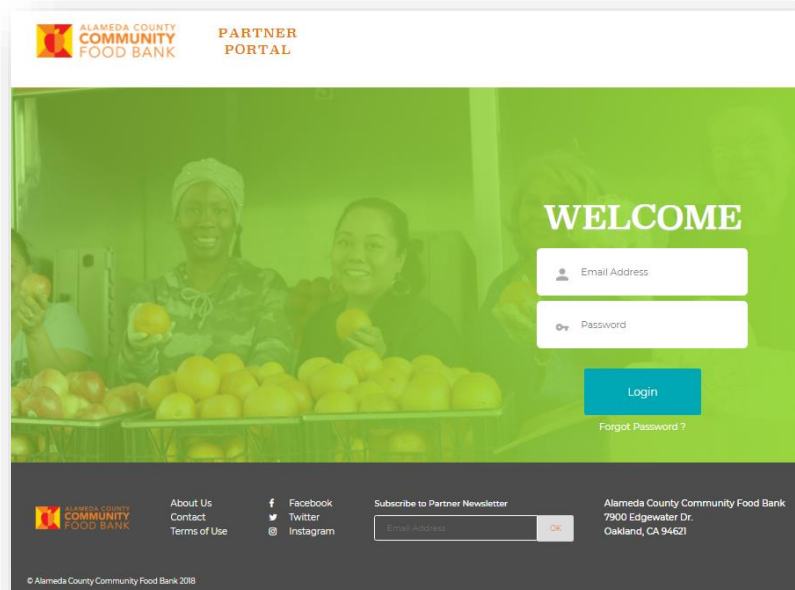




# Partner Portal User Guide

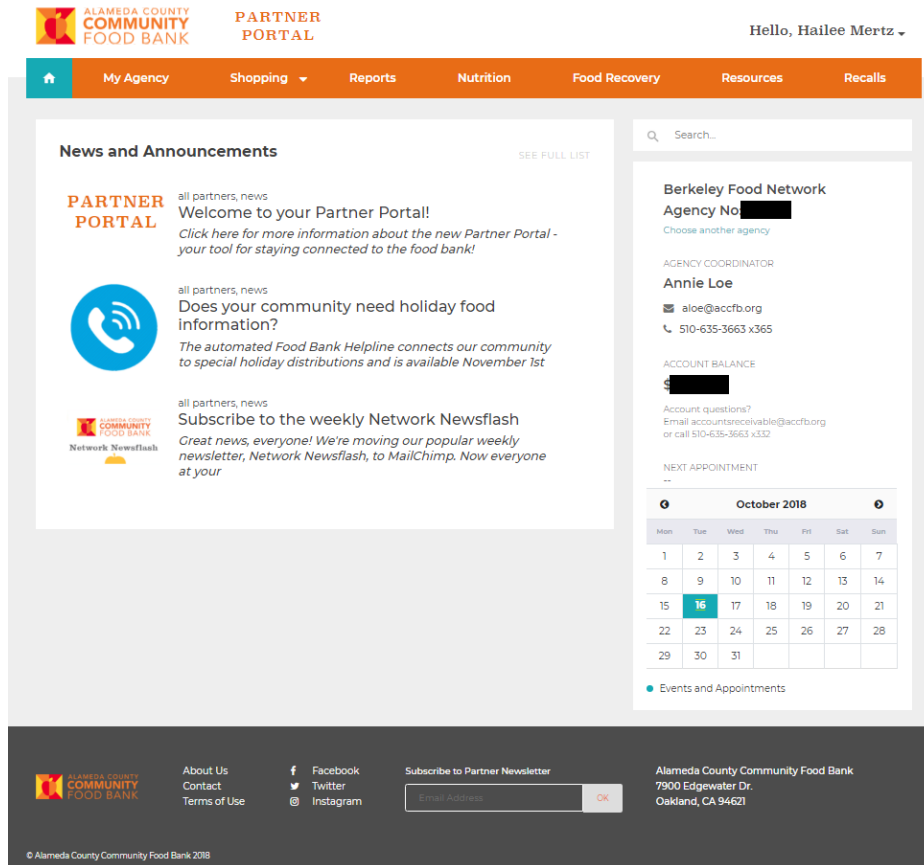


## Table of Contents

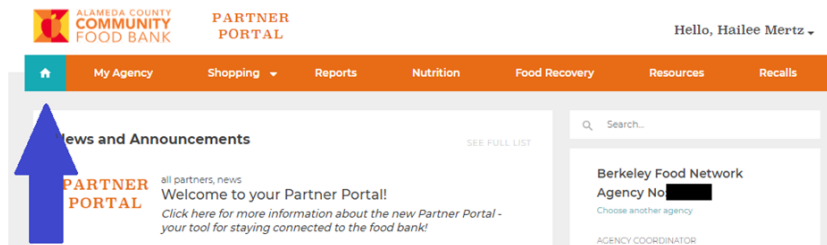
<b>Home Page</b> .....	<b>3</b>
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# Home Page

The Home Page provides partners with information about their account, events, and news and announcements.





Partners arrive at the Home Page after logging in, and can otherwise access the page by hitting the blue button to the left of My Agency.




To learn more about News and Announcements featured on the Home Page, click the title.

**News and Announcements** [SEE FULL LIST](#)

**PARTNER PORTAL** all partners, news  
**Welcome to your Partner Portal!**   
*Click here for more information about the new Partner Portal - your tool for staying connected to the food bank!*

**ALAMEDA COUNTY COMMUNITY FOOD BANK** **PARTNER PORTAL** Hello, Hailee Mertz 

[Home](#) [My Agency](#) [Shopping](#)  [Reports](#) [Nutrition](#) [Food Recovery](#) [Resources](#) [Recalls](#)

**Welcome to your Partner Portal**

[Click here for more information about the new Partner Portal – your tool for staying connected to the food bank!](#)

Partner Portal is your one-stop-shop to schedule shopping appointments, view and request updates to account information, access food bank resources, connect to your network representatives on the Agency Relations Committee, and Much More! We've provided some resources to get you started, below. Please take a moment to explore all the portal has to offer and provide feedback through the survey on the home page.

[Guide to Managing Shopping Appointments](#)

Upcoming Partner Portal Trainings

In addition to the support provided by your account representative, ACCFB is hosting a series of trainings to help you through the transition. All trainings will be held at 7900 Edgewater Drive. No RSVP is needed.

