



Guide to Shopping

Food Bank Portal Online Ordering Instructions

The Food Bank's online ordering system, Food Bank Portal, provides agencies with the most up-to-date inventory of items available to order from the Food Bank.

All orders must be submitted by 12pm (noon) at least 4 (four) business days in advance.

Holiday closures and days when the Food Bank is closed do NOT count as business days and should be considered when planning when to complete your order.

You may need to submit your order earlier than you normally do in those instances.

For questions about holiday closures, contact Customer Service or refer to the Agency Portal.

If you want to receive your order on:	You must place your order by 12 PM on the previous:
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday

If you would like to schedule a produce-only shopping appointment, you must call Customer Service at 401-230-1730.

Order Adjustments and Cancellations

- The cut off time to update and add items is **12 PM, 4 business days** before a scheduled pickup or delivery time.
- If you need to contact Customer Service regarding your order, **please have your agency's account number ready so they can assist you.** They will ask you for your Agency Name and account number, as well as the name of the authorized shopper placing the order. During this time, you can further discuss your order.
- If you want to cancel or reschedule an order, call Customer Service as soon as possible.

If you want to reschedule an order that has already been picked by the warehouse and ready for pickup, you have 48 hours to reschedule or your order will be put back into inventory, and your agency will have to place a new order. Please note that you have 48 hours to reschedule – not to pick up. Your agency may pick up several days later, as long as you reschedule within 48 hours and there are no time sensitive items (perishable) on the order.



Reading the Online List

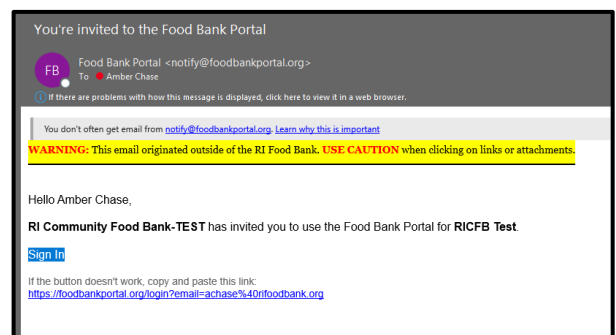
Fav ▾	Item No ▾	Description ▾	Pack Size ▾	Nutrition ▾	Unit Fee ▾	Available ▾	Requested ▾	Reserved ▾
☐	CC-10111	Masa, Corn Flour	10 - 1.8 lb bags	Unranked	\$0.00	16	0	0

- The **“Fav”** column allows the Shopper to select items as a favorite.
- The **“Item No”** column contains an identification code used to keep track of every product in our inventory system. If you need to contact Customer Service about a product, please use the Item No.
- The **“Description”** column provides the complete name of the product. This is also where you will find specific descriptions like TEFAP, Cooler, and Freezer.
- The **“Pack Size”** column indicates the size of the individual items and the number of items in a case.
- The **“Nutritional Information”** column shows the nutritional ranking of the product.
- The **“Unit Price”** column shows the cost per unit of an item if applicable.
- The **“Available”** column shows you the maximum number of cases **your** agency can order for that product.
- The **“Requested”** is where you enter your desired number of cases.
- The **“Reserved”** is the number of cases held for your order, **this will default to 0 after 36 hours if your order is not submitted.**

Step 1: Logging in

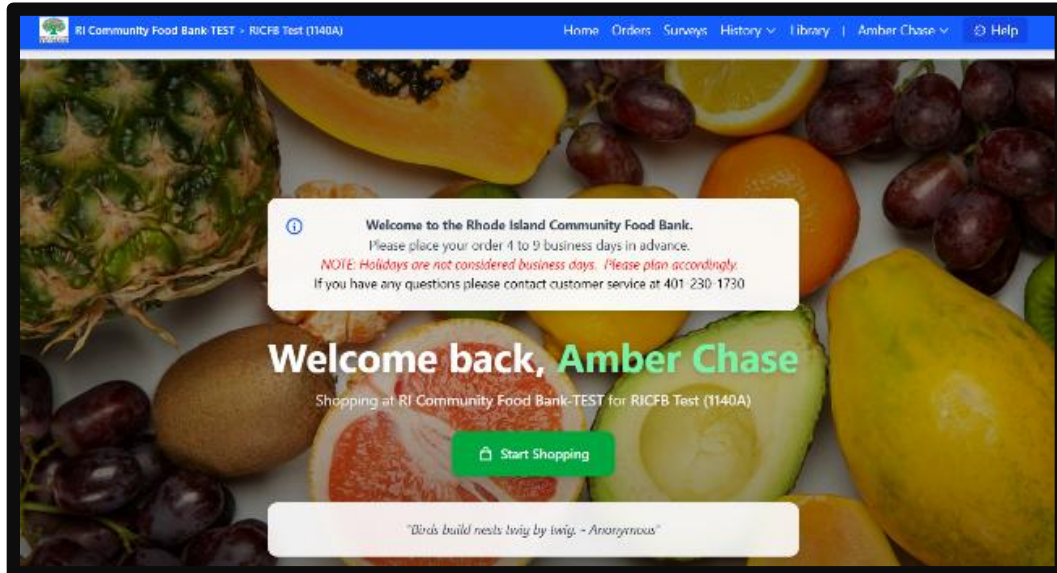
The online ordering system can be accessed by going to the RI Food Bank website (www.rifoodbank.org), clicking on the *Member Agencies* page tab at the top of the screen, and then clicking the yellow *Food Bank Portal* button.

