

BEST PRACTICES



- Offices: 100-150 sq. feet



- Breakroom: 325 sq. feet



- Education & Training Room: 425 sq. feet



- Conference Room: 300 sq. feet



- Laundry Room: 100 sq. feet



- Main Warehouse: 1325 sq. feet
- Annex Warehouse: 2500 sq. feet



- Fulfillment Center: 1600 sq. feet
- Pantry (cold storage and staging for order picking): 1100 sq. feet



- Kitchen: 540 sq. feet
- Kitchen Packing and Storage Room: 410 sq. feet



- Cold Storage (walk-ins):
 - Refrigeration: 240 sq. feet
 - Freezer: 144 sq. feet



- Loading Dock: 175 sq. feet including stairs

Pantry Cold Storage (Northshore Wholesale Marketplace)



- 56" REFRIGERATOR REACH-IN True Food Service Equipment, Inc Model No. T-49G FREEZER

- Multi-Deck Dairy/Deli Merchandiser (8 ft.) [Multi-deck Dairy Technical Information 0480684 | D5NX-LEP \(hussmann.com\)](#)



- 76" DISPLAY CASE, OPEN, PRODUCE Howard-McCray SC-OP35E-6S-LS

- 32" Beverage Air MMF27-1-W-LED MarketMax™ Freezer Merchandiser, reach-in, one-section



- 2. FG Single-Deck Wall Model With Glass Front for Frozen Food, Ice Cream or Medium Temp (8 ft.) [RFL_RFM_111218.pdf \(hussmann.com\)](#)

- Walk-in Cooler/Freezer: Custom Built by Joset Corporation <http://www.joset.com/>

Material Handling



- Brodie Toyota-Lift: Electric Pallet Jack and Walkie Stacker
- Grocery Carts: [Grocery Shopping Cart-Shopping Carts for Sale|Carriage Trade \(shopcarriage-trade.com\)](http://shopcarriage-trade.com)



- Order Picking Carts: [Jamco Order Picking Cart, 2 Tray Shelves, 24" Wx-36" L, 1200 Lbs. Cap. | 334512 - GLOBALindustrial.com](http://GLOBALindustrial.com)



- U-Boat: https://www.uline.com/BL_1834/U-Boat-Platform-Trucks
- Basket Trucks: https://www.uline.com/BL_1824/Basket-Trucks
- Mobile Shelving: [Mobile Shelving, Chrome Mobile Shelving in Stock - ULINE](#)
 - Liners: https://www.uline.com/BL_4214/Wire-Shelving-Shelf-Liners
 - Covers: https://www.uline.com/BL_148/Mobile-Shelving-Covers

Shelving

- Gondola Shelving <http://www.uline.com/Product/Detail/H-3875/Gondola-Shelving>

Scales



- Avery Weigh Tronix and Diamond Plate countertops for checkout counters
- MODEL 680 & 55680 SERIES ULTRA.LO PROFILE FLOOR SCALES

Bay State Scale & Systems, Inc.
7 Ray Avenue, Burlington, MA 01803
800-696-8282X10
<http://www.baystatescale.com/>

Check Out Counters



- Custom Milled

Software



- SmartChoice (see FAQ) SmartChoicePantry™

Kitchen Equipment



- Blodgett Model No. ZEPH-200-E DBL
- Alto-Shaam QC3-40 44" Quickchiller Reach In Commercial Blast Chiller - 240 lb.
- Ice Maker

The Merchandiser® System with Datamax I printer



- Elo Touch Screen Computer
- Datamax I-class Printer (300 dpi –standard)
- M & M Label Printing Software
- M & M Label Interface Software

M & M Label Company, Inc.

380 Pearl Street
Malden, MA 02148
(800) 637-6628

Labels

- 76,500 Pillow/Arch
- 75,600 Pillow Strip

Other

- Total of 8 Plates (on first order)
- 1 case of 24 TT Ribbons size: 3.27" x 360m

SMARTCHOICE AT THE OPEN DOOR FREQUENTLY ASKED QUESTIONS

(Client Facing)



Q: What if I don't have internet access, or I can't figure out the online ordering system? Can I call instead?

A: Yes! Call us at 978-283-6776. Our staff are happy to help you place your order over the phone. We are also here to help answer any questions you have, from 9 a.m. to 5 p.m., Monday through Friday. You can also email us at gethelp@foodpantry.org.

Q: English isn't my first language. Are there translation services available?

A: We have a translation service available by phone at 978-283-6776 with many languages available. You can also email us at gethelp@foodpantry.org and we will either call you back or reply in your language.

Our online ordering system will also soon be available in Spanish, Italian, Portuguese and Arabic, in addition to English.

Even if you are fluent in English, if you'd prefer using a translation service, please let us know.

Q: Do I need to make an online profile for placing grocery orders?

A: If you are a new client of The Open Door OR are returning to us after two or more years, you will need to fill out an online "New Shopper" form, at foodpantry.org/shopper. The form will ask basic questions about you and your household. We aim to process "New Shopper" profiles within one business day.

Current shoppers already have a profile and can place an order by logging in with their Shopper ID and password (more information below).

Q: How will I know when my "New Shopper" profile has been approved?

A: You will get an email with your username and password once your profile has been approved. You can place an order right away at foodpantry.org/order.

Q: What is my shopper ID (username) and what is my password?