Tuesday 10/23 @ 10:00am  
Wednesday 10/24 @ 1:00pm  
Thursday 10/25 @ 12:00pm

The side bar of the Home Page displays the account name, number, ACCFB representative, and balance. If a contact is connected to more than one agency, they can click the link titled “Choose another agency,” located beneath the agency number to switch accounts.

The screenshot shows the Partner Portal interface. At the top left is the Alameda County Community Food Bank logo. The header includes 'PARTNER PORTAL' and a user greeting 'Hello, Hailee Mertz'. A navigation bar contains links for 'My Agency', 'Shopping', 'Reports', 'Nutrition', 'Food Recovery', 'Resources', and 'Recalls'. The main content area is divided into two columns. The left column features 'News and Announcements' with three items: a welcome message, a holiday food information link, and a newsletter subscription link. The right column displays account details for 'Berkeley Food Network', including a 'Choose another agency' link, the agency coordinator 'Annie Loe' with contact information, the account balance, and a calendar for October 2018. The footer contains navigation links, social media icons, a newsletter subscription form, and the organization's address.

ALAMEDA COUNTY COMMUNITY FOOD BANK PARTNER PORTAL Hello, Hailee Mertz

My Agency Shopping Reports Nutrition Food Recovery Resources Recalls

News and Announcements SEE FULL LIST

**PARTNER PORTAL** all partners, news  
Welcome to your Partner Portal!  
*Click here for more information about the new Partner Portal - your tool for staying connected to the food bank!*

all partners, news  
**Does your community need holiday food information?**  
*The automated Food Bank Helpline connects our community to special holiday distributions and is available November 1st*

all partners, news  
**Subscribe to the weekly Network Newsflash**  
*Great news, everyone! We're moving our popular weekly newsletter, Network Newsflash, to MailChimp. Now everyone at your*

Search...

**Berkeley Food Network**  
Agency No. [REDACTED]  
[Choose another agency](#)

AGENCY COORDINATOR  
**Annie Loe**  
aloe@accfb.org  
510-635-3663 x365

ACCOUNT BALANCE  
[REDACTED]

Account questions?  
Email [accounts@accfb.org](mailto:accounts@accfb.org)  
or call 510-635-3663 x332

NEXT APPOINTMENT  
--

October 2018

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Events and Appointments

About Us Contact Terms of Use

Facebook Twitter Instagram

Subscribe to Partner Newsletter  
Email Address [REDACTED] OK

Alameda County Community Food Bank  
7500 Edgewater Dr.  
Oakland, CA 94621

© Alameda County Community Food Bank 2018

The calendar highlights upcoming events and shopping appointments. Click on the calendar to learn more.

ALAMEDA COUNTY COMMUNITY FOOD BANK PARTNER PORTAL Hello, Hailee Mertz

My Agency Shopping Reports Nutrition Food Recovery Resources Recalls

**News and Announcements** [SEE FULL LIST](#)

**PARTNER PORTAL** all partners, news  
**Welcome to your Partner Portal!**  
 Click here for more information about the new Partner Portal - your tool for staying connected to the food bank!

**Does your community need holiday food information?**  
 The automated Food Bank Helpline connects our community to special holiday distributions and is available November 1st

**Subscribe to the weekly Network Newsflash**  
 Great news, everyone! We're moving our popular weekly newsletter, Network Newsflash, to MailChimp. Now everyone at your

**Berkeley Food Network Agency No. [redacted]**  
 Choose another agency

AGENCY COORDINATOR  
**Annie Loe**  
 aloe@accfb.org  
 510-635-3663 x365

ACCOUNT BALANCE  
 \$ [redacted]

Account questions?  
 Email accountsreceivable@accfb.org or call 510-635-3663 x332

**NEXT APPOINTMENT**  
 October 2018

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Events and Appointments

About Us Contact Terms of Use Facebook Twitter Instagram Subscribe to Partner Newsletter Alameda County Community Food Bank 7900 Edgewater Dr. Oakland, CA 94621

© Alameda County Community Food Bank 2018

ALAMEDA COUNTY COMMUNITY FOOD BANK PARTNER PORTAL Hello, Hailee Mertz

My Agency Shopping Reports Nutrition Food Recovery Resources Recalls

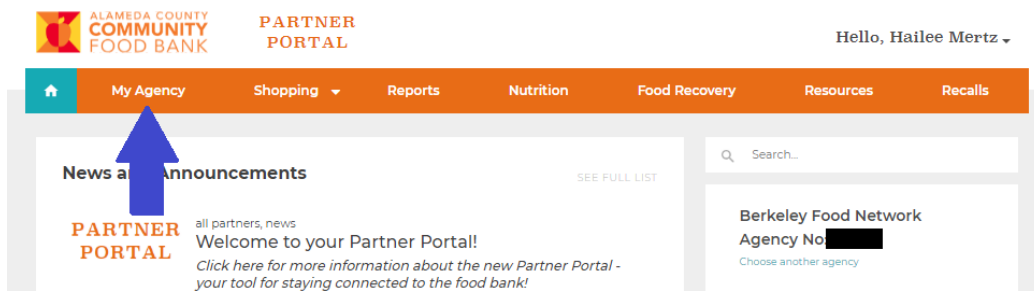
**Calendar Details** [Search...](#)

