PWW ONLINE REPORTING OF DONATIONS

1. You will enter in store pick up donations on our Primarius Web Window (PWW) site. Go to the Central Pennsylvania Food Bank (CPFB) web site (centralpafoodbank.org).

Shortcut is: remote.centralpafoodbank.org

Access PWW from the “Agency Resources & Ordering” link

2. Click on the “PLACE YOUR ORDER ONLINE” button.
3. Enter your agency number twice (Agency Ref and Username) followed by your agency’s password on the login screen for PWW.

4. Click on the “Agency Pickup” tab.
5. Click on the “Add New Receipt” button.

6. This will take you to the screen where you will report all donated pounds to your agency. If you click on the drop-down arrow next to “Donor”, you will find a listing of your current donors.

   All partners should also have the option of entering in general, miscellaneous donations using the “Misc Food Donations (Agencies)” donor option. ***Please see FAQ #6 for more detailed instructions on reporting miscellaneous donations.***
   
   o **NOTE:** If you are missing donors that you regularly pick up from, please contact the CPFB for assistance.
7. Click on the “Donor” drop down-arrow and select the appropriate donor.

8. Next, click on the “Pickup Date” button. Choose the last day of the month that you are reporting by clicking on the calendar icon and choosing that date.
9. Next, click on the “Continue” button directly below the Pickup Date” button.

10. You will now see this screen. At this point, you will enter the weight of each category of donation received, Example: Bakery, Dairy, Dry Grocery, etc. **ALL POUNDS MUST BE ENTERED IN AS WHOLE NUMBERS – NO DECIMAL POINTS.**

   - Please total up the pounds from each of the categories that have been picked up over multiple weeks for each donor, and enter that as one receipt for the entire month. Example, you’ve received bakery donations from Walmart on 1/2, 1/7, 1/11, 1/16 and 1/21. Add all Walmart bakery donations for the month and enter the total bakery weight for January. Please follow suit with the other donation categories (Dairy, Dry Grocery, etc.) and submit a total weight for each category for that store entry. So, for the month of January, you will enter in one (1) receipt for Walmart even though you picked up multiple days that month.

   - Doing this – generating one entry per donor per month, versus multiple entries for each pickup at the same donor -- **will save you a lot of time.** While you may certainly enter in your poundage every single time you pick up, please be aware that the CPFB only requires regular reporting once each month.

Enter the total weight of each category of donation received.
11. When you are finished, click on the “Process Receipt” button.

12. If you entered in a weight greater than or equal to 150 pounds, a pop-up window will appear. This is a safeguard to ensure the entered poundage is correct. If it is, simply click “Yes” to proceed. If it’s not, click “No” to go back to the previous screen and adjust your poundage or keying error.
13. The next screen will provide you with a Receipt Reference number. You may click to print a summary of your receipt.

14. All of your agency’s entries will be listed under the “Agency Pickup” tab for you to print and review at any time.

15. If you have more than one donor or if you need to add another pick up date, you will need to add another entry. Click on the “Agency Pickup” tab to begin the process again. Repeat steps #1-11.
FAQs:

1. **Can I send you messages or convey issues through the “Comment” box that appears on the reporting screen?** *(Figure 1)*
   
   Even though there is a “Comment” box, please be aware that we **cannot** see any entries or notes UNLESS there are zero (0) pounds entered in the poundage reporting. ONLY then will your comments come through to us. If you have any issues or important information to communicate to us, please either call or email us directly and we will assist you.

2. **Which person at an agency should report donated pounds?**
   
   Oftentimes, the person reporting monthly statistics or handling orders for an agency also reports donated pounds each month. This works out well, as the statistics reporting due date (by the 5th of the month) perfectly aligns with the donation reporting schedule. Sometimes, the person who is picking up and logging the donations also handles the reporting of pounds. It’s entirely up to you – all that we ask is that they get reported on a regular, monthly basis.

3. **I made an error entering my pounds but discovered it after I hit “Process Receipt”. What should I do?**
   
   Please call or email our Retail Donation team ASAP – their contact info is below.

4. **I entered in the same donation poundage twice. What should I do?**
   
   Please call or email our Retail Donation team ASAP – their contact info is below.
5. I’m picking up from several donors on a regular basis but don’t see them included in my donor drop-down screen, what should I do?

If you are picking up from multiple donors and a donor (or donors) is missing from your “Donor” drop-down list, please let us know as soon as possible and we will add them to your list. Please do not hesitate to contact us (see contact info below) if you run into any problems or have questions regarding PWW online donation reporting.

6. What donations should I report using the Misc Food Donations (Agencies)” donor option?

Great question! We would love to capture all poundage that your agency receives. This includes:

- Food drives (including community drives, companies, schools, churches, USPS Stamp Out Hunger, Boy Scouts, etc.)
- Community gardens
- Farmers markets, farmers, and growers who donate small quantities on an infrequent basis
- Donations from individuals and the “private sector”
- One-time-only donations from a tractor trailer driver (i.e. refused shipments to retailers, fulfillment centers and distribution centers)

Please note: the Process for submitting MISC food donations is the same as Retail Pick-up donations. Choose MISC FOOD DONATIONS (AGENCIES) from your donor drop-down list, select the pickup date, and click “Continue”. Follow the same steps for reporting your donations, by category. Do not worry about the “(INSTORE PICKUP)” listing next to each category – that’s an internal inventory code used in PWW that captures all donations that you, our agency partners, report.

7. We regularly get donations from retail donors (Ex: Weis, Giant, local grocers), restaurants (Ex: Panera, Chick-Fil-A, Sheetz, local restaurants), and area farmers – how do we report these pounds?

If you are receiving donations on a regular, monthly basis, we would love to separate these pounds out from your miscellaneous poundage reporting and add them as a specific donor to your drop-down menu. In fact, most of the large chains are now Feeding America National Donors, and those pounds are captured in monthly reports and sent on to Feeding America. Feeding America compiles all of the data nationally and reports all poundage back to the corporate offices of these donors, where they receive some tax credit for their donations. Whether they be large chains or small local business, please contact us and we work with you on how to best report their pounds.

8. Why do we need to report our donated poundage to you?

All this information is extremely helpful to us, as we partner with you to close the meal gap in all 27 counties that the CPFB serves. By understanding not only the quantity of donations you receive from your community but the types of donations (dairy, produce, etc.) as well, we are able to make better sourcing decisions based on the types of food that you still need to determine how we can best support you, our partners.

9. Who should I contact for assistance?

For ALL Agency Partners, Northern Tier and Southern Tier, please contact:

- Cindi Pasi, Senior Retail Donation Manager, cpasi@centralpafoodbank.org, (717) 547-6256
- Rebecca Bedenbaugh, Retail Donation Coordinator, rbedenbaugh@centralpafoodbank.org, (717) 257-9919

This includes ALL general donation reporting questions, donation entry errors, questions pertaining to a specific receipt, or to have a donor added or removed.

THANK YOU for all that you do to serve your community!

(Updated 8/21)