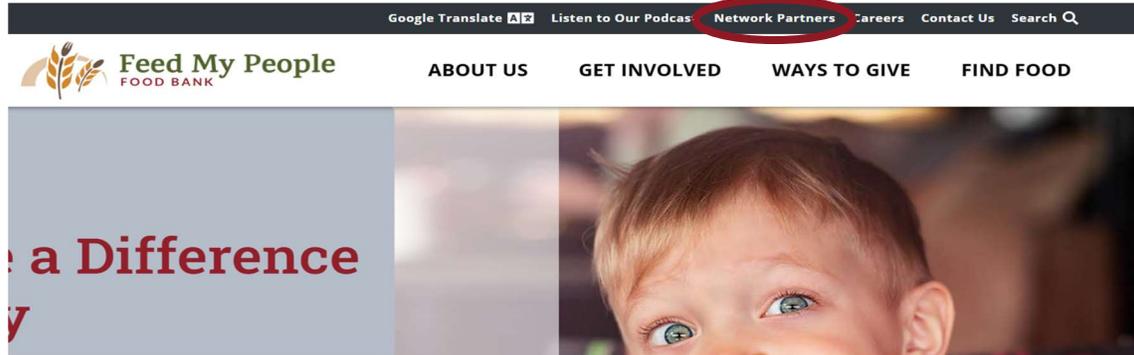


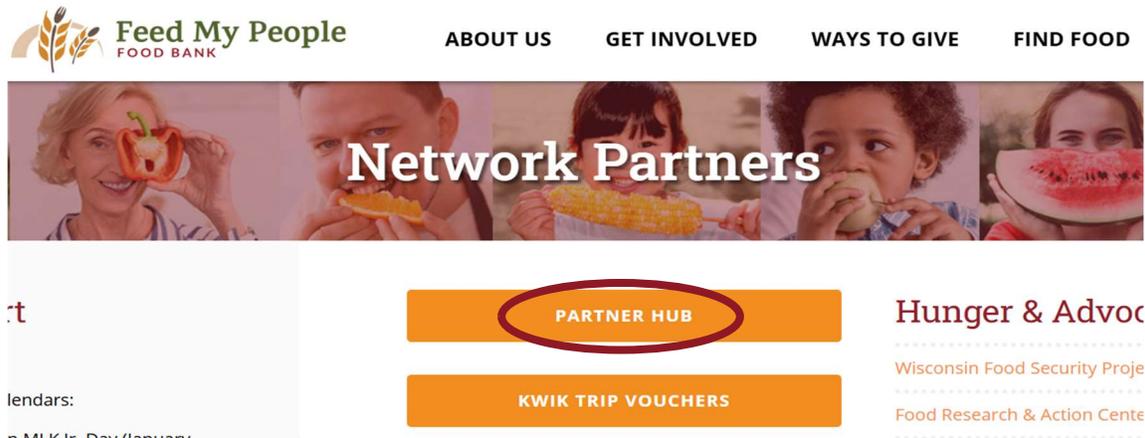
# Feed My People's (FMP's) Partner Hub

## How to Access Partner Hub

- Go to fmpfoodbank.org.
- Click Network Partners located in the gray bar across the top of the screen.



- Click Partner Hub.



- Enter Log-in Information
  - Agency Reference = Partner ID Number
  - User Name = Partner ID Number
  - Password = FmpFood2023!



## Partner Hub Welcome Screen

- Welcome to Feed My People's Partner Hub!
  - The information under this heading on the left-side changes regularly.
  - Please be mindful to read the information each time you log-in.
- The right hand side lists information about Order Windows, Order Status Definitions, and Order Acronyms.
  - This information is valuable when ordering products from FMP.

Cart: 0 Item(s)

[Shop](#) - [Statistics](#) - [Order History](#) - [Grants](#) - [Other Agency Info](#) - [My Documents](#) - [Reports](#)

You have successfully logged in

### Welcome to Feed My People's Partner Hub!

**FREE Fresh Produce Has Been Extended!**  
We are grateful for all you are doing in your communities to ensure that no one in need of food is turned away. To support you in this, FMP will continue to offer all fresh produce to you at no cost through *March 31, 2025*.