October 2018

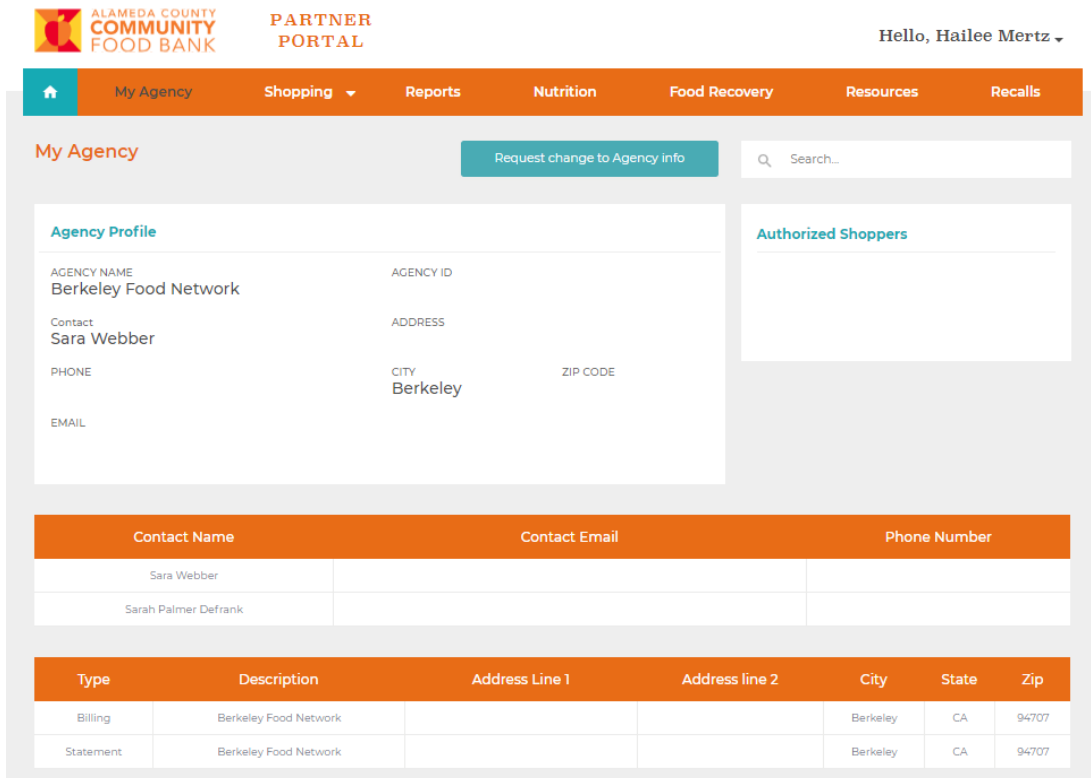
Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16 Quarterly Network Meeting	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Events and Appointments

# My Agency



The My Agency page displays information about your account’s contacts, location, authorized shoppers and supplemental addresses.



Click the “Request change to Agency info” button to request an update or correction to the information on this page.

The screenshot shows the Alameda County Community Food Bank Partner Portal. The user is logged in as Hailee Mertz. The navigation menu includes My Agency, Shopping, Reports, Nutrition, Food Recovery, Resources, and Recalls. The 'My Agency' page displays the Agency Profile for Berkeley Food Network, with fields for Agency Name, Agency ID, Contact Name (Sara Webber), Address, City (Berkeley), and ZIP Code. A blue arrow points to the 'Request change to Agency info' button. Below the profile are two tables: one for Contact Name, Contact Email, and Phone Number, and another for Billing and Statement types, Description, Address Line 1, Address Line 2, City, State, and Zip.

When requesting updates for the account, contacts must enter the name and Email associated with their profile, choose the category related to their request, and describe the change in detail. The account’s Agency Representative will reach out for more information after the request is received.

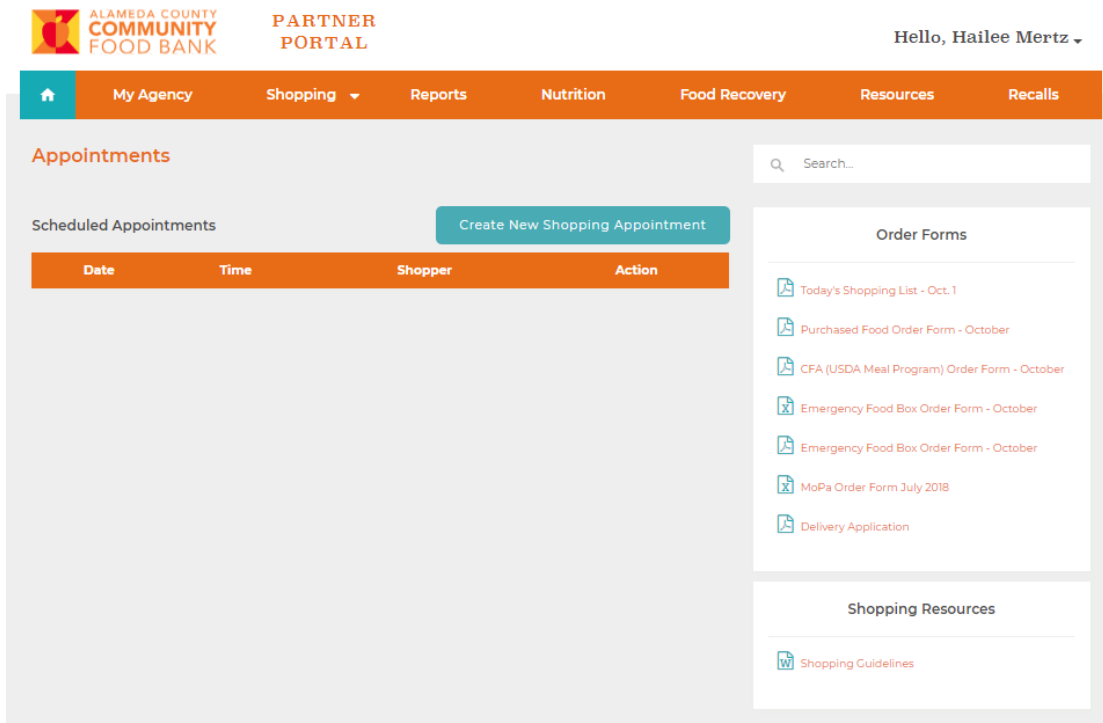
The form is titled 'Request change to Agency info'. It contains the following fields and sections:

- Name \***: Two input fields for 'First' (Hailee) and 'Last' (Mertz).
- Email \***: One input field containing 'hmertz@accfb.org'.
- Categories**: A dropdown menu with 'Days or Hours of Distribution' selected.
- Description \***: A text area containing the text: 'We have changed our distribution from Wednesdays @ 12:00pm-2:00pm to Thursdays @ 1:00pm-3:00pm.'
- Submit**: An orange button at the bottom right.



## Shopping (Appointments & Account)

To access the Appointments page, hover over “Shopping” and choose Appointments.