- An email will be sent to you with a link to access the system for your first login. After that, you will only need your email address to log in. **If you do not log in within 7 days, you will receive a follow-up email with a “token” to regain access.**



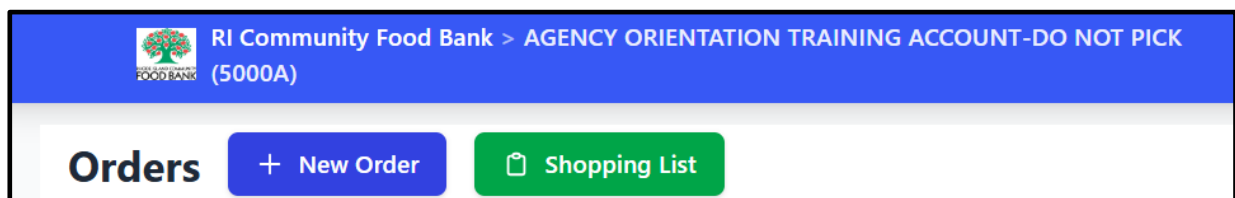


Once you've logged on, you will see the following page:



Step 2: Scheduling your order

Place the cursor on the Orders tab. Then click on New Order.



Here you will choose your appointment day and time.

You may start your order **as early as 9 business days in advance** and **no less than 4 business days** before your chosen pickup or delivery date.

Type	Date	Time	Available
DELIVER	08-18-26	08:30 AM	5 Select

Note: For delivery orders, please select the date you are scheduled to receive your order and choose the **8:30 AM time slot. Our Customer Service team will adjust the time to match your actual scheduled delivery window.*



Step 3: Placing an Order

Click on the **Requested** box for the item, type in a quantity equal to or less than the **Available**.

RI Community Food Bank > AGENCY ORIENTATION TRAINING ACCOUNT-DO NOT PICK (5000A) Home Orders Surveys History Library Amber Chase Help

AO-06856 Draft 08-12-26 Reservations are temporary Explain Available Credit: \$2,000.00
Appointment: Change Submit By: 08-12-26 12:00 PM Total Amount: \$0.00
DELIVER on 08-18-26 at 08:30 AM Total Weight lbs: 0.00
Delivery Info: Edit

Order Details 0 Add Items Suggest Order Actions

Show Filters

Fav	Item No	Description	Pack Size	Nutrition	Unit Fee	Available	Requested	Reserved	Unit	Servings Per
☐	CC-10111	Masa, Corn Flour	10 - 1.8 lb bags	Unranked	\$0.00	16	0	0	0 CASE	0
☐	FR-00013	Fruit Puree, Apple Berry Banana, Pouch	48 - 3.2 oz pouches	Choose Often	\$0.00	8	0	0	0 CASE	0
☐	GR-00045	Pancake Mix	12 - 14 oz boxes	Choose Sometimes	\$0.00	16	0	0	0 CASE	0
☐	GR-00046	Cereal, Oatmeal, Instant	12 - 14 oz packs	Choose Often	\$0.00	16	0	0	0 CASE	0
☐	GR-00104	Pasta, Spaghetti, Gluten Free	12 - 12 oz packages	Choose Sometimes	\$0.00	20	0	0	0 CASE	0
☐	GR-18990	Rice, White, Long Grain	24 - 1 lb bags	Choose Sometimes	\$0.00	16	0	0	0 CASE	0
☐	KIT-SPICE-FY27	Spice Box	Assorted	Unranked	\$0.00	40	0	0	0 CASE	0

Availability as of 10:37 AM Refresh Availability Orders

Click **Edit** next to **Delivery Info**, you may type comments into the space provided.

Agencies can request produce by the pallet or ½ pallet – assorted selection of what we have in house. (Agencies may identify items that are not wanted – for example: no carrots, or no carrots and onions.)