**Eggs are Coming to the Warehouse!**  
We are very **EGGcited** to announce that you will be able to purchase eggs from FMP starting at the end of January all the way through December 2025! These eggs will be available **by the case** and will be priced **60% off** national retail. We know protein is difficult to come by, and eggs are an **EGGcellent**, affordable, versatile source of protein. Start saving your egg cartons now!

**Donated Products to Highlight:**  
**Tortillas (DN701779)** - 6/14 ct., 12/8 ct., or 16/16 ct.  
**Tortillas (DN700759)** - 8/18 ct., 10/8 ct., or 6/18 ct.  
\*These are past their best by date but have a 3-month extension.\*  
*(Use for tacos, enchiladas, burritos, quesadillas, breakfast wraps, tortilla chips, nachos, taco salads, pizza bases, sandwich wraps, and even as a topping for soup!)*

**Industrial-Sized Flour (DN700277)** - 50 lbs.  
\*This one isn't for everyone. Must be able to use (Meal Program) or hand out an entire 50 lb. bag.\*  
*(Use for baking, thickening, pasta, and pizza crusts!)*

Please contact us with your questions or comments at 715-835-9415, ext 5.

Looking to collaborate with fellow organizations?  
**Agency Directory coming soon!**

#### Order Windows

- The Order Window opens **five** business days before delivery/pick-up and closes at 8:00 am **two** business days before delivery/pick up.
- Orders placed outside their window will be deactivated.

---

#### Order Status Definitions

- **Data Entry** - the order has not been submitted
- **Entered** - the order has been submitted
- **Reviewed** - the order has been reviewed by our warehouse
- **Released** - the order is being processed
- **Picked** - the order is picked and waiting for shipment or pick-up
- **Confirmed** - the order been shipped or picked-up

---

#### Order Acronyms

- **IS** - Industrial Sized
- **EZO** - Easy Open
- **ASST** - Assorted product - similar product, varying type and size.
- **MISC** - Miscellaneous product - usually a variety

\*Keep in mind, sometimes there is more variety than others in both ASST and MISC. We can't guarantee that there will always be a great variety in your order.

## Shop on Partner Hub

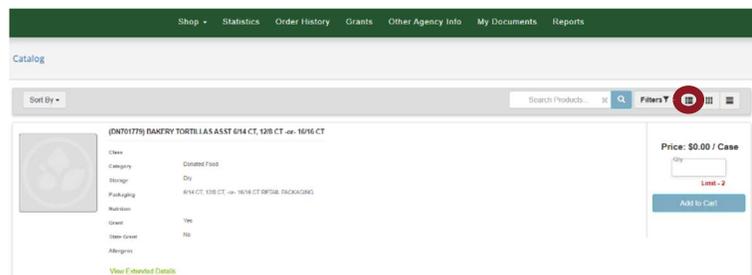
- Click Shop.



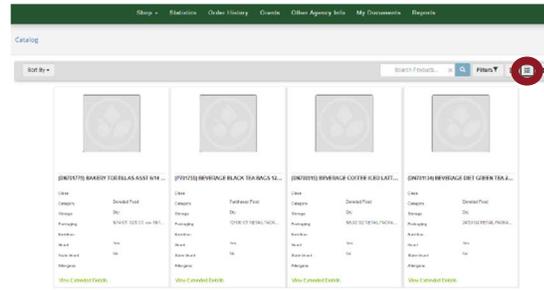
- You have two options to shop.
  - Print a Shopping List
    - The list will be long and multiple pages to print.
    - This option allows you to have a paper copy of all items from which to make your selections.
    - You will still need to go to Shop Online in order to place your order.
    - Please note that FMP has quick product turnover, and the products you wish to order may be gone by the time you place your order.
  - Shop Online
    - You can place your order while looking at product.
    - You have **two hours to complete your order** from start to finish before it will time out.
      - At the two-hour mark, your products are released so other Partners are able to order them.