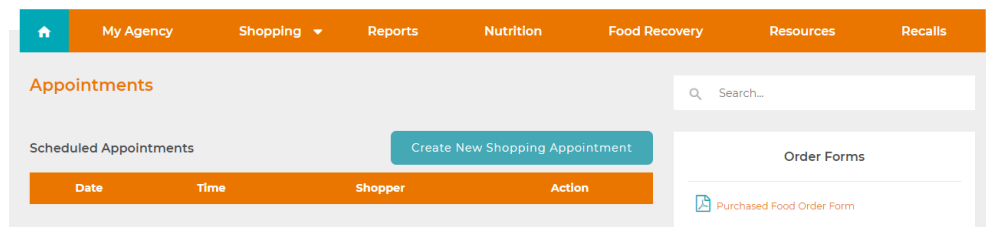


# Appointments

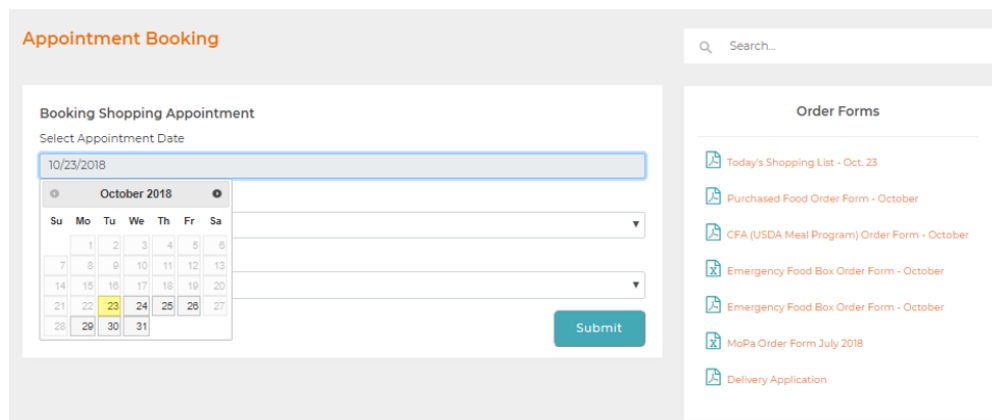
1. Click on the **Shopping** tab and choose **Appointments** from the drop-down menu.



2. Click on the **Create New Shopping Appointments** button.



3. Click on the triangle on the right end of **Select Appointment Date** to open a calendar. Click on your preferred appointment date.



- Click the Select Shopper field and choose a shopper from the drop-down menu.

**Appointment Booking**

Booking Shopping Appointment

Select Appointment Date  
10/23/2018

Select Shopper  
Sara Webber  
Sara Webber  
Sarah Palmer Defrank  
08:45 AM

Submit

Search...

**Order Forms**

- Today's Shopping List - Oct. 23
- Purchased Food Order Form - October
- CFA (USDA Meal Program) Order Form - October
- Emergency Food Box Order Form - October
- Emergency Food Box Order Form - October
- MoPa Order Form July 2018
- Delivery Application

- Click the Select Slot field and choose your preferred appointment time from the drop-down menu.

**Appointment Booking**

Booking Shopping Appointment

Select Appointment Date  
10/23/2018

Select Shopper  
Sara Webber

Select Slot  
08:45 AM  
08:45 AM  
09:45 AM  
10:15 AM  
10:15 AM  
10:30 AM  
12:30 PM  
12:45 PM  
01:00 PM  
01:15 PM  
01:30 PM

Search...

**Order Forms**

- Today's Shopping List - Oct. 23
- Purchased Food Order Form - October
- CFA (USDA Meal Program) Order Form - October
- Emergency Food Box Order Form - October
- Emergency Food Box Order Form - October
- MoPa Order Form July 2018
- Delivery Application

**Shopping Resources**

- All scheduled appointments will appear on the Appointments page. Click Cancel to remove the appointment, if needed.

**ALAMEDA COUNTY COMMUNITY FOOD BANK** **PARTNER PORTAL** Hello, Hailee Mertz

My Agency Shopping Reports Nutrition Food Recovery Resources Recalls

**Appointments**

Scheduled Appointments [Create New Shopping Appointment](#)

Date	Time	Shopper	Action
2018-10-23	08:45 AM	Sara Webber	Cancel

Search...

**Order Forms**

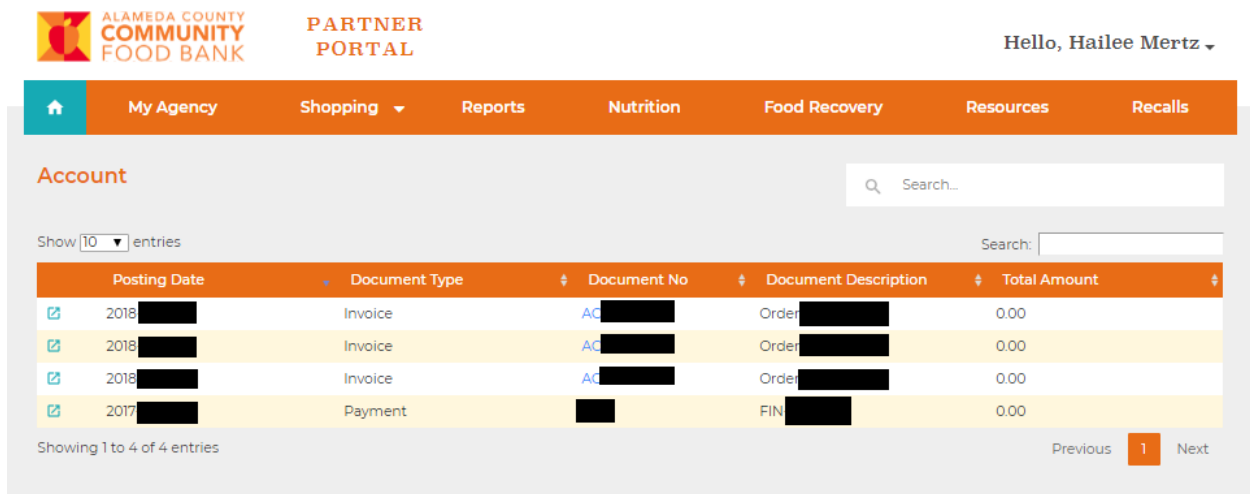
- Today's Shopping List - Oct. 23
- Purchased Food Order Form - October

## Account

To access the Account page, hover over “Shopping” and choose Account.



The Account page offers a record of past invoices, payments and credits. Information can be sorted by clicking columns headers (Posting Date, Document Type, etc.).



Click a document number to get more information about the document.