RI Community Food Bank > AGENCY ORIENTATION TRAINING ACCOUNT-DO NOT PICK (5000A) Home Orders Surveys History Library Amber Chase Help

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Availability as of 10:37 AM Refresh Availability Orders

Delivery Instructions

1/2 Pallet of produce and bread please

Cancel Save



Once you are finished, Click submit.

Show Filters

Fav	Item No	Description	Pack Size	Nutrition	Unit Fee	Available	Requested	Reserved	Unit	Servings Per
☐	CC-10111	Masa, Corn Flour	10 - 1.8 lb bags	Unranked	\$0.00	16	5	5	CASE	0
☐	FR-00013	Fruit Puree, Apple Berry Banana, Pouch	48 - 3.2 oz pouches	Choose Often	\$0.00	8	5	5	CASE	0
☐	GR-00045	Pancake Mix	12 - 14 oz boxes	Choose Sometimes	\$0.00	16	0	0	CASE	0
☐	GR-00046	Cereal, Oatmeal, Instant	12 - 14 oz packs	Choose Often	\$0.00	16	0	0	CASE	0
☐	GR-00104	Pasta, Spaghetti, Gluten Free	12 - 12 oz packages	Choose Sometimes	\$0.00	20	0	0	CASE	0
☐	GR-18990	Rice, White, Long Grain	24 - 1 lb bags	Choose Sometimes	\$0.00	16	0	0	CASE	0
☐	KIT-SPICE-FY27	Spice Box	Assorted	Unranked	\$0.00	40	0	0	CASE	0

Availability as of 10:42 AM [Refresh Availability](#) [Orders](#) [Submit](#)

Step 5: Editing your Order

Agencies can add or remove items as many times as needed up until the deadline of **12pm (noon), 4 (four) business days**. Click **Unsubmit** to modify your order.

RI Community Food Bank > RICFB Olneyville Food Center (1880B) [Home](#) [Orders](#) [Surveys](#) [History](#) [Library](#) [Finance](#) [Admin](#) [Help](#)

AO-06838 Submitted 08-11-26 Total Amount: \$0.00
Appointment: DELIVER on 08-19-26 at 08:30 AM Total Weight lbs: 3,116.67
Delivery Info: Please add bread and produce [View](#)

Order Details 14 [Order Actions](#)

Item	Description	Pack Size	Available	Requested	Ordered	Unit	Unit Fees	Grants	Amount
CC-10111	Masa, Corn Flour	10 - 1.8 lb bags	16	16	16	CASE	\$0.00	-	\$0.00
FR-00013	Fruit Puree, Apple Berry Banana, Pouch	48 - 3.2 oz pouches	8	4	4	CASE	\$0.00	-	\$0.00
GR-00104	Pasta, Spaghetti, Gluten Free	12 - 12 oz packages	20	10	10	CASE	\$0.00	-	\$0.00
GR-18990	Rice, White, Long Grain	24 - 1 lb bags	16	16	16	CASE	\$0.00	-	\$0.00
KIT-SPICE-FY27	Spice Box	Assorted	40	40	40	CASE	\$0.00	-	\$0.00
MD-88122	Macaroni and Cheese	24 - 7.25 oz boxes	16	16	16	CASE	\$0.00	-	\$0.00
PA-00086	Tuna, In Water	48 - 5 oz cans	4	4	4	CASE	\$0.00	-	\$0.00
PO-00017	FRZ Turkey, Ground, 85/15	8 - 1 lb trays	16	16	16	CASE	\$0.00	-	\$0.00
PO-10003	FRZ Turkey, Ground, 93/7	8 - 1 lb trays	16	16	16	CASE	\$0.00	-	\$0.00

[Orders](#) [Unsubmit](#)

Note, be sure to click submit again as your items will not be held after 36 hours of an unsubmitted order.



What does order status mean?

Orders + New Order Shopping List			
Order No. ⌵	Status ⌵	Type ⌵	Date & Time ⌵
AO-06861	Draft	PICKUP	08-20-26 12:00 PM
AO-06860	Locked	DELIVER	08-25-26 08:30 AM
AO-06859	Non Web	PICKUP	08-31-26 12:00 AM
AO-06856	Rejected	DELIVER	08-18-26 08:30 AM
AO-06858	Submitted	PICKUP	08-26-26 08:00 AM

- **Draft** – This order is still being created by the agency and has not yet been submitted.
- **Locked** – This order has been submitted to the Food Bank and is currently being processed. No further changes can be made.
- **Non Web** – This has been submitted for the agency on behalf of the Food Bank.
- **Rejected** – This order has not been accepted by the Food Bank and has been canceled.
- **Submitted** – This order has been submitted to the Food Bank and can be unsubmitted and edited until 4 business days at 12pm before the order date.