- Choose your view for shopping.
  - Option #1



- Option #2



- Option #3



➤ Browse through the inventory.

- Be mindful on how the product comes: each, per pound, per case, etc.
- Based upon the description, enter the amount you would like to order in the **Qty** box.
- Then select **Add to Cart**.
- The limit next to the Qty box indicates the maximum that you can order of that product.
  - Please be mindful that we have over 260 Partners who may also be interested in that product.
  - Please only purchase what you need until your next order window opens.



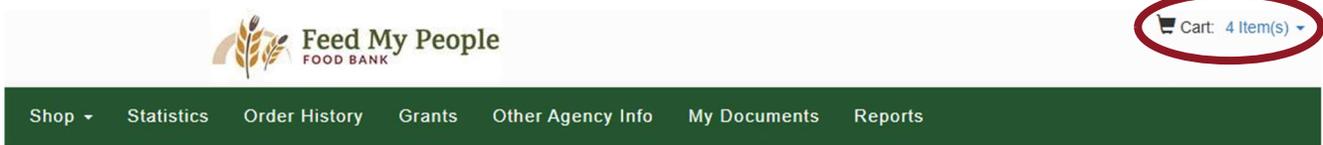
- At the bottom of the screen, you have the option to change how many items you can view at a time.



- The bottom of the screen is also where you advance to the next screen of products.



- When you are done shopping, click the **Cart** at the top of the screen.



- Review your order.
  - From here, you are able to either **Cancel Order** if you no longer want this order, **Continue Shopping** if you want to add more items, or **Proceed to Checkout** if your order is complete.

#### SHOPPING CART

\*\* The current order must be submitted by 01/15/2025 11:30 AM or it will be cancelled in order to release the product for other agencies to use \*\*

	Name	Weight	Price	Service Fee	Grants Ap...	Qty	Price Ext	
	(P701775) FROZEN MEAT GROUND BEEF 10/16 OZ CHUBS (420...	40.00	\$28.96	\$0.00	\$0.00	4 <a href="#">Update Cart</a>	\$115.84	✖
	(P700180) ENTREE PASTA MAC AND CHEESE 24/7.25 OZ (420057)	26.00	\$9.40	\$0.00	\$0.00	2 <a href="#">Update Cart</a>	\$18.81	✖
	(DN701766) COOLER DAIRY CHEESE CHEDDAR ASST 20/2 LBS	80.00	\$0.00	\$0.00	\$0.00	2 <a href="#">Update Cart</a>	\$0.00	✖
	(P700202) CEREAL TOASTY O'S ASST 10/17.63 OZ (420070, 4200...	56.00	\$15.40	\$0.00	\$0.00	4 <a href="#">Update Cart</a>	\$61.61	✖
<b>Totals</b>			<b>Weight</b>			<b>Quantity</b>	<b>Price</b>	
			<b>202.00</b>			<b>12</b>	<b>\$196.26</b>	

Cancel Order

Continue Shopping

Proceed to Checkout

- **Proceed to Checkout** when ready to place your order.
  - Your agency information will automatically fill in the categories below.
  - Do not change any information on the checkout screen.
  - If something does not look right with your delivery date, you can:
    - Check your order under **Order History** to see if the appropriate changes have been made once the Warehouse has **reviewed** your order.
    - Contact the Partnership Team to pass along any changes that need to be made.
    - **The warehouse will make route or date adjustments as needed.**
  - When placing any order for Customer Pick-Up, you must type *Customer Pick-Up (or CPU)*, the *date you will pick-up* the order, and the *time you plan to pick-up* the order in the **Delivery Pick-up Notes** section.
  - **Please also use the Delivery Pick-Up Notes section if there is any additional information the Warehouse Staff needs to know about your order.**
    - Please know that it is at the Warehouse's discretion on what they are able and unable to accommodate.

- Click **Submit Order** when ready to officially place your order.

CHECKOUT

\*\* The current order must be submitted by 01/15/2025 11:00 AM or it will be cancelled in order to release the product for other agencies to use \*\*

Shipping Method	Is Delivery <input type="checkbox"/>	Agency Contact	Delivery Pickup Notes
Pickup Warehouse Main Warehouse	Pickup Delivery Date	Agency Address	Thank you for your order. If we cannot fill an item ordered, that change will be reflected on your packing list.