ALAMEDA COUNTY COMMUNITY FOOD BANK PARTNER PORTAL Hello, Hailee Mertz

My Agency Shopping Reports Nutrition Food Recovery Resources Recalls

Account

Show 10 entries

Posting Date	Document Type	Document No	Document Description	Total Amount
2018	Invoice	AC	Order	0.00
2018	Invoice	AC	Order	0.00
2018	Invoice	AC	Order	0.00
2017	Payment		FIN	0.00

Showing 1 to 4 of 4 entries

Previous 1 Next

ALAMEDA COUNTY COMMUNITY FOOD BANK PARTNER PORTAL Hello, Hailee Mertz

My Agency Shopping Reports Nutrition Food Recovery Resources Recalls

Invoice #: [redacted]  
Date: [redacted]

Go Back

No	Description	Qty	Cost	Weight
S2752	Cabbage, Fresh, lb. Ref.	10	0.00	10
S3505	Cucumbers, Fresh, lb. Ref.	10	0.00	10
S2266	Potatoes, Fresh, lb. Dry.	15	0.00	15
S2847	Sweet Potatoes, Fresh, lb. Dry.	30	0.00	30
S1136	Assorted Produce, Fresh, lb. Ref.	25	0.00	25
S1015	Assorted Bakery/Bread Prod. (No Chg.), Ref.	4	0.00	4
S1141	Assorted Tortillas, lb. Ref.	2	0.00	2
			Total Cost: 0.00	Total Weight: 96

Export

Invoice details can be exported to an excel file by clicking "Export."

ALAMEDA COUNTY COMMUNITY FOOD BANK PARTNER PORTAL Hello, Hailee Mertz ▾

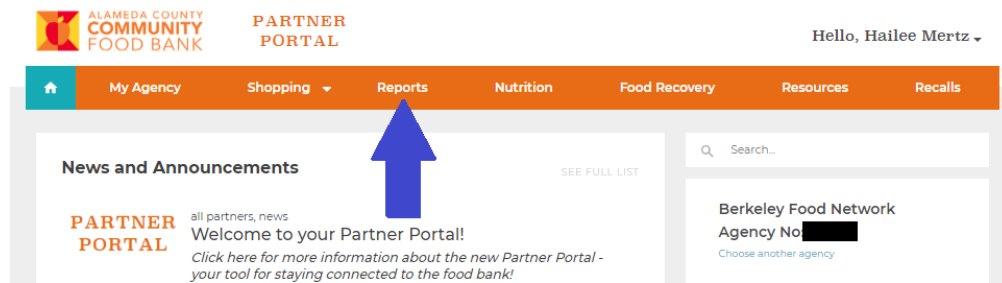
My Agency Shopping ▾ Reports Nutrition Food Recovery Resources Recalls

Invoice #: [REDACTED] Go Back Search\_

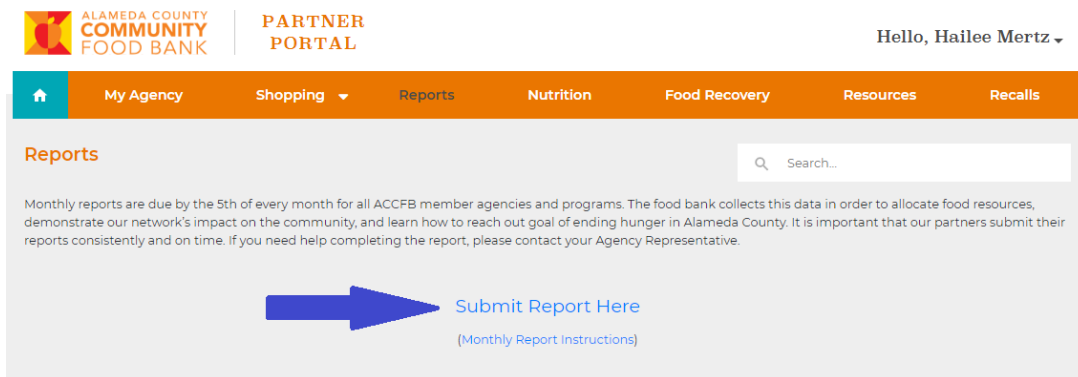
No	Description	Qty	Cost	Weight
S2752	Cabbage, Fresh, lb. Ref.	10	0.00	10
S3505	Cucumbers, Fresh, lb. Ref.	10	0.00	10
S2266	Potatoes, Fresh, lb. Dry.	15	0.00	15
S2847	Sweet Potatoes, Fresh, lb. Dry.	30	0.00	30
S1136	Assorted Produce, Fresh, lb. Ref.	25	0.00	25
S1015	Assorted Bakery/Bread Prod. (No Chg.). Ref.	4	0.00	4
S1141	Assorted Tortillas, lb. Ref.	2	0.00	2
			Total Cost: 0.00	Total Weight: 96

Export

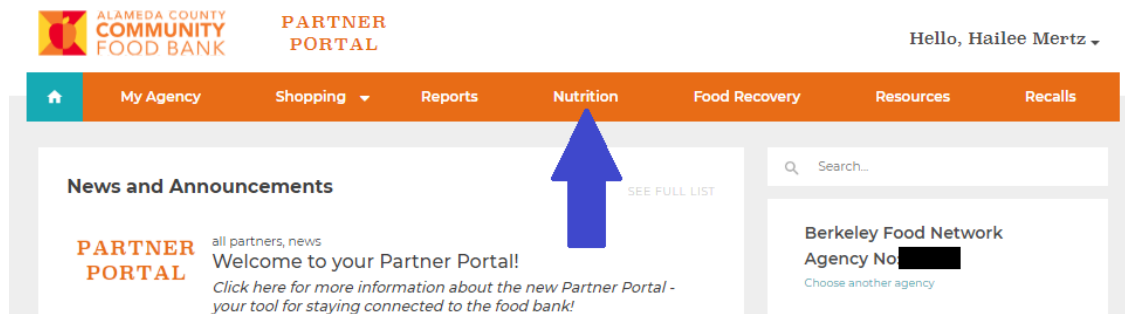
# Reports



The Survey Monkey report can be accessed by clicking the link on the Reports page.



# Nutrition



The Nutrition page offers information about Nutrition programs and classes, as well as external links. Use the Nutrition Services Request Form to request services for your program.

