

## **P2 FAQs for Partners**

1. Where do I find the P2 login portal?  
<https://sites.google.com/view/annafoodbank/p2-partner-training-guide> The link is also available in the top right corner of [our website](#) under Partner Login.
2. How do I login?  
You'll need to enter your Agency Reference Number. Then, your username will be your email address and password will be WelcomeAgencyNumber! For example, if your number is 999, Welcome999! is your password. The password is case sensitive. If you are a user on more than one account, you will have a separate username for each account.
3. How do I add or remove users?  
Please contact your Agency Relations Manager to add or remove users.
4. May we choose delivery or pickup times and days?  
No. These appointments are already preset, just as before. If you change a date or time in the system, you will be responsible for any issues or discrepancies, including missed orders. Please always refer to the monthly Ordering and Delivery Calendars for correct dates. If you have a question about your pickup or delivery time, please contact our Customer Service Helpline at 828.774.5895.
5. When are orders due?  
Again, please always refer to the monthly Ordering and Delivery Calendars. Orders are generally due by Noon (12 PM) 4 business days prior to your appointment.
6. How do I enter reports from September 2024-January 2025?  
Please stay tuned to the MANNA Message for instructions on this. We hope to ask you to submit these in the new system in February.
7. Who do I reach out to for help?  
Please reach out to your Agency Relations Manager or our Agency Relations Coordinator for support. If you have a question related to an order, pickup, or delivery please call our Direct Customer Service Line at 828.774.5895. If you are a MANNA Community Markets partner, please reach out to the Community Markets Supervisor.
8. If I'm looking for something specific, do I need to check back each day of my order window if I don't find it?  
Yes, new items are added to the system throughout each business day as our warehouse receives them.
9. Any new instructions for picking up orders at the new facility?

Yes. Please see our Ordering, Delivery, and Pickup Policies and Procedures for full details. This will be available on the P2 homepage or ask your Agency Relations Manager. One important note for the new facility: Agencies who arrive before their designated 30-minute window are asked to park outside of the designated traffic areas and remain in their vehicle.

10. Do I have a new agency number?

No. Your Agency Reference Number will be the same as it was for the previous system.

11. May I edit or delete an order once it is submitted?

No, partners are unable to alter an order once it's submitted. Please call the Direct Customer Service Line at 828.774.5895 as soon as possible with any issues or questions related to an order.

12. Is the inventory first come, first serve?

Yes. New products are added throughout each business day as they are received by the warehouse. Once you click "add to cart" that item is held for your agency in the quantity you entered.

13. How do the Grouping levels affect what I may order?

At this time, your Grouping level will not impact what items are available to you. The only exceptions are for bulk product that is only available to meal sites due to food safety rules, and TEFAP product for partners administering that program.

14. Can more than one user in an agency add to the same cart during an order window? Yes. However, it's best practice for one designated person to review and submit all orders to avoid duplication or confusion.

15. Do all users on the same account see the same cart?

Yes. Once items are added to the cart all users on that account will see the cart, or that order, the same way.

16. When do we begin ordering in the new system? When do we receive these orders?

The system goes live January 21<sup>st</sup>. Please refer our [Ordering and Delivery Calendars](#) for your order window. The first orders from the P2 system will be delivered or picked up beginning February 3<sup>rd</sup>.