Order Totals	Amount <b>202.00</b>	Quantity <b>12</b>	Price <b>\$196.26</b>
--------------	-------------------------	-----------------------	--------------------------

**Submit Order** Reset

## Order History

- You can view your past and current orders under **Order History**.



- You can place up to two orders for the same delivery or CPU.
  - Keep in mind, you cannot place the second order until the first order has a status of **Reviewed**.
    - You can see the status of your order indicated below.

### ORDER HISTORY

Orders													
Active		Complete											Export Data
Order Ref	Status	Released	Picked	Confirmed	Delivery/Pic...	Delivery/Pickup Location	Order Warehouse	Pickup Warehouse	Entry Origin	Shipping Method			
<a href="#">View</a>	548439	Confir...	1/6/2025	1/6/2025	1/7/2025	01/07/2025 ...	Main Warehouse	Main Warehouse	Primarius	MCCAD			
<a href="#">View</a>	548429	Confir...	1/3/2025	1/3/2025	1/7/2025	01/07/2025 ...	Main Warehouse	Main Warehouse	PWW	MCCAD			
<a href="#">View</a>	547914	Confir...	12/13/2024	12/13/2024	12/17/2024	12/17/2024 ...	Main Warehouse	Main Warehouse	Primarius	MCCAD			

- Order Status Definitions
  - Data Entry – The order has not been submitted.
  - Entered – The order has been submitted.
  - Reviewed – The order has been reviewed by our Warehouse.
  - Released – The order is being processed.
  - Picked – The order is picked and waiting for shipment or pick-up.
  - Confirmed – The order has been shipped or picked-up.

## Entering Statistics

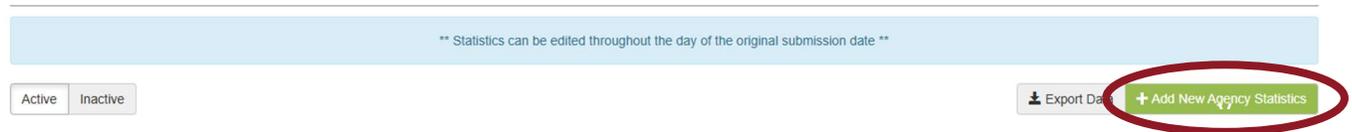
❖ Monthly statistics are due by 8:00 am on the 5<sup>th</sup> of the following month.

➤ Click **Statistics**.

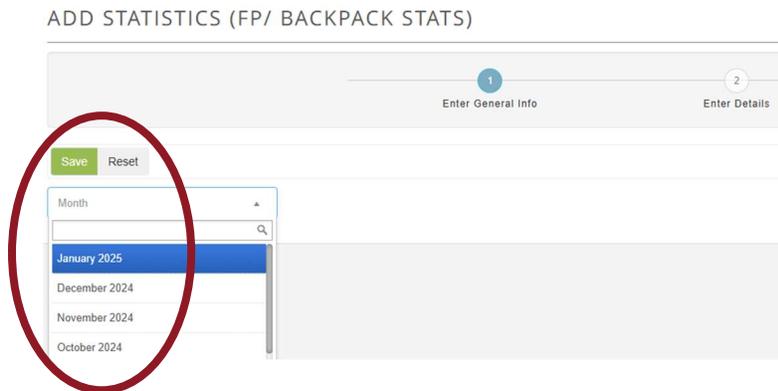


➤ Click **Add New Agency Statistics**

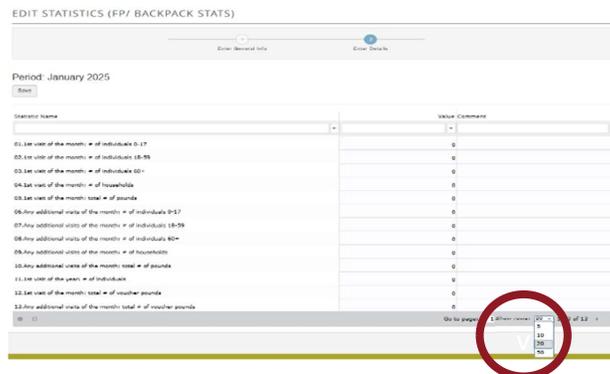
### AGENCY STATISTICS



➤ Choose the month for which you are reporting statistics and click **Save**.