**Nutrition Education**  
Did you know the food bank offers free nutrition services to our partners and clients? If you are interested in one of our nutrition services, please fill out an inquiry form and return to Ana Marquez, Nutrition & Wellness Program Coordinator at [Amarquez@acafb.org](mailto:Amarquez@acafb.org). See the table below to find a nutrition service that's right for your site:

	Recipes & Nutrition Resources	Food Demonstration	"Nutrition in a Nutshell"	Nutrition Classes	Host Cooking Matters
Description	Provide you with healthy recipes for fresh produce and shelf stable items and/or written nutrition promotion materials.	Food preparation featuring recipes that use food available at the food program that day.	Short nutrition education lessons while clients are waiting in line to receive food.	Interactive classes about nutrition basics and healthy food preparation using common food bank foods.	Six-week series offering nutrition and food safety topics, and hands-on kitchen experience to learn how to prepare healthy meals on a budget.
Ideal for	All sites	Mobile pantries, large pantries, paired with Nutrition classes	Mobile pantries, large pantries	Community centers, schools, housing sites, faith centers, clinics	Community centers, schools, clinics, housing sites, after-school programs
Minimum Participants	Any	100	100	8	15, max 20

**Nutrition Coordinator**  
**Ana Marquez**  
510-635-3663 x341  
[amarquez@acafb.org](mailto:amarquez@acafb.org)

**Resources**

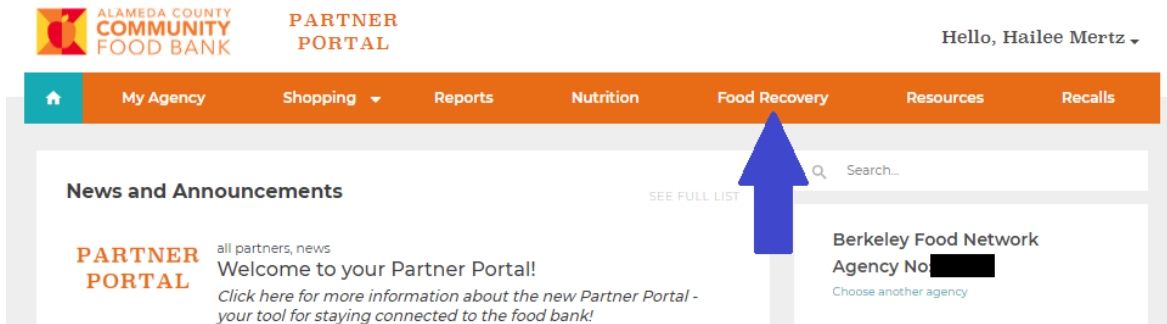
- [eatFresh.org](https://eatFresh.org)
- [fruits & veggies more matters](#)
- [Cooking Matters](#) [ChooseMyPlate.gov](#)
- [Alameda County Nutrition Services](#)
- [MyKitchenCalculator.com](https://MyKitchenCalculator.com)

**Forms**

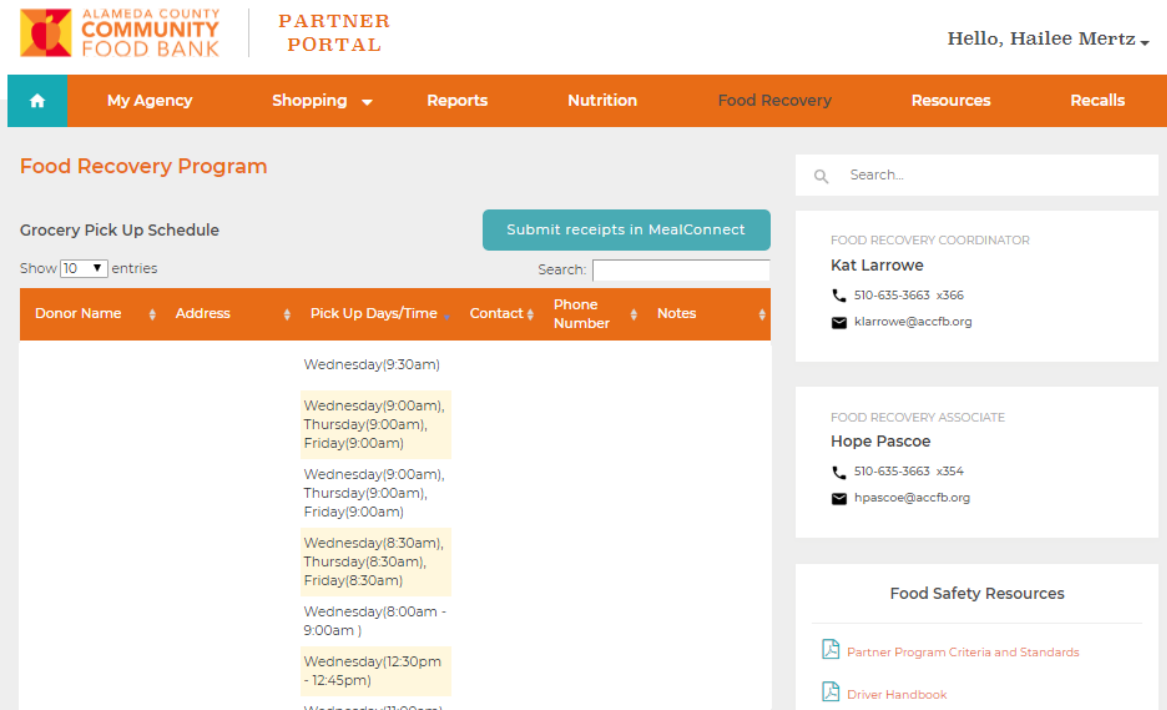
- [Nutrition Services Request Form](#)



# Food Recovery



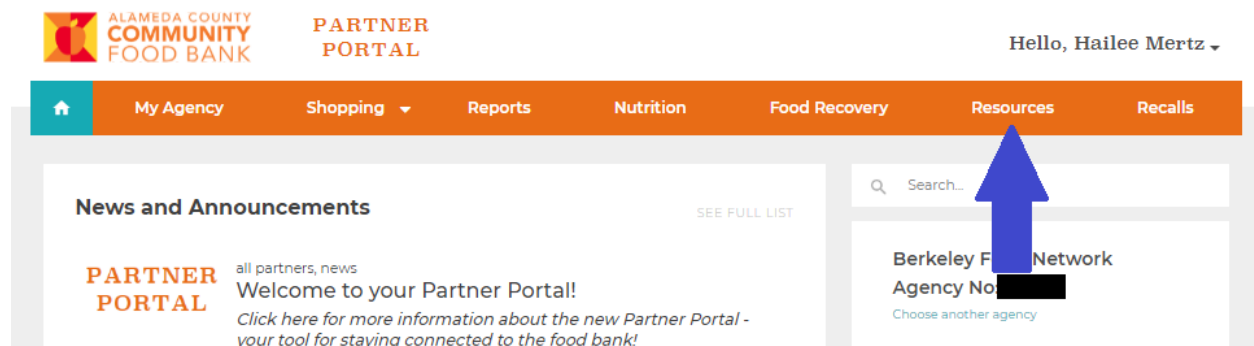
The Food Recovery page is only accessible to partners participating in the Grocery Rescue and Food Recovery programs. The page includes contact information for ACCFB FRP representatives, as well as a pick up schedule specific to the agency.