A: Your Shopper ID is the first four letters of your last name, with the first letter capitalized, followed by your two-digit month of birth and two-digit day of birth.

For example, if John Smith was born on May 1, his Shopper ID would be Smit0501.

Your password is your six-digit date of birth. For example, if Smith was born in 1960, his password would be 050160.

If this format does not work for you, email us at gethelp@foodpantry.org or call us at 978-283-6776.

Q: If I place an order, when can I pick it up?

A: You can select a pick-up time at the end of your order. Deliveries are available for those who qualify (more information on this below).

Orders can be picked up at either our Gloucester or Ipswich food pantries—the food choices are the same.

PLEASE review our pick-up schedule below so that you can plan a time that works well for you to pick-up your groceries for yourself and your family. Depending on which day and location you

place your order, it may take 1-3 business days for it to be ready for pick-up.

View our schedule below:

GLoucester ORDER/PICKUP SCHEDULE

PLACE ORDER	CHOOSE PICKUP
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday

IPSWICH ORDER/PICKUP SCHEDULE

PLACE ORDER	CHOOSE PICKUP
Sunday	Wednesday
Monday	Wednesday & Thursday
Tuesday	Thursday

Q: How can I get approved to receive groceries through the delivery program?

A: Please call us at 978-283-6776. A member of our staff will interview you to determine if you qualify for our delivery program.

Q: What does USDA stand for, and why am I being asked when I log in whether I qualify for USDA food assistance?

A: USDA stands for the United States Department of Agriculture. If you have been approved for a shopper profile, you can assume you qualify and select yes. The Open Door along with all food pantries and food banks in the United States receive food from USDA as part of The Emergency Food Assistance Program (TEFAP). To receive the food, we are required to ask this

question. Your information remains private and secure, and is not shared.

Q: When I select the “past orders” section, I can select the same list of groceries that I previously ordered. However, when I pick-up the order or receive my delivery, the items aren’t all there. Why is this happening?

A: Our available food and household products change from week to week. We might not have an item you ordered last week in stock, even if it was included in a previous order you placed. For this reason, we encourage you to go through our menu each week to see the options available to you so that you know that all of the items in your cart are in stock, and also so that you don’t miss any new items that may have arrived.

Q: How often can I order groceries?

A: Clients may order groceries once every week. For example, if you placed an order on Monday, your next order can be placed on or after the following Monday.

Q: What if I need food today, or I can’t commit to a pick-up time because my schedule is unpredictable?

A: Come to our Gloucester pantry anytime from 10 a.m. to 5 p.m. Monday through Friday, or our Ipswich pantry anytime from 11 a.m. to 4 p.m. Wednesday and Thursday. Tell our staff or volunteers when you arrive that you need a quick trip, and we will provide you with basic grocery staples for the week. We also offer quick trip grocery orders tailored for those without access to a kitchen. You can make limited adjustments to your quick trip order, for example if you have an infant and need diapers let our staff know and they will add those to your order.

Our same-day pickups are intended for those who need food immediately or whose schedule is unpredictable and does not allow them to make an appointment in advance.

If you are able to make an appointment online to pick-up your groceries in the next 1-3 business

days depending on the day and pantry location, we recommend you do so instead of coming directly to our pantries for a quick trip. You can view our pick-up schedule above. Making an appointment in advance through our online ordering system will give you full choice over what is included in your order, so that you can pick and choose the items that meet you and your family's taste, preferences, and needs.

Q: What does the orange “Quick Trip” button mean?

Please ignore the quick trip button when placing an order through our online ordering system—it is meant to be used by staff helping clients who show up without an appointment. If you want a basic grocery order you can use the button to auto-populate your online grocery cart, but the majority of our clients prefer customizing their orders fully. Also, placing a quick trip order online will not result in a same-day pick-up.

Q: What does the purple “Note to Staff” button mean?

A: If you click on this button, you can leave a note for staff about your preferences for items you have placed in your cart. For example, you can ask for a certain flavor or variety of an item, like Raisin Bran cereal or Caesar dressing. We do our best to accommodate requests but cannot guarantee your request will be met.

If you are not seeing an item in our menu, that means it is unfortunately not available through our inventory at that time.

This button should not be used to request additional items you have not placed in your cart. We use this system to track inventory and leaving a note asking for additional items does not comply with that system.

Q: I have a special diet (gluten free, vegan, dairy free, etc.) How can I get access to see all of the available special dietary items in my weekly menu?

A: Call us at 987-283-6776. One of our staff will

be able to grant you access to view all of the items available to you. PLEASE ALSO CALL IF YOU HAVE A BABY OR A OLDER ADULT IN YOUR HOUSEHOLD, as we can grant you access to view additional items available for these populations as well.

Q: What does the “points balance” mean in the upper right-hand corner of the screen?

A: All of our clients are given far more points than they will need, which also reset each week. You never need to worry about running out of points.

The points balance is a necessary feature for the ordering system and our inventory systems to function.

Q: How can I get a community meal?

A: If you are picking up a grocery order, tell our staff and/or volunteers when you arrive that you'd also like a community meal.

If you are placing an order for a delivery, leave a note with the number of meals you need. The “Note to Staff” button is purple and located at the bottom left of our online ordering system.

Q: My question is not here.

A: Call us at 978-283-6776.

WATCH OUR HOW-TO VIDEO BELOW

Watch videos below on how to use our online ordering system:

[English](#)

[Español](#)

[Português](#)

[Italiano](#)