➤ Change the **Show rows** column to 20, so you see each statistic that is required.



- For each **Statistic Name** category, enter the statistic number in the value column. Please enter **Comments** if it will help FMP understand your numbers.
  - Press **Enter** after each number to ensure they have been entered correctly.
  - Click into the next statistic and repeat the process.
  - When finished, you do not need to press Save after entering the data as it will automatically save for you.
  - After entering your statistics, if there are any changes that need to be made you have until the end of the day you started. After that, please contact the Partnership Team with any needed changes.

### Pantry/Backpack Statistics

EDIT STATISTICS (FP/ BACKPACK STATS)

Enter General Info    Enter Details

Period: January 2025

Save

Statistic Name	Value	Comment
01.1st visit of the month: # of individuals 0-17	0	
02.1st visit of the month: # of individuals 18-29	0	
03.1st visit of the month: # of individuals 60+	0	
04.1st visit of the month: # of households	0	
05.1st visit of the month: total # of pounds	0	
06.Any additional visits of the month: # of individuals 0-17	0	
07.Any additional visits of the month: # of individuals 18-29	0	
08.Any additional visits of the month: # of individuals 60+	0	
09.Any additional visits of the month: # of households	0	
10.Any additional visits of the month: total # of pounds	0	
11.1st visit of the year: # of individuals	0	
12.1st visit of the month: total # of voucher pounds	0	
13.Any additional visits of the month: total # of voucher pounds	0	

Go to page: 1 Show rows: 1-13 of 13

### Meal/Snack Statistics

Statistic Name	Value	Comment
21.Total # of unique individuals served without duplication	0	
22.Total # of meals served	0	
23.Total # of snacks served	0	

### ➤ How to Enter Voucher Pounds in Statistics

- Lines 12 and 13 are for Kwik Trip Voucher Pounds ONLY.
- These pounds should **not** be included with your food pounds on Lines 5 and 10.
- Voucher statistics are reported as pounds using the following formula:
  - 1 egg voucher = 1 pound
  - 1 produce voucher = 1 pound
  - 1 meat voucher = 1 pound
  - 1 milk voucher = 4 pounds

### ➤ If you are a partner who personally redeems Kwik Trip Vouchers for product to distribute, please count the Kwik Trip Voucher poundage on Line 12 as “1<sup>st</sup> Visit” when redeemed.

- **Do Not**, then record any voucher items, eggs, produce, meat, and/or milk, in your food weight on Line 5 when they are distributed to your guests. We do not want this weight recorded twice, and since you are redeeming the vouchers, just like your guests would, we want this recorded as **voucher pounds**.
- If additional vouchers are redeemed after this first redemption, the weight can be recorded under “Additional Visits” on Line 13.
  - Again, the items purchased with your vouchers (eggs, produce, meat, and/or milk, should **not** be recorded with food pounds.

## Invoices and Statements

- Invoices will show-up in **My Documents** after the order has been **Confirmed**.
  - Please do not pay individual invoices.
  - Sometimes **Food Credits** will be added throughout the month, which will change your totals due.
  - Please wait to pay using your **Agency Statement**, that is generated on the 1<sup>st</sup> of the month.
    - Your Agency Statement will also be emailed to your *Bill To Contact*.
  - Past Agency Statements are also housed under My Documents should you need to go back and look at past Agency Statements.
  - When paying by check, please include:
    - **Agency Reference Number in the memo of the check.**
  - If that one check includes more than one agency payment, please include:
    - **The Agency Reference Numbers AND the amounts being paid for each account.**
- If you have any questions about billing, please contact FMP at 715.835.9415.