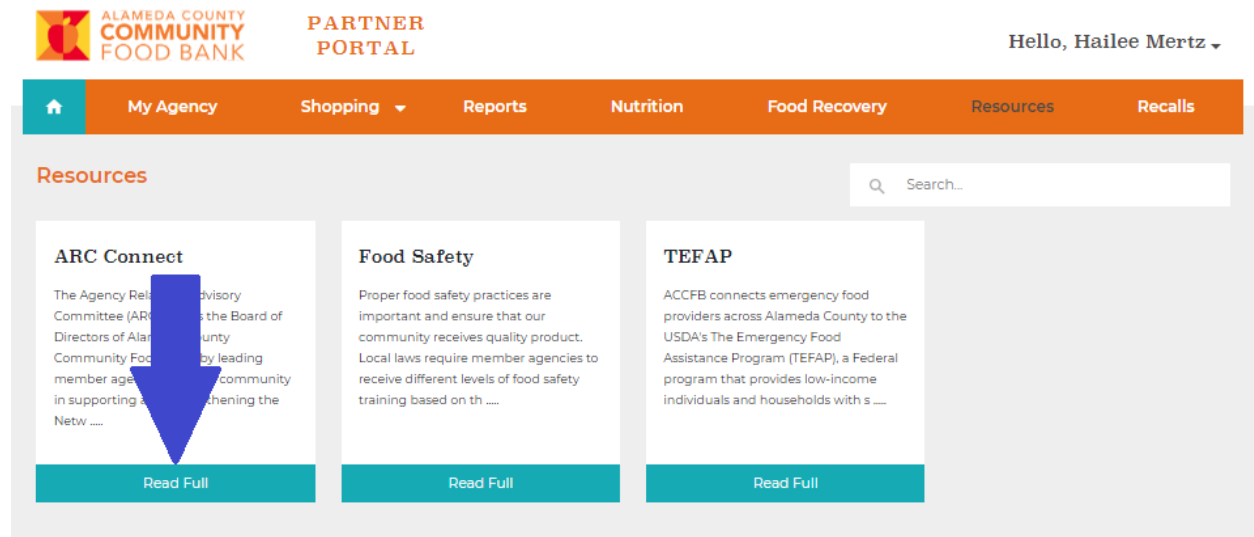
Click the “Submit receipts to MealConnect” button to submit weekly receipts to MealConnect.

The screenshot shows the Alameda County Community Food Bank Partner Portal. The header includes the logo, 'PARTNER PORTAL', and a user greeting 'Hello, Hailee Mertz'. The navigation bar contains links for Home, My Agency, Shopping, Reports, Nutrition, Food Recovery, Resources, and Recalls. The main content area is titled 'Food Recovery Program' and features a 'Grocery Pick Up' section with a 'Submit receipts in MealConnect' button highlighted by a blue arrow. Below this is a table with columns for Donor Name, Address, Pick Up Days/Time, Contact, Phone Number, and Notes. The table lists several pick-up times: Wednesday(9:30am), Wednesday(9:00am), Thursday(9:00am), Friday(9:00am), Wednesday(9:00am), Thursday(9:00am), Friday(9:00am), Wednesday(8:30am), Thursday(8:30am), Friday(8:30am), Wednesday(8:00am - 9:00am), Wednesday(12:30pm - 12:45pm), and Wednesday(11:00am). On the right side, there is a search bar and contact information for Kat Larrowe (Food Recovery Coordinator) and Hope Pascoe (Food Recovery Associate). At the bottom right, there are links for 'Food Safety Resources' including 'Partner Program Criteria and Standards' and 'Driver Handbook'.

# Resources



The Resources page offers more information on several topics. Click “Read Full” to get more information on each resource.



# ARC Connect

ARC Connect is your connection to the Agency Relations Committee, the partner network’s representative body. Information on the Network Chair, Vice Chair, and other committee members is listed, here.

**ALAMEDA COUNTY COMMUNITY FOOD BANK** | **PARTNER PORTAL** Hello, Hailee Mertz ▾

My Agency Shopping Reports Nutrition Food Recovery Resources Recalls

### ARC Connect

The Agency Relations Advisory Committee (ARC) assists the Board of Directors of Alameda County Community Food Bank by leading member agencies and the community in supporting and strengthening the Network infrastructure to meet strategic goals. The committee is responsible for approving new member agencies and agency departures, making recommendations on membership policies and procedures, providing a sounding board for agency representatives, and more!

ARC is a resource to the network! All network partners are welcome to connect with these representatives.

<p>Sara Webber <b>Network Chair</b> <a href="mailto:sara@berkeleyfoodnetwork.org">sara@berkeleyfoodnetwork.org</a> Executive Director Berkeley Food Network Berkeley, CA</p>	<p>Sara Webber is a co-founder and Executive Director of the Berkeley Food Network, a non-profit organization working to close documented gaps in food services available to food insecure populations in Berkeley. Prior to that she served as the Director of the Berkeley Food Pantry. Sara's goal in this work has been to foster a culture of respect for those people experiencing food experiencing food insecurity by developing a more client-centric model of service.</p> <p>Sara has worked in non-profit development for the past thirteen years, raising funds and awareness for local independent K-8 schools and organizations that support foster children, youth, and families, in addition to food insecurity organizations. She has also worked directly with foster youth in Alameda County.</p>
<p>Candi Thornton <b>Network Vice Chair</b> <a href="mailto:arsolahouse@sbcglobal.net">arsolahouse@sbcglobal.net</a> Executive Director Arsola's House Oakland, CA</p>	<p>Candi leads Arsola's Distribution Center and Community Services (formerly Arsola's House food pantry) in Oakland, which serves about 1,000 to 1,200 people per month. Candi served as Vice-Chair throughout 2014. Ms. Thornton is the Owner/CEO of Arsol's Adult Residential Facility located here in the heart of east Oakland where she will celebrate 19 years providing housing for the homeless and less fortunate this October. Ms. Thornton has worked in this community for over 30 years and continues opening doors for others. She is still responding to the divine call to give something of significance back to the community with countless acts of kindness and goodness. Ms. Thornton mentors others in becoming an entrepreneur, opening other streams of revenue, fostering minority leadership, or working with a long list of non-profits. Candi is perennially ready to be part of the solutions of combating homelessness and hunger that is becoming prevalent in this day and time. Candi speaks through her spirit these words "Making a difference is what it's all about."</p>

Search...

