cancel your appointment. Cancelling an appointment online is allowed until two hours before your scheduled appointment. If you need to cancel your order within two hours of your appointment, call **208-922-4745** and speak to a food bank representative.

To cancel an order in the online store, click **Cancel Order** at the bottom of the order summary.

## Update Your User Profile

A year after registering for the Kuna Food Bank's online store, Pantrysoft will prompt you to update your contact and household information. If your contact information or household makeup changes before then, send an email with the updated information to info@kunafoodbank.org.