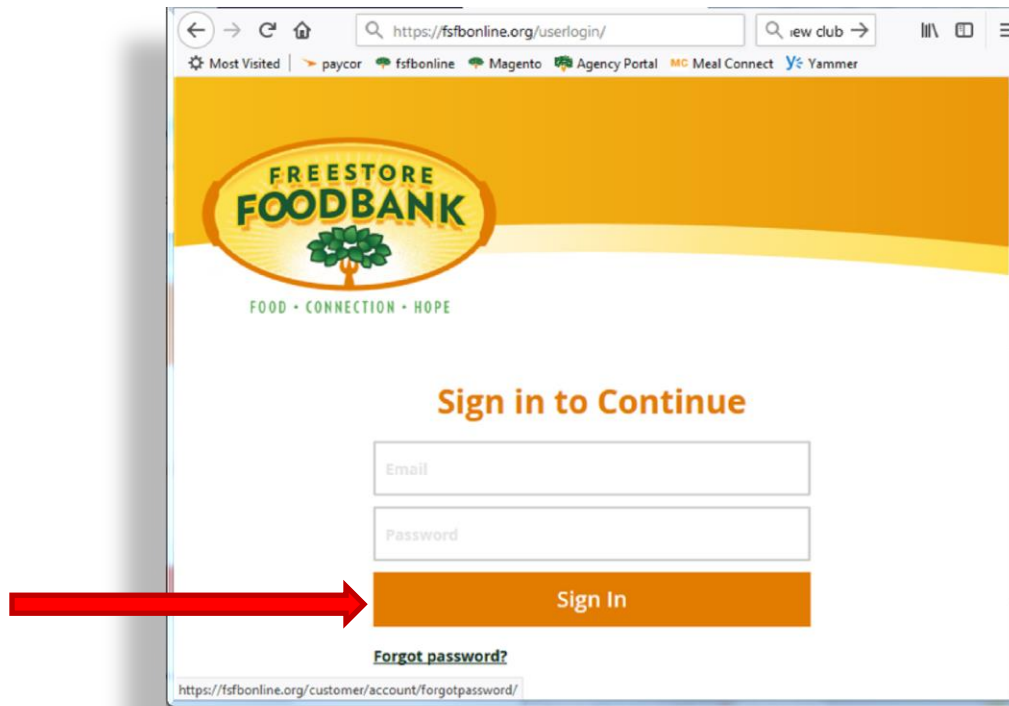


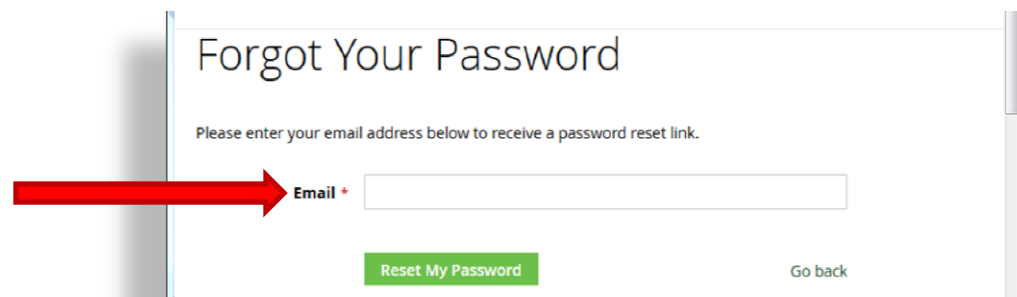
How to Place Online Orders with the Freestore Foodbank

Step by Step Instructions

1. Go to our online ordering website at <https://fsfbonline.org/userlogin/>
2. If this is your first time using our online ordering system, click the “Forgot Password” link.



3. Enter the email address with which you will be placing orders and click on “Reset My Password”. Remember only one email address per partner agency at a time can do this, that of your agency’s main contact with the FSFB. If you attempt to use any other email address, our system will not recognize it and you won’t be able to move forward.



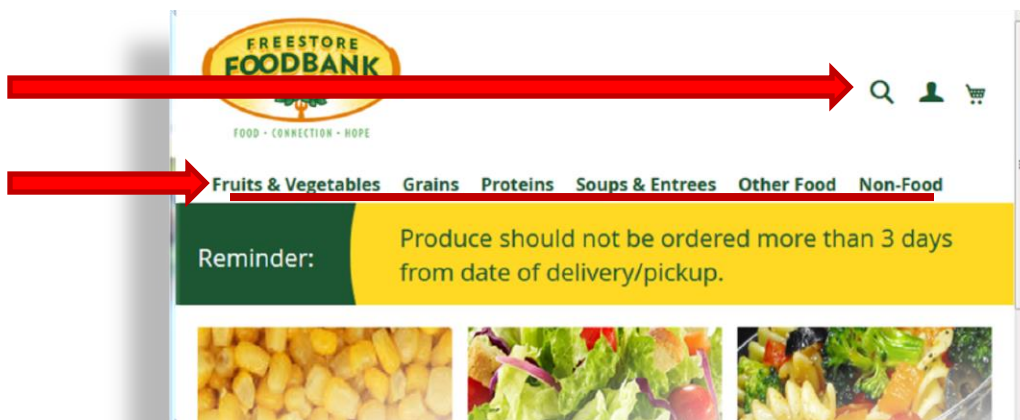
4. You will then receive an email with a link to confirm your email address and to set up your password for our online ordering system. Click it; a window will open then in which you will type your new password twice. Remember to write down your new password and keep it available for future reference, but secure.