#### Resources

- ACCFB Leaders and Board of Directors
- Network Meeting Minutes - July 2018
- Network Meeting Minutes - April 2018
- Network Meeting Minutes - January 2018
- Network Meeting Minutes - October 2017

#### Forms

- Charter - Agency Relations Committee
- ARC Member Opening Application
- Network Chair Opening Application
- Network Vice Chair Opening Application

# Recalls

ALAMEDA COUNTY COMMUNITY FOOD BANK PARTNER PORTAL Hello, Hailee Mertz ▾

My Agency Shopping ▾ Reports Nutrition Food Recovery Resources **Recalls**

News and Announcements [SEE FULL LIST](#)

**PARTNER PORTAL** all partners, news  
Welcome to your Partner Portal!  
*Click here for more information about the new Partner Portal - your tool for staying connected to the food bank!*

Search... Berkeley Food Network Agency No. [REDACTED] Choose another agency

Current and past recalls are listed on this page. Click the recall title for detailed information about the recall.

ALAMEDA COUNTY COMMUNITY FOOD BANK PARTNER PORTAL Hello, Hailee Mertz ▾

My Agency Shopping ▾ Reports Nutrition Food Recovery Resources **Recalls**

Recalls Search...

- October 9, 2018**  
**JBS Tolleson, Inc. Recalls Raw Beef Products Due to Possible Salmonella Newport Contamination**  
Class I Recall 085-2018 Health Risk High Oct 4, 2018 Congressional and Public Affairs Meredith Carothers (202) 720-9113 Press@fsis.usda.gov WASHINGTON, Oct. 4, 2018 – JBS Tolleson, Inc., a Tolleson, Ariz. establishment, is recalling approximately 6,500,966 pounds of various raw, non-intact beef products that may be contaminated with Salmonella Newport, the U.S. D ...
- October 1, 2018**  
**Mauna Loa Macadamia Nut Corporation Voluntarily Recalls**  
For Immediate Release September 24, 2018 Contact Consumers (844) 344-5444 Media Mia Noguchi mia@lotuspondcomm.com (808) 551-1649 Announcement KEAAU, HI (September 24, 2018) – Mauna Loa Macadamia Nut Corporation is voluntarily recalling all of its products produced at the Keaau facility between Sept. 6 - 21, 2018 due to a ...
- October 1, 2018**  
**Allergy Alert Issued in Whole Foods Market Stores Nationwide for Undeclared Milk in 365 Everyday Value White Corn Tortilla Chips**  
For Immediate Release September 25, 2018 Contact Consumers Whole Foods Market 1-844-936-8255 Media Betsy Harden Betsy.Harden@wholefoods.com (512) 542-3198 Announcement View Product Photos Whole Foods Market is voluntarily recalling 365 Everyday Value White Corn Tortilla Chips because the product may contain undeclared milk that was not listed on the product label. ...
- October 1, 2018**  
**Cargill Meat Solutions Recalls Ground Beef Products due to Possible E. Coli O26 Contamination**  
Class I Recall 081-2018 Health Risk High Sep 19, 2018 Distribution List PDF Congressional and Public Affairs Maria Machuca (202) 720-9113 Press@fsis.usda.gov WASHINGTON, Sept. 19, 2018 – Cargill Meat Solutions, a Fort Morgan, Colo. establishment, is recalling approximately 132,606 pounds of ground beef products made from the chuck portion ...

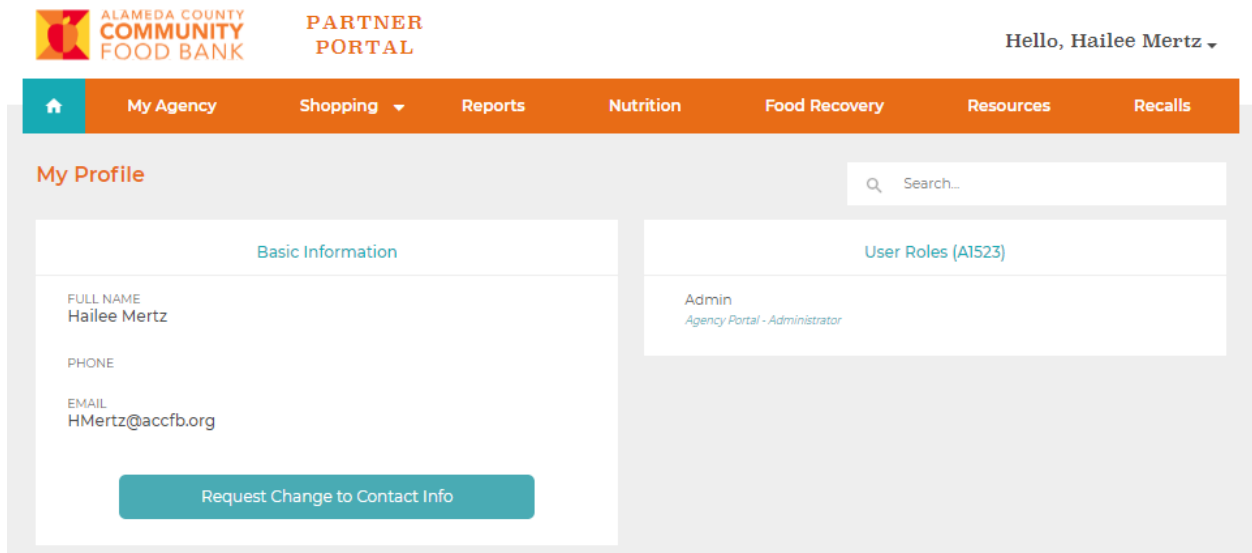
1 2 >>

## My Profile

To access My Profile, hover over your name in the top right corner of the Portal, then click My Profile.



My Profile displays information on the user. To request an update or correction to this information, click "Request Change to Contact Info."



Enter the name and email associated with your account, and describe the update. Your Agency Representative will contact you for more information after the request has been received.

The screenshot shows the 'Request change to Contact info' form in the Partner Portal. At the top left is the Alameda County Community Food Bank logo. The page title is 'PARTNER PORTAL'. In the top right corner, it says 'Hello, Hailee Mertz' with a dropdown arrow. Below this is a navigation bar with links: My Agency, Shopping, Reports, Nutrition, Food Recovery, Resources, and Recalls. The main content area has a search bar and the form title 'Request change to Contact info'. The form includes fields for Name (First: Hailee, Last: Mertz), Email (hmertz@accfb.org), and a Description (My phone number has changed to 867-5309. Please update your records.). A 'Submit' button is at the bottom right.

To log off Partner Portal, hover over your name in the top right corner of the Portal, then click “Logout.”