Now you can go back to the login screen either by clicking on the words “Sign In” at the top right of the screen or by typing again <https://fsfbonline.org/userlogin/> on your browser.

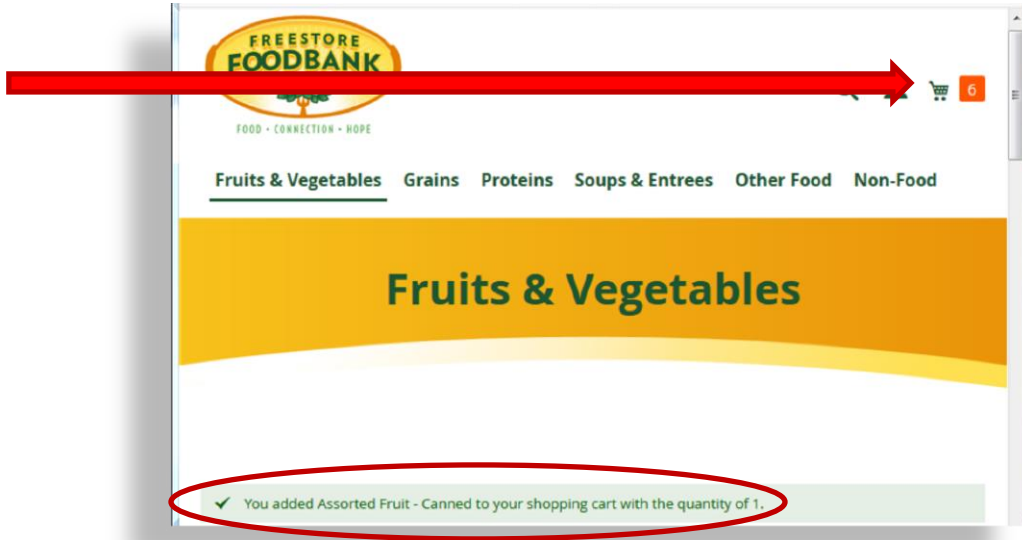
5. Now type your email address and new password on the home screen to log into our online ordering system.



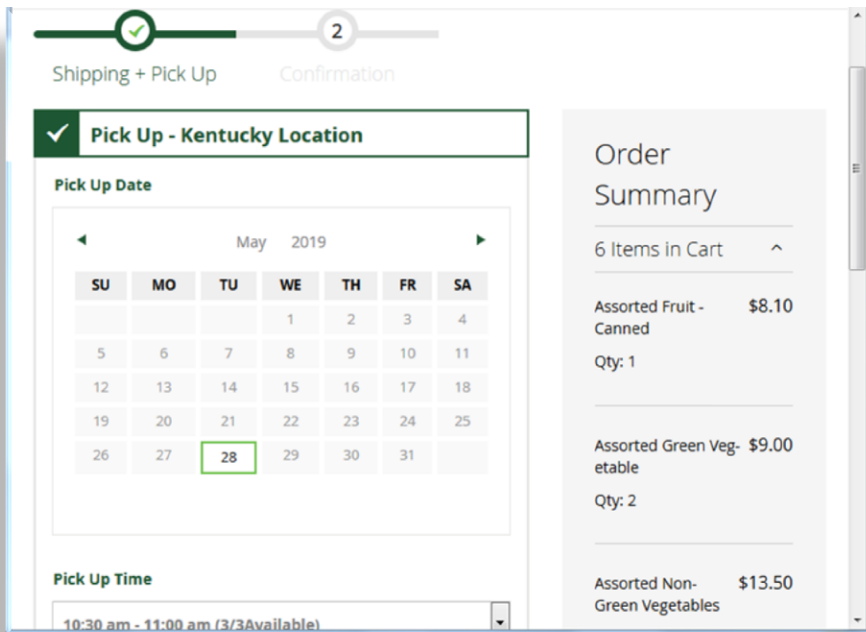
6. Now you can select a category from the top menu and see what items are available, or you could type the name of the product you’re looking for in the search tool indicated below. Be mindful of both the item description and its availability, in order to purchase just what your agency needs. You will be entering the number of items you want in each case.



- Once you are finished adding items to your cart, click on the little basket icon on the top right of your screen in order to check out.



- The next screen will allow you to review and verify your order and to choose a date and time to pick it up. Remember that as a general rule we must wait at least three business days to receive our orders, which is why the system will limit your options to get food according to that rule.



Once you have chosen the day and time to pick up your order, simply click on the green button that says “Place Order”, and you are done.

You will receive a confirmation email with an order number, which you could use to make any changes or adjustments to your order by simply contacting your Agency Relations Coordinator with a request and the order number in question.

Remember that you will be able to use our Stop and Shop program for 30 minutes the day and time you pickup your order.

You will receive an invoice after placing your order. If a balance is due after checking out, please make sure to send a check to the Freestore Foodbank at 1141 Central Parkway, Cincinnati OH, 45202 with the corresponding invoice information.

If you have any further questions or you need any additional assistance to order online, you may contact you Agency Relations Coordinator at the Freestore Foodbank.

Thank you all you